

# Northcote Child and Youth Development Project

Statistical Profile of Northcote

*With a Focus on Children and Young People:*

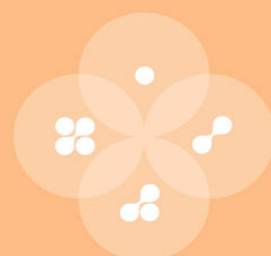
## METHODOLOGY REPORT



AUCKLAND SUSTAINABLE CITIES PROGRAMME

*A regional partnership with the Sustainable Development Programme of Action*

December 2005



**Statistical Profile of Northcote with a Focus on Children and Young People:  
METHODOLOGY REPORT**

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**Project Governance Group Partners:** North Shore City Council, Family and Community Services (Ministry of Social Development), Housing New Zealand Corporation and the Northcote Community.

The Northcote Child and Youth Development Project is a work strand of the Auckland Sustainable Cities Programme. A regional partnership with the New Zealand Sustainable Development Programme of Action, a three-year programme sponsored by the Government and running from 2003–2006.

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## Introduction

The purpose of this report is to outline the methodology for producing the Statistical Profile of Northcote: With a Focus on Children and Young People (the Statistical Profile) and the Northcote Database of organisations and agencies providing services to children, young people and their families in the Northcote area.

The Statistical Profile of Northcote: With a Focus on Children and Young People is the first stage of the Northcote Child and youth Development Project – a collaborative project to support children and young people in the Northcote community. It is a demonstration project for Auckland Sustainable Cities. The aim over the next three years is to improve social, economic, environmental and cultural outcomes for children and young people by improving services and support with a focus on:

- Learning what works best at community level
- Looking at the needs of children at different stages of development
- Using research and best practice to inform future decisions
- Increasing the participation of children and young people in decisions that affect them. North Shore City Council, the Ministry of Social Development and HNZA Community Renewal Project are working together in partnership with the Northcote community, children, young people and their families and a wide range of government and community agencies on this project.

We have also compiled a database of services available to children, young people and their families in Northcote. This will be available to community and government agencies (initially on CD) to help them find out about and access services in the area. This will be available to community and government agencies to help them find out about and access services in the area. The database will also help the Northcote Child and Youth Development Project to identify any gaps in services.

Documenting the path taken will both clarify the steps in the process and enable better planning and implementation of similar community profiling projects in other communities. Data for this report was gathered by interviewing those involved in the production of the Northcote Statistical Profile and the Northcote database.

The report is divided into two main sections covering the Northcote Statistical Profile and the Northcote database.<sup>1</sup> Within each section, the methodology is described, successes and pitfalls are identified and recommendations are made to assist those undertaking future projects. A summary of the methodology, learnings and recommendations has been appended.<sup>2</sup>

This report should be read in conjunction with the Formative Evaluation Progress Report Two (October 2005) as it will provide a more detailed discussion of the context and process of the project.

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<sup>1</sup> Copies of the Statistical Profile of Northcote: With a Focus on Children and Young People can be obtained from:

Email: [northern@family.services.govt.nz](mailto:northern@family.services.govt.nz)

Web link: <http://www.msd.govt.nz>

ISBN 0-478-18332-1

<sup>2</sup> See Appendix 2

# The Establishment Phase

## The Purpose of the Project

A good understanding of the local community and trends can provide community groups, local government and agencies with the information they need to help them plan appropriate services and outcomes for their communities.

The purpose of the Statistical Profile was to provide a full and shared picture of what is happening to children, young people and their families in Northcote and the environment in which children and young people in Northcote are being raised.

The aim was to develop a profile that could be used to identify areas in which children and young people in Northcote were doing well, along with any problem areas. This would then be used as a tool in planning and delivering future services in the Northcote community to support children and young people within the context of their families.

### In particular the report aimed to:

- Provide and monitor measures of wellbeing and establish baseline data that can be tracked over time
- Identify trends, including adverse trends and highlight problems
- Provide greater transparency to the community, NGOs, local government and government agencies by providing data that could be used to inform discussion
- Help identify key issues and areas where we need to take action, which can in turn help with planning and decision making
- See how different groups in Northcote are faring and to compare this with groups living on the North Shore and New Zealand as a whole.

The collection and reporting of local data was seen as key to achieving this.

As the report relied heavily on quantitative data and much of the data was unavailable at Northcote level, the report was unable to provide a full and shared purpose as planned. The purpose of the profile was reviewed and changed part way through and it became a statistical profile based on available data with commentary from key informants to provide a local context.

### Recommendations:

- That the purpose of the project is well defined at the beginning of the project and is reviewed on a regular basis.
- That any change in purpose is recorded and clearly communicated to the Governance Group and all stakeholders

## Governance and Working Committee

A Governance Group was formed to oversee the Auckland Sustainable Cities – Northcote Child Youth and Development Project, comprising representatives from North Shore City Council, Community Renewal/Healthy Housing (Housing New Zealand Corporation) and the Ministry of Social Development. As part of this role the Group oversaw the development of the Statistical Profile.

A Working Committee was formed to produce the report. The Working Committee comprised:

- A MSD contractor who led and coordinated the project, took a lead role in the collaborative process by helping to facilitate relationships e.g. between local schools, community groups and agencies and undertook a reporting role to ensuring the Governance group and Whole of Government Group received reports on progress
- The Community Coordinator had extensive networks and local contacts enabling us to collect local information, putting the group in touch with key people in the community and facilitating relationships between the Committee and the Community.
- A local youth worker who was able to collect information from children and young people about key issues and facilitate input from children and young people
- A data analyst who collected and reported the data and managed quality control in respect of the integrity of the data used,
- In the later stages of the project a communications manager who assisted with the writing of the report and took a lead role in the production of the report.

The Committee met regularly (approximately weekly and towards the end of the project twice weekly) to update, report and review progress as there were constant changes to the indicators available, data collection challenges and reporting issues.

Although the Governance Group received monthly reports, the decisions of the Working Committee were made in response to day to day information, within tight timeframes in some cases requiring immediate decisions to be made resulting in substantial changes to the document.

Reporting to the Governance Group only at formal monthly meetings proved inadequate. A process to report more frequently given the magnitude and implications of the changes and proposed solutions would have been helpful. The Governance Group needed to be able to review decisions more regularly as, in some cases, it wished to review or overturn the decisions made by the Working Group.

The changes sought by the Governance Group were not always easy to rectify as the report had progressed down the track.<sup>3</sup> The Governance Group needed to be kept in touch with progress, particularly in relation to changes in the structure and purpose of the report, on a more regular basis.

The project participants may have different visions, priorities and ways of doing things. These differences need to be worked through against a background of deadlines and shifts in decisions. Goodwill amongst the project participants and between the Governance and Working Group is important to minimise the potential for conflict.

#### **Recommendations:**

- That the Governance Group receives regular progress reports (e.g. fortnightly examples of drafts and monthly reports) particularly when there are changes to the purpose or structure of the report e.g. a regular email newsletter would keep everyone informed
- That the responsibility to manage feedback loops is assigned to one team member to ensure consistency across agencies

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<sup>3</sup> Note: In some cases early decisions affected subsequent decisions which took the report in a direction that was difficult to reverse.

- That agency and community representatives have high levels of good will and the skills and ability to resolve problems, find solutions and work towards compromises.

## Community Engagement

Engaging the community was initially difficult, but was key to the implementation of the project.

The project started as a “top down” process. Initial approaches to the community were met with some reticence as the Northcote Child & Youth Development project was seen by key community contacts as being “yet another government talkfest”. There was an existing belief within the community that “pet” government projects rather than community driven initiatives get funded.

However key community personnel recognized that some of the project objectives matched current community objectives and saw an opportunity to “turn some of the issues facing children and young people in Northcote around”.

The early identification and engagement of the local community coordinator enabled the project to link into the community. The support of the community coordinator and youth worker meant that the project was able to work through existing relationships and networks, rather than having to identify key people, and establish and develop relationships from the start.

The MSD coordinator was introduced to these key contacts and networks and was able to develop relationships with schools, childcare centres, health agencies, local community groups, NGOs, agencies, councils and the local community board for the purpose of this project.

These relationships were critical in identifying key areas of focus and providing the information for the profile.

This exercise could not have been as easily undertaken without the benefit of the knowledge and experience of community workers who have an in-depth, and up to date, knowledge of their community.

### Recommendations:

- That the project requires early involvement of key community people
- That the goals at the top need to be reasonably loose/broad to accommodate and align strategic priorities of agencies and communities
- That the project identifies and works with existing community coordinators, groups or networks e.g. through the Community Board and the people who have mana within the community.
- That the project needs to be scoped with the community. This will ensure the project is relevant and that specific outcomes are identified early in the process.

Note: Community relationships can be ‘political’. It is important to be aware that there may be different perspectives on issues, on the value of input from key people, local groups and agencies and in relation to the nature of community relationships. This is particularly important if key community contacts have a fraught relationship with other people, groups or organisations within a community.

## Relationships with Maori

The project did not develop a formalised relationship with Maori or Iwi. The document was, however, reviewed and approved by Te Puni Kokiri who have said that they are excited about the prospect of working with the governance group partners and community into the future.

Earlier input and Maori representation would have assisted the project to have more extensive cultural input at an earlier stage.

### Recommendations:

- That the type of relationship with Maori and/or Iwi and the role Maori representatives or advisers will have on the project is fully considered in the initial stages of the project.
- That the relationship with Maori, in particular Iwi, is well defined, so that it is clear who is to be consulted or engaged, and the nature of the relationship, e.g. whether it is a partnership relationship or an advisory role.
- That if Treaty-based partnerships are structured within the project, that it is clear whether Maori acting in a partnership role are representing the interests of other Maori.

Note: In New Zealand the term “partnership” has a specific meaning under the Treaty of Waitangi and can lead to confusion when this term also relates to less formal relationships e.g. agencies working in partnership, partnerships with community

## Communications

The communications manager was brought on board at a fairly late stage in the project.

It would have been useful to develop and agree a communication plan for the exercise from the outset. This plan would clarify objectives, identify the target audience and key stakeholders and set out the: who, what, why and how of the process.

### Recommendation:

- That a communication plan is developed at the beginning of the process that clarifies objectives, identifies the target audience and key stakeholders and sets out the: who, what, why and how of the process.

## Roles and Responsibilities

The roles and responsibilities of the Committee were clearly defined at the start of the project.

The skills and capacity of the Committee were reviewed and skills gaps identified. This happened on a regular basis throughout the project as different phases of the project required different skill sets.

The Committee had strong community representation with well developed community links, networks and knowledge of Northcote.

It was decided to contract a data analyst to collect and report the data as this is a technical role requiring statistical and analytical skills. Similarly, a communications manager was contracted in the later stages to assist with the report writing and to coordinate the production of the report.

**Recommendations:**

- That the roles of each member of the Committee are clearly defined to avoid duplication of roles.
- That skill gaps in the Committee are identified and reviewed on a regular basis.
- That the skills include not only local knowledge of the community, data analysis and communication skills, but also the ability to work constructively and collaboratively with a commitment to developing shared solutions as issues arise.

# Preparing to Collect the Data

## Domains

The Northcote project used the domains of the Social Report 2005 to provide a picture of overall wellbeing, issues and trends for children and young people in the Northcote area.<sup>4</sup>

- People
- Health
- Knowledge and Skills
- Paid work and Economic Standard of Living
- Civil and Political Rights
- Leisure and Recreation
- Physical Environment
- Safety
- Social Connectedness

The domains are developed to report national level data and did not always work well at a local level. For example, the unavailability of local data resulted in thin sections that required amalgamation (e.g. the economic sections) and, conversely, the abundance of community level data that builds a picture of what makes Northcote unique.

### **Recommendation:**

- That there is a review of the domains of the Social Report to determine whether this is the best structure for local level reporting. A new structure might, for example, include an additional section on 'Community' in which local issues are reported.

## Selection of Indicators

Indicators were used to help measure areas of interest in each of the domains.

There is a wide range of data available that could be used to measure aspects of the lives of children and young people at the Northcote level. However, the quality, availability and costs of the data vary considerably. Moreover, indicators are not necessarily an exact measure and may not be collectable in a format that measures what is happening in a community.

The indicators reported in this project were selected because they were considered to be good quality, available and cost effective.<sup>5</sup>

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<sup>4</sup> Note: Paid work and economic environment were combined into one domain and cultural identity was placed into the people section as there were insufficient indicators available at a Northcote level to warrant separate sections.

**The aim was to select indicators that met all, or most, of the following criteria:**

- Relevant to children, young people and their families
- That the indicator list attached as Appendix 1 is used.
- Recognized as an accurate way of measuring an outcome or providing context
- Valid (providing a true reflection or measure of the issue; scientifically credible or otherwise defensible)
- Widely supported as an indicator or measure (either within the community, New Zealand or internationally)<sup>6</sup>
- Measurable (quantifiable, with data existing to measure it)
- Cost effective (obtainable at a reasonable cost in terms of time and financial resources)
- Methodologically rigorous so that the data provider collects and reports the data accurately and consistently
- Comparable (able to be standardised or accurately compared with similar indicators)
- Understandable (easily understandable or able to be presented in a simple way to our target audiences)
- Consistent over time so that it is possible to track trends
- Where possible, able to be disaggregated or broken down by demographic and other characteristics
- Where possible comparable with data collected at Council and national level.<sup>7</sup>

While these criteria were applied to all potential project indicators, significant data issues affected the makeup of the final indicator set. (See the data collection section for details.)

**Recommendations:**

- That the criteria for the indicators to be covered in the report are established and applied to each indicator to ensure that the data to be collected is relevant and of good quality rather than just available.
- That the indicator list attached is used as a starting point or baseline for future reports or reports in other communities. Although the reports are designed to be responsive to the needs of their local community, there are likely to be some similarities between the statistical needs of communities.
- That the indicator list, where appropriate, is supplemented with indicators that provide local flavour and are responsive to local issues.
- That the indicator list is reviewed on a regular basis as new data sources become available and better indicators from existing data sources are developed.

Note: Indicators will not necessarily be an exact measure and may not be collectable in a format that will measure what is happening in a community. Some data may not be available, e.g. indebtedness.

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<sup>6</sup> There was heavy reliance on indicators reported in projects such as the *Quality of Life Report* and the *Social Report*, or on indicators collected by Statistics New Zealand.

<sup>7</sup> These criteria closely followed the criteria established by the *Social Report, 2005* and the *Quality of Life Report, 2003*.

## Defining the Indicators

Once the indicators were selected they needed to be clearly defined before they could be ordered from the data providers. When defining the data the project considered the following issues:

- An exact description of the data to be collected, including details of the dataset the data was to be drawn from
- The time frame over which the data was requested e.g. over a 3 or 5 year period
- Whether the data was to be provided monthly, quarterly, annually etc
- Any breakdowns of the data, e.g. whether the data was to be requested by gender, age or ethnic groups
- Whether to order local, council, regional or national data to enable comparisons to be made.

In general, it was decided to:

- Use trend data looking at 3-5 year trends wherever possible
- Order data from one to two censuses previous depending on costs as Census data is 5 yearly
- Order data using the most recent time frames available i.e. financial years or calendar years, depending which was more up to date
- Disaggregate data wherever possible by age group (using 5 year age bands), gender, or ethnic groups (usually Maori, Pakeha/NZ European, Pacific, Asian, other). It was not always possible to disaggregate data due to privacy issues
- Compare Northcote with the North Shore City and New Zealand as a whole
- Collect intra-Northcote comparisons. This was particularly important as Northcote has a diverse population, for example of rich and poor, and the data tends to 'average out' and obscure differences when Northcote is looked at as a whole.

This process was very time consuming and expensive as many of the data providers had to be contacted prior to placing a data order to determine whether the data was available at a local level, the years available, and whether privacy issues would compromise the release, breakdowns and availability of the data.

This process first involved identifying the data provider and then identifying who in the organization could supply the data. This is not always easy as there may be hundreds or thousands of employees working in an organisation.

Where data was unavailable, alternatives were sought. Again, this involved working with data providers to find suitable solutions, such as aggregating the data over a series of years so that data could be reported at a local level.

### **Recommendations:**

- That the data to be ordered is clearly defined in relation to the measures requested, time frames, comparators, and breakdowns of data.

- That sufficient time is allocated in the project to work with data providers to find solutions to problems they may have releasing the data to the project.
- That relationships with data providers are established centrally and, where necessary, MOUs are developed to ensure an ongoing relationship develops.

## Boundaries

The boundaries of the community needed to be clearly defined. The boundaries of the Northcote catchment area were difficult to define as Northcote is located within a densely populated urban area and is not contained within natural borders.<sup>8</sup>

The project used meshblocks and Census Area Units (CAUs) from Statistics New Zealand to define the boundaries. Meshblock are the smallest unit of statistics data collected by Statistics New Zealand. The meshblocks can then be built into larger geographical units as can could census area units.

The meshblocks provided the best 'fit' with the area; however data was not always available at meshblock level. Although CAUs did not fit the catchment area as exactly, CAU level data was used wherever meshblock data was unavailable.

The boundaries of local organisations, District Health Boards and agencies, in many cases, differed from Statistics New Zealand boundaries. Where possible, organisations used street level information to enable the information to be provided at Northcote level. The different catchment areas were noted in the report.

### Recommendations:

- That the boundaries of the catchment area are clearly defined.
- That, wherever possible, existing definitions such as Statistics New Zealand meshblocks or Census Area Units are used.
- That the boundaries of others, e.g. Health, Council, Police, etc. are well defined and it is made clear how they relate to the catchment area.

Note: Councils can be an important resource. North Shore City Councils have GIS software (a data mapping programme) and were able to provide detailed information about their areas drawn from Statistics New Zealand.

## Comparability

Currently different councils, agencies and organisations collect different types of information, using different breakdowns, timeframes and boundaries. This made it difficult to develop indicators that could be compared either between councils, regions or nationally.

Even when the same type of indicators were collected, they were not always collected in a standardised format e.g. the way that councils have measured beach water quality or wide open spaces varies.

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<sup>8</sup> Note: This is more an issue for urban than rural areas.

The lack of standardised data prevented the development of national level indicators or regional comparisons e.g. there are currently no set standards on waste management, beach water quality etc so no comparisons were able to be made in the report.

If data is collected consistently communities can compare themselves against others to gauge relative performance. National data is also important as communities have an interest in how they are performing nationally as well as locally.

**Recommendation:**

- That MSD join with groups such as the Canterbury Indicator Project to work on a consistent approach in the provision of both national and local level statistics to enable effective benchmarking of community performance, and enable comparisons with other councils and nationally.

Note: There is a need for coordination, especially through the many government, local government and NGOs working in this area, as well as a need for intensive international dialogue.

## **Review the Indicator List**

The indicator list needs to be constantly reviewed to identify the gaps in information.

The gaps may be due to:

- A lack of availability of data (e.g. on indebtedness or poverty)
- A lack of sub national level data e.g. on literacy or truancy
- The inability to collect data within the time frames

Gaps in this project included a lack of local data on:

- Health
- Savings and indebtedness
- Who goes where after they leave school
- Refugees
- Modifiable risk factors, such as drug and alcohol abuse, gambling, obesity, nutrition and exercise

## **Sources of information**

The statistical information was collected from four main sources:

- Local government, either from their own administrative sources or commissioned collections
- Statistics New Zealand, as the national statistical agency with prime responsibility for producing official statistics required by government
- Other central government agencies, which either collect data from local government or have administrative data sources which are able to produce information of value

- NGOs and community groups

The statistical information was supplemented by observations from residents, including children and young people, and key informants with local knowledge.

**Agencies the data was collected from include:**

- Waitemata District Health Board
- Ministry of Education
- Statistics NZ
- Police
- NZ Health Information Service
- Work and Income
- Child Youth and Family
- North Shore City Council
- Housing New Zealand Corporation
- Primary Health Organisation
- ACC
- Injury Prevention Research Unit
- Quality of Life Survey, 2004

**Supplementary information was collected from:**

- Schools and Early Childhood Centres
- Community Coordinator
- Child and Youth Facilitator
- Community Services, NGO's, Community Groups, e.g. Plunket, Te Puna Hauora, HIPPY, Safer Communities
- Community leaders
- Community workers
- Community volunteers
- Health professionals
- Churches
- Business Association
- Real Estate Agents

**Internet searches provided information on:**

- The demographics and profiles of schools
- Early Childhood Centres
- ERO Reports
- Government Department websites (for contextual material)

## Data Collection

Data collection is currently a costly and onerous process. The data collection phase of the project raised a range of difficulties.

The agencies and organisations in the indicator selection phase were approached with the data orders. Despite considerable work in the earlier phases of the project, it was extremely difficult to obtain data on a particular catchment within an urban area.

There had been a high level of interest and goodwill from the Auckland Sustainable Cities Project participants from the outset. This had translated into offers, by a number of them, to provide data to the project. However, many of the agencies who had believed they could provide data found that they could not. We quickly learnt that the reality was that our request was only one of many competing priorities for a number of people.

In some instances the data was simply not available or not able to be provided within the timeframes, in others it became an issue of capacity or of over-riding operational priorities.

The Working Group turned to their relationships with local agencies to collect the data, and in some cases exhausted these.

The process was too intense for many of the local agencies to respond. In a number of instances data collation involved agency staff working overtime to extract the data manually from their systems. In one case it took an agency staff member one week to manually extract this data as it was simply not available at the Northcote level.

The local data was often delivered in forms that took, in some cases, days to put into a useable format.

### **Recommendation:**

- That core datasets should be readily available and downloadable from agency websites in agreed formats.

Note: If communities are to be empowered to work alongside central government to improve outcomes for their residents, then the community needs to be able to independently access key data sets at CAU level, preferably web-based.

## Challenges collecting data

### **Data Providers**

Many data providers said that even though they collect the data, that they are being swamped by requests for data and that they found it difficult to provide the data requested. Some refused our requests.

In many cases the provision of data was not part of their core business. Agencies and NGOs stated that they were having to provide data in a range of formats, over different time periods to a wide range of organisations in an ad hoc and uncoordinated way and asked that any subsequent Statistical Profiles be coordinated to minimise the effect of this.

## The Provision of Government Data

Data orders were emailed to the person already identified in the Government Departments on an excel spreadsheet. The sheet outlined the exact indicator, the dataset, breakdowns, time periods required, the boundaries, along with an email outlining the details of the project and asking for a time frame for the provision of data.

In some cases the data collected from Government Departments was a reasonably straightforward process. Where there were difficulties, these tended to arise as the data is not normally provided at community level.

For example, Statistics New Zealand provided much of the data already pre-analysed and free on their website. However it tended to be provided at CAU, Council or Suburb level and these did not align with Northcote boundaries.

The data had been analysed in a format that meant it could not be aggregated (e.g. the data was rated or percentages, so it could not simply be added together). This meant that the data for the project needed to be requested as a customized order.<sup>9</sup>

There were also difficulties with staff turnover in some data units which meant that decisions on the release of data made in the indicator development phase were subsequently overturned.

## NGOs

NGOs were approached for data. Many of the NGOs are routinely approached for data by councils, government agencies and District Health Boards as this information supports the outcome and monitoring process of these agencies. Again, some felt that this is placing considerable strain on them as they are, in many cases, not funded to provide this. Many of the NGOs approached in relation to data provision said that they simply lacked the capacity to provide it.

### Recommendations:

- That the project work with Statistics New Zealand to broaden the data available in a pre-analysed form on their website and that it be provided in a way that allows meshblocks, CAUs etc to be aggregated.<sup>10</sup>
- A centralized approach would enable agreements and MOUs to be developed between MSD, Statistics New Zealand and the agencies ensuring a consistent and regular flow of information.

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<sup>9</sup> The cost of the data from SNZ was \$530 plus GST.

<sup>10</sup> Statistics New Zealand have expressed an openness to examine and, if possible, work towards accommodating this issue.

## Data Analysis

The data came in a wide range of formats, much of which required extensive work to standardise and align with Northcote boundaries. This was a technical and time consuming job requiring patience and considerable care.

The data was then analysed to look for issues, trends and patterns. Underlying trends were also explored. Because there is considerable diversity within the Northcote community, aggregated data can mask underlying community differences. For example, one part of the community was affluent and one part was deprived – the aggregate data showed a smoothed effect.

The results were highlighted in a first cut of the data.

Although the data, in many cases did highlight issues, these were often difficult to interpret. For example, was a high rate of stand-downs and suspensions from school because schools were managing student behaviour well or badly?

The first cut of the data was circulated to the Governance Group, the stakeholders and key informants and presented at a stakeholders meeting. Interviews in relation to the data were conducted to give the data “context”.

## Second Cut

The first cut highlighted the gaps in the indicators and the information.

A list of indicators was added to the original list for collection and key informants were identified for interview.

It was necessary to be ‘ruthless’ at this stage and critically assess each indicator to determine what the collection and analysis of the data would add.

At this point it was recognised there were big gaps in the data as the data just was not there or not able to be provided

### **Recommendation:**

- That the Working Group adds necessary indicators to the list however that the group clearly differentiates between what is necessary to keep the report relevant and crisp and what would be just “interesting” to collect.

## Interviews

The interviews were a critical step in the writing of the report. The interviews gave the data context e.g. with respiratory diseases it was unclear whether they were a result of pollution, un-insulated houses, overcrowding or a series of colds. Public health nurses were asked to view the data and comment on what they considered, if anything, to be the underlying cause or causes.

Informants were given an opportunity to view the data. They were then asked whether it reflected their experience, what they thought was underlying the data, and whether there were gaps in the data.

# The Report

## The Format of the Report

The initiative (because this was the first time such an exercise had been undertaken) was an iterative process.

The project involved many stakeholders with different expectations of the process and the format of the final report. It was difficult to get a shared vision around what the report would look like. Even when the groups felt that they had come to an understanding of how the report would be formatted, what level of analysis was necessary etc. It became apparent as it was being produced that there were divergent views and expectations (mind pictures) which only crystallised when the draft report was tabled.

It would have been useful to spend more time clarifying the objectives with key stakeholders at the outset. There was lack of agreement and clarity about the target audience, who ultimately would be accountable for the report and who the prime users of the final report would be.

The Working Group met regularly to agree on and update the format of the report. As the project was a demonstration project, the Working Group decided to format the report in a way that was replicable by other communities. The data was reported at a high level and in a simple and uncluttered way. There was limited analysis and the report confined itself to key points and themes.

It became apparent in the latter stages of the project that the Working Group and the Governance Group had a different vision about the finished product and that the format of the Statistical Profile may not meet the needs of the central government agencies involved in the project.

The report format was subsequently changed to include the disaggregation of datasets and more detailed analyses of the issues.

Although this provided agencies with the information that they required, it would be difficult for a community to replicate this without specialist skills, such as access to a data analyst and/or someone with communications expertise.

### **Recommendations:**

- That early on in the project a format is agreed upon and the format, including data tables and analysis, is mocked up so that there is a visual and shared picture of the end product.
- That the Governance Group, are kept in touch with the format of the report and any changes to it on a regular basis.
- That excerpts of the report are circulated to the stakeholders on a regular basis. One suggestion would be to circulate the same page or chapter of the report at least monthly, so that all stakeholders could be part of the evolution of the document and have the chance to make comments and suggestions along the way.
- That model templates with web links are developed to allow easy access to core data. This will smooth the technical component of the work leaving more time and energy for the engagement processes.

## **Writing the Report**

Writing the report involved analyzing and reporting the data and considerable editing. The data was presented as statistics, graphs and tables in the report with explanations interspersed with extensive quotes and interviews with local people and children and young people.

Getting the tone in the report right was very difficult. There was a fine line between being overly positive and unnecessarily negative. This was very important to master as the need to identify some hard issues facing children and young people in Northcote was balanced against the need to write in a sensitive and respectful way about people's lives and the community in which they live and are connected into.

This was compounded by the recognition that while many of the staff involved with the project will move on, community workers have to live and work in the community on a long term and ongoing basis.

Again the writing of the report in a collaborative project involved juggling different visions, expectations and priorities.

The exercise could involve an individual team member working a total of 500 hours (12 weeks full time) to production. This estimate does not include time spent in relationship building, relationship management, data identification and data collection processes.

The Working Group seriously under-estimated the amount of time required to complete the editing and proofing of the document. This took weeks rather than days and depended on the goodwill of many to work long hours and late at night to meet deadlines.

## **Photos**

The Statistical Profile was illustrated with photos of residents in Northcote, local features and landmarks, community groups, and community events. These were provided by the Community Coordinator. In addition, some photos were purpose taken for the project. The intention was to use art by children and young people however this did not eventuate in time.

## **Design**

The draft was given to a local designer to lay-out. The process was managed by the Communications Manager and the brief was to design a document with a feel of the local community, which at the same time adhered to the guidelines established by the Auckland Sustainable Cities Programmes (ASCP).

## **Style Guidelines**

The ASCP style guide was used to guide the branding, fonts, etc for the report. It provided a "neutral" brand for the report and avoided the need for decisions about the use of a plethora of agency logo's, something which can become an issue in joint agency initiatives.

However the style guide itself did not go far enough. It would have been helpful to have more specific guidance on general layout at the detailed level e.g. bullet points, heading sizes, graphs and charts, etc.

**Recommendation:**

- That a detailed style guide is developed to assist with the production of the report

## **Approval Process**

The approval process was protracted, in part because of the collaborative nature of the project.

There needs to be a realistic minimum timeframe for the approval and sign off of stages of the project e.g. a minimum of 5 days from the time a draft document is received.

As previously noted, it would have been useful to have more face to face discussions between project team members and Governance Group members along the way. This could involve setting up extra-ordinary group meetings and/or meetings with individual members to ensure there was buy-in and agreement at each stage.

Some tension arose due to the risk adversity of central government agencies and the flow on affect this had on the community. Central government agencies chose to give a higher priority to managing perceived risks to their agency than the community were, in this case, prepared to tolerate.<sup>11</sup>

The approval process and feedback was difficult to manage in this project as the groups collaborating had different, and in some cases conflicting imperatives. The level of compromise was high and largely borne by the community.

**Recommendations:**

- That a process is developed for signing off documents
- That the time involved in sign off and feed back (including time to make changes) is built into the project timelines
- That there are well developed and fair processes in place to resolve conflict and work through issues where agencies or groups disagree.

## **Placing the Report on the Websites**

The document was to be put up on the MSD website and this too proved challenging.

The central government standard for documents placed on government websites involves two formats. A Word format (this is because software that translates documents into Braille work off Word documents only) and PDF files no larger than 1 MB in size.

There is an additional cost associated with having a PDF file converted to a Word format and the quality of photos is compromised by the conversion to this level of resolution.

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<sup>11</sup> These are discussed in other sections of the report. See, for example, the Community section for details.

As the document includes numerous photos of Northcote and Northcote residents it is an 8 MB PDF file. Taking the file resolution down to meet the 1 MB PDF standard meant none of the photos could be viewed on line. When the PDF is printed the text is clear but the photos print as black squares.

**Recommendations:**

- That the document is broken down into a word format without pictures
- That a PDF document is broken down into chapters to be placed on the web

Note: Some printers and graphic designers will not work with a Word document.

## Other Issues

### Technology

Technology proved to be a significant challenge in this project. Working in a collaborative way required the document to be updated and circulated between team members on a regular basis.

Team members were from a wide range of organisations, and included independent contractors, Ministry of Social Development staff, North Shore City Council staff and one member from a community organisation. Individuals were located across Auckland (Waitakere, Ellerslie, Pt Chevalier and Northcote).

Significant issues arose when we tried to share report data electronically between the project team members. Central government agency firewalls stripped files or blocked emails.

This was made more difficult as each of the five core team members had different systems, equipment and internet capabilities which required the team to develop “work arounds” to be able to operate. For example, CD’s of PDF files were couriered around or physically transported to other team members. One member had a memory stick which proved very useful as it provided the only means of transferring large PDF files between team members.

As there was only one laptop in the team, the downside was that this method involved considerable cross city travel to manually transfer the PDF files from the memory stick to the PC’s of team members and later to the graphic designer and printer.

A shared workspace that can be used by community representatives as well as local and central government personnel would greatly assist initiatives of this sort and save time.

Alternatively ensuring that all team members have access to laptops, memory sticks or the facility to burn data to CD so that large PDF files can be easily shared “on the run” and at team meetings would also reduce costs and time.

#### **Recommendations:**

- That projects such as these be given a shared workspace e.g. The Auckland Sustainable Cities Project has a shared workspace hosted by the State Services Commission. Access to this workspace is limited to local and central government personnel, or
- That team members have access to laptops and memory sticks or the facility to burn data to CD so that large PDF files can be easily shared.
- That the team members have the ability to convert files to PDF documents.

Note: Removing photos from the “working” document helps to minimize the size of the document, making it easier to email.

### Timeframes

The exercise is an onerous one and placed a considerable burden on the community.

This project took over the lives of key representatives of the community for a period of some months.

The time involved in doing collaborative work was seriously underestimated. Timeframes need to factor the different needs and expectations between agencies and accommodate the variety of ways they operate.

## Relationships

The collaborative nature of the project meant that it relied on the development of relationships.

The process is demanding of people, their time and their energy. It brings together a range of people with differing perspectives, work cultures, skills and abilities and resources. It requires willingness, commitment and significant levels of goodwill.

In particular it requires the goodwill and buy-in of key community workers as they are the people who open doors to information; provide the reality checks; and ground the work in the community.

## Community

Given the imbalances and dynamics inherent in such a process, real care is required in instances where government agency expectations, drivers or imperatives do not match those of the community. There needs to be careful consideration of who actually 'owns' the report. Processes such as whether the community is to be consulted or engaged and whether this is a 'top down' or 'bottom up' process need to be carefully thought through. It is central to the success of a project as different expectations between the community and agencies and unilateral changes in processes have the potential to damage trust and relationships.

The process for decision making needs to be clear from the outset. Any subsequent changes to this process need to be negotiated. If parties are genuinely equal partners, a process for sorting out decision making and disagreements needs to be established. If this is not the case and one party has the final say this too needs to be made clear.

For example, before committing to an equal partnership there needs to be consideration of the nuts and bolts of the process. For example, agencies need to consider what will happen if:

- The data in the report reflects badly on their department,
- The issues the community wishes to raise are 'risky' for the government,
- The report does not look like a government report in terms of content or layout
- There is an impasse between the community and the agencies.

Communities, for example, will need to consider issues such as what will happen if:

- Agencies do not wish to report data that reflects badly on their department, or do not wish to report it in a way the community wishes it reported
- There is disagreement over the issues and needs identified by the community
- There is an impasse between the community and the agencies involved

### Recommendation:

- That the processes around consultation, engagement and decision making are considered prior to the project so that expectations are clear and relationships in a perceived 'partnership' are not damaged by those holding the purse strings acting in a unilateral way.

## **Stakeholders**

To ensure the project remained `collaborative' stakeholders needed to be kept engaged in the process.

Although there were bimonthly meetings, the ongoing engagement with stakeholders was inconsistent. Some stakeholders remained closely involved with the process, others were involved spasmodically, some were involved in one single but very intense flurry of data gathering.

As this is a regional demonstration project progress reports are prepared monthly for the ASCP Combined Steering Group.

### **Recommendations:**

- That the project finds additional ways to keep regional stakeholders in the loop, so that they are able to have a say at key points along the process.

# Northcote Database

## 1. The Establishment Phase

### The Purpose of the Project

A database of all services available to children, young people and their families in Northcote was compiled. The aim of the database was to:

- Develop a shared vision of service provision with the Northcote community
- Complete a stock take of services currently available
- Identify gaps in services
- Take action to ensure that services are funded and that agencies, NGOs and community organisations are working to a shared vision.

It was also designed to be used by the community to find out about and access services in the area.

## 2. Establishing a baseline

### Establishing the baseline of organisations

The first step in compiling the database involved collecting existing information and formulating a list of organisations that provide, or could conceivably provide, a service to Northcote residents. As the database will only be as strong as the base list the net was cast fairly widely to make this list as complete and comprehensive as possible.

The name of the organisation and contact details were entered onto an excel spreadsheet.

### Family and Community Services

Family and Community Services (FACS) at the Ministry of Social Development was established to support government and non-government organisations in working collaboratively to strengthen family support services and make them more effective for families.

One of FACS primary roles is to improve information about, and access to, family and community support services. In order to make it easier for people to obtain information and access the support available in the community and help them cope better with challenges as they arise FACS have established a National directory of organisations and services

The database can be searched by

- location
- service type, or
- keywords

FACS was approached and agreed to provide a list of organisations that provide a service or programmes to either those living in Northcote, North Shore, or the Auckland region. A list of national organisations was also requested. This was downloaded as an excel spreadsheet with the contact details and details of the services provided.

### **Other Organisations**

The contact details of other organisations that might provide services to residents in the Northcote area were collected from a variety of other sources. These included:

- Existing directories such as the Mental Health Directory, and the Raeburn house directory
- Gathering information from key contacts and organisations already working in the area, such as community coordinators, libraries, CABs, health providers, community networks
- Reading local newspapers and local publications such as Council and school newsletters
- Searching white and yellow pages for local organisations and agencies

This is a time consuming and painstaking process.

#### **Recommendation:**

- That time is spent getting this information as complete, extensive and accurate as possible.

### 3. Contacting the organisations

#### The Questionnaire

Once the list of organisations was established they needed to be contacted to find out:

- Whether or not they provided services to those resident in the Northcote area and, if so
- Details of the organisation and programmes that they provide

In addition, it was decided to collect information on how the programme was funded – in particular whether they received government funding for the programmes or services that they delivered to children, young people and their families living in Northcote and information about the source of that funding. The groups with email contacts were sent an introductory letter and questionnaire (attached as Appendix 2) asking them the following:

- The name of the organization
- Whether they delivered services or programmes to children and young people aged 0-24 years, and their families, living in the Northcote area
- If so what services or programmes they provide to children and young people aged 0-24 and their families, living in the Northcote area

This included:

- A service or programme description
- Target age group of the programme i.e. Preschoolers/Children/Youth/Adults/Elderly Families/All
- Specific age groups Targeted e.g. 0-4, 5-9
- Whether it was targeted at a particular group – e.g. Boys/Girls/Both/not aimed at children
- Whether adults were targeted e.g. Mothers/Fathers/Caregivers/not aimed at adults, and
- Whether it was a culturally based service and if so who it was targeted at e.g. Pacific/Maori
- Whether the services or programmes delivered to Northcote residents were as a national, regional, North Shore based or local service
- If local – whether the services were based in the Northcote area
- Whether the services have disabled access
- Whether crèche facilities are available
- Whether the services in the Northcote and North Shore area receive government funding
- If government funded the details of the programmes funded and the source and amount of that funding

#### Sending out the Questionnaire

The questionnaire was sent out to the organisations on the list using mail merge and email or mailing addresses. On the initial list there were approximately 850 organisations listed.

## 4. Response Rate

### Emails

Initially 652 emails were sent out. A reminder was sent out 10 later and a further reminder 10 days later again. Of those on the initial master file:

- 230 said they do not deliver services to this group (or there are double ups or more appropriate agencies)
- 25 stated that they did not wish to be included on the database. Although most gave no reason, those that did said that they were already running at capacity and did not want their services listed on a directory that could be accessed by either the community or agencies. One community based organisation did not wish to be on any database that had links with a government agency
- 130 delivery failures
- 35 asked for more information

### Letters and Phone Calls

Around 200 on database did not have email contacts. Of these around 100 were sent letters requesting information. The remainder were phoned. Of these, almost half (90) of the contact details were incorrect, presenting as either returned mail or disconnected numbers

### Replies and Updates

All those who replied were acknowledged and thanked, whether or not they provided services to Northcote residents or not.

Many of the service providers said that they did not provide services to Northcote but provided the name of an organisation that did. This enabled the masterfile to be updated.

There were some key organisations in Northcote that, despite repeated contacts by email, phone and in person, have not provided information.

### Correcting the Contact Details

Where contact details were incorrect or unavailable a web or white pages search was conducted to try and locate them. This was extremely time-consuming given the number of organisations on the master list for which incorrect contact details were listed.

### Final Response Rate

The data is still being collated but as of 6 November 2005 around 1,300 organisations had been contacted, resulting in a database listing over 900 organisations that state that they deliver (or can conceivably deliver) services to Northcote.

Note: Many of these are national or regional services.

## 5. Entering the Data

### The Fields

The data was entered onto an excel spreadsheet as excel is easily imported into a database program. It was decided to keep the same fields as the FAC database and add the additional fields requested in the questionnaire as:

- It was suggested by a computer analyst that this would help with the subsequent design of the database, and
- It would allow the database to be linked to the FAC database in the future. The intention was to reduce the burden on organisations listed by enabling them, in the future, to update their details on the FAC database and, by linking the databases, have their information on the local databases automatically updated.

#### **Recommendations:**

- That the fields from the FAC database are used to enter data so that the databases will be able to be integrated more easily in the future
- That the fields are extended only where absolutely necessary according to the needs and priorities of the local community
- That local organisations are readily identifiable on the database by entering a 'local' field
- That a password system be incorporated into the FACS database to enable organisations to independently update their details

### Incomplete Information

Much of the data which was received was incomplete or, in some cases, inaccurate. Incomplete data was gathered by return email, on the phone or from the web.

The funding section of the questionnaire was filled in by fewer than twenty respondents. This information was collected from alternative sources, such as funding lists published by agencies themselves.

Note: The funding section of the database should not be relied on as it is incomplete.

#### **Recommendation:**

- That the funding section of the questionnaire is deleted as so few respondents completed it

## 7. Publishing the Database

This was still underway at the publishing stage of this report. Current options include:

- Convert the Excel spreadsheet list into several PDF documents (based on sector groupings or alphabetically by Provider or both) however the document would not be searchable. Adobe reader could also be provided on the CD in case recipients don't have it already installed on their computers.
- Saving the documents in rich text format so that the directory would open in MS Word and other word processing software.
- Presenting the directory as HTML (web) pages with an index that hyperlinks to the individual provider details.
- Convert the directory to an Access database and have an application front end designed that would provide a user friendly interface, searching and print functionality. This would be a reasonably expensive option.
- Providing a CD based directory.
- Linking the database to the FAC database (This is unlikely to be possible in the short term).

Note: These options are currently being debated within MSD Family and Community Services and Information Systems to explore options, costs and capacity.

## Appendix 1: Indicator List

This indicator list is a starting point. Communities may wish to adapt it to suit local issues. The indicator list is currently being updated and modified. Check the website [www.sustainableauckland.govt.nz](http://www.sustainableauckland.govt.nz) for the most recent version.

THE PEOPLE						THE PEOPLE				
Indicator	Measure	Data Source	Breakdowns			Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Population Growth	Population projections	Statistics NZ	Y	Y	Y	TLA, Region, NZ	5 Yearly	2008	Free on the website or can customise an order from SNZ. Free: <a href="http://www.stats.govt.nz/products-and-services/info-releases/subnat-pop-proj-info-releases.htm">http://www.stats.govt.nz/products-and-services/info-releases/subnat-pop-proj-info-releases.htm</a> or customise Richard.Speirs@stats.govt.nz	The projected population of regions and territorial authority areas within New Zealand by age and sex, based on different combinations of fertility, mortality and migration assumptions. Updated every census
Population Count	Population counts	Statistics NZ : Census	Y	Y	Y	Sub TLA, TLA, Region, NZ	5 Yearly	2007	<a href="http://www.stats.govt.nz/products-and-services/info-releases/2001-census.htm">http://www.stats.govt.nz/products-and-services/info-releases/2001-census.htm</a>	A count of the population at the census. Accurate at the time of the census. Use trend data to look at population changes.
Current population	Population estimates	Statistics NZ	Y but not free	-	Y but not free	Sub TLA, TLA, Region, NZ	Annual	Annual	For TLA data <a href="http://www.stats.govt.nz/products-and-services/info-releases/subnat-pop-est-info-releases.htm">http://www.stats.govt.nz/products-and-services/info-releases/subnat-pop-est-info-releases.htm</a> For Order Kirsten.Nissen@stats.govt.nz	Can customise an order by smaller areas than TLA and by gender and age or get TLA estimates off the website. Not able to be estimated by ethnicity. It costs around \$460 +GST

Languages	Fifteen most common languages spoken (other than English)	Statistics NZ : Census	Y	-	Y	Sub TLA, TLA, Region, NZ	5 Yearly	2007	Table builder <a href="http://xtabs.stats.govt.nz/eng/TableFinder/browse.asp?topicId=5&amp;varId=38#vid38">http://xtabs.stats.govt.nz/eng/TableFinder/browse.asp?topicId=5&amp;varId=38#vid38</a>	Free on SNZ website is top 15 nationally by city (uplifted). Statistics on languages spoken in New Zealand count the number of people who speak more than one language, record what languages are spoken, and rank the most commonly spoken languages after English
Age	Age structure	Statistics NZ : Census	Y	Y	Y	Sub TLA, TLA, Region, NZ for all	5 Yearly	2007	<a href="http://xtabs.stats.govt.nz/eng/TableFinder/index.asp">http://xtabs.stats.govt.nz/eng/TableFinder/index.asp</a>	Free on website
Age	Age structure by ethnicity	Statistics NZ : Census	Y	-	Y	Sub TLA, TLA, Region, NZ for all	5 Yearly	2007	<a href="http://xtabs.stats.govt.nz/eng/TableFinder/index.asp">http://xtabs.stats.govt.nz/eng/TableFinder/index.asp</a>	
Age	Current and projected median age	Statistics NZ : Census	Y	Y	Y	Sub TLA, TLA, Region, NZ for all	5 Yearly	2007	Customised order	
Families and Households	Family type	Statistics NZ : Census	-	-	-	Sub TLA, TLA, Region, NZ	5 Yearly	2007	<a href="http://xtabs.stats.govt.nz/eng/TableViewer/Wdsview/dispviewp.asp?ReportId=105">http://xtabs.stats.govt.nz/eng/TableViewer/Wdsview/dispviewp.asp?ReportId=105</a>	Free on website with table builder
Families and Households	Percentage change in family type	Statistics NZ : Census	-	-	-	Sub TLA, TLA, Region, NZ	5 Yearly	2007		
Families and Households	Average household size	Statistics NZ : Census	-	-	-	Sub TLA, TLA, Region, NZ	5 Yearly	2007	<a href="http://xtabs.stats.govt.nz/eng/TableFinder/index.asp">http://xtabs.stats.govt.nz/eng/TableFinder/index.asp</a>	Household size Free on website with table builder

Disability	Rates per 100,000 of disability per 100,000 of population living in urban and rural households by age and sex	Statistics NZ: Living with Disabilities in NZ Survey 2001 (on MoH website)	-	-	-	Urban vs rural (not presented by TLA)	One off	2001	Define urban as cities / districts / areas with population of 1,000 plus people. Even though urban population base is small it will allow commentary on urban vs rural disability issues	May not be useful as not local
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Maori Measures of Wellbeing									Maori measures of wellbeing,	
Indicator	Measure	Data Source	Breakdowns			Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Maori Wellbeing	Maori measures of wellbeing commentary	Maori measures of wellbeing, measures of empowerment, freedom, security, use of language, asset base	-	-	-	Local	Ongoing		Discuss possible measures with Iwi, Te Puna Kokiri,	These will need to be agreed to and collected locally. It could include information on Treaty claims, commentary on Maori education, Maori asset base, innovations, partnerships, celebrations.
Languages	Percentage of Maori speakers in the Maori population	Statistics NZ: Census	-	-	-	TLA, Region, NZ	5 Yearly	2007	Table builder <a href="http://xtabs.stats.govt.nz/en/TableFinder/browse.asp?topicId=5&amp;varId=38#vid38">http://xtabs.stats.govt.nz/en/TableFinder/browse.asp?topicId=5&amp;varId=38#vid38</a>	Free on SNZ website Note this is only Maori speaking Maori (and other languages)

KNOWLEDGE AND SKILLS						KNOWLEDGE AND SKILLS				
Indicator	Measure	Data Source	Breakdowns			Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Participation in early childhood education	Percentage of children entering school who have come from an early childhood education centre by type of service (e.g. pre-school, kindergarten etc.)	Ministry of Education	Y	Y	new entrants	TLA, region, NZ	Annual	Annual	<a href="mailto:Information.Officer@minedu.govt.nz">Information.Officer@minedu.govt.nz</a>	
School participation	Percentage of pupils that were stood down, suspended, expelled, and excluded	Ministry of Education	Y	Y	5-16 yrs	Sub TLA, TLA, Region, NZ	Annual	Annual	<a href="mailto:Information.Officer@minedu.govt.nz">Information.Officer@minedu.govt.nz</a>	Report to Year 15. Ask that exclusions and expulsions are separated from the standowns and suspensions. Thinks about what year ie year 11 or higher.
School participation	Number of pupils under 16 who have received an Early Leaving Certificate	Ministry of Education	-	Y	-	TLA, region, NZ	Annual	Annual	Information.Officer@minedu.govt.nz	
School participation	Number of students truant	Ministry of Education - Truancy Survey and local knowledge	Y	Y	Y	TLA, NZ	Annual	Annual	<a href="mailto:Information.Officer@minedu.govt.nz">Information.Officer@minedu.govt.nz</a> and check with local truancy officer, maori wardens and police	Truancy survey 1996,1998,2002, 2004 by TLA ,gender, year of schooling
School participation	Number of students enrolled in alternative education	Ministry of Education	-	Y	Y	TLA, region, NZ	Annual	Annual	Information.Officer@minedu.govt.nz	

	programmes									
Qualification levels	Percentage of population aged 15 years and over within highest qualification categories (breakdowns of post-grad categories required)	Statistics NZ: Census	Y	Y	Y	Sub TLA, TLA, Region, NZ	5 Yearly	2007	Information.Officer@minedu.govt.nz	
Qualification levels	School leavers without qualification	Ministry of Education	Y	Y	Y	Sub TLA, TLA, Region, NZ	Annual	Annual	Information.Officer@minedu.govt.nz	
Qualification levels	Percentage of students who leave school without core literacy and numeracy credits at NCEA Level 1	Ministry of Education	-	Y	Y	Sub TLA, TLA, Region, NZ	Annual	Annual	Information.Officer@minedu.govt.nz	School leavers without qualification
Skill and job match	Residents' agreement that their current job uses their work skills, training and experience	Quality of Life Survey	Y	Y	Y	Sub TLA, TLA	Biennial	Annual	Check your local council as only some councils hold this information or check website for TLA data <a href="http://www.bigcities.govt.nz/">http://www.bigcities.govt.nz/</a>	
Skill and job match	Highest qualification by occupational grouping (include breakdowns of qualification categories)	Statistics NZ: Census	Y	Y	-	Sub TLA, TLA	5 Yearly	2007	Get by sex off table builder. Would have to purchase ethnicity tables off Stats NZ <a href="http://xtabs.stats.govt.nz/eng/TableViewer/Wdsview/dispviewp.asp?ReportId=28">http://xtabs.stats.govt.nz/eng/TableViewer/Wdsview/dispviewp.asp?ReportId=28</a>	
Adult participation in community education	Percentage of population aged 15 years and over who participate in community education	Ministry of Education	Y	Y	15 yrs+	Sub TLA, TLA, Region, NZ	Annual	Annual	Amy Fitzgerald [Amy.Fitzgerald@tec.govt.nz]	Adult and community education, English for migrants, adult literacy, modern apprenticeships, industry training, workplace literacy, training opportunities for 18+ with low qualifications
Career Training	No. of modern apprenticeship in progress	Tertiary Education Commission	Y	Y	Y	TLA	Annual	Annual	Amy Fitzgerald [Amy.Fitzgerald@tec.govt.nz]	

Career Training	No. of people currently undertaking industry based training	Tertiary Education Commission	Y	Y	Y	TLA	Annual	Annual	Amy Fitzgerald [Amy.Fitzgerald@tec.govt.nz]
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ECONOMIC STANDARD OF LIVING						ECONOMIC STANDARD OF LIVING				
Indicator	Measure	Data Source	Breakdowns			Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Income	Percentage of households that are in the top and bottom national household income quintiles	Statistics NZ: Census	-	-	-	TLA, NZ	5 Yearly	2007	national income quintiles and then calculate percentage of households in each of these categories by city; otherwise everyone would fall naturally in 20% bands as this is the nature of quintiles <a href="http://xtabs.stats.govt.nz/eng/TableFinder/index.asp">http://xtabs.stats.govt.nz/eng/TableFinder/index.asp</a>	
Income	Median Personal Income	Statistics NZ: Census	Y	Y	Y	Sub TLA, TLA, NZ	5 Yearly	2007	Order or for income bands <a href="http://xtabs.stats.govt.nz/eng/TableFinder/index.asp">http://xtabs.stats.govt.nz/eng/TableFinder/index.asp</a>	
Income	Percentage of people in ethnic group aged 15 years and over per personal income bracket by ethnicity	Statistics NZ: Census	-	Y	-	Sub TLA, TLA, region, NZ	5 Yearly	2007	Order or for income bands <a href="http://xtabs.stats.govt.nz/eng/TableFinder/index.asp">http://xtabs.stats.govt.nz/eng/TableFinder/index.asp</a>	
Income	Total number of benefits given out	Ministry of Social Development	Y	Y	Y	TLA, region, NZ	Annual	Annual	<u>Local contact</u>	

Income	Percentage of families receiving income support by type of family and type of income support	Statistics New Zealand: Census	-	Y	-	Sub TLA, TLA, Region, NZ	5 Yearly	2007	Type of family includes: couple without children, couple with child/ren, one parent with child/ren. Type of income support includes: market income, ACC/insurance, superannuation, income support, other support, no source of income.
Social Deprivation	Percentage of population living in deprivation index deciles (CAU)	Health Services Research Council	-	-	-	Sub TLA, TLA, region, NZ	5 Yearly	2007	<a href="http://www.moh.govt.nz/moh.nsf/f872666357c511eb4c25666d000c8888/9c46bdd770465ac9cc256bad001aea73?OpenDocument#DeprivationIndex">http://www.moh.govt.nz/moh.nsf/f872666357c511eb4c25666d000c8888/9c46bdd770465ac9cc256bad001aea73?OpenDocument#DeprivationIndex</a>
Social Deprivation	Average NZ Deprivation Index decile by city	Health Services Research Council	-	-	-	TLA	5 Yearly	2007 (have 2001 data also)	<a href="http://www.moh.govt.nz/moh.nsf/f872666357c511eb4c25666d000c8888/9c46bdd770465ac9cc256bad001aea73?OpenDocument#DeprivationIndex">http://www.moh.govt.nz/moh.nsf/f872666357c511eb4c25666d000c8888/9c46bdd770465ac9cc256bad001aea73?OpenDocument#DeprivationIndex</a>

ECONOMIC DEVELOPMENT						ECONOMIC DEVELOPMENT			ECONOMIC DEVELOPMENT	
Indicator	Measure	Data Source	Breakdowns			Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Economic Growth	Share of total national employment (by total workforce)	Statistics NZ: Business Demographics	-	-	-	TLA, region, NZ	Annual	Annual	Data source changed. FTE no longer available only total workforce also freely available from SNZ website.	
Employment	Number of filled jobs	Statistics NZ: Quarterly Employment Survey	Y	-	-	TLA	Quarterly	Annual	SNZ	
Employment	Filled jobs by industry	Statistics NZ: Quarterly Employment Survey	Y	-	-	TLA	Quarterly	Annual	SNZ	
Employment	Unemployment rate	Statistics NZ: Household Labour Force Survey	Y	Y	Y	TLA	Quarterly	Annual	SNZ	HLFS has a sample error that is far too high. Use registered job seekers (MSD) and number of people on unemployment benefit (beneficiaries MSD database) as a replacement for this.
Employment	Number of registered job seekers / unemployed	Work and Income NZ	-	-	-	TLA	Annual	Annual	Work and Income NZ	Local contact
Employment	Labour force status of parents with children by age of children	Statistics New Zealand: Census	Y	Y	Y	Sub TLA, TLA, Region, NZ	5 Yearly	2007	SNZ	Parent type includes: one parent, two parents. Labour force status includes: father in paid work/mother not in paid work, mother in paid work/father not in paid work, both

	by parent type.									parents in paid work, neither parents in paid work.
Local Businesses	Percentage growth in numbers of economically viable business enterprises (births minus deaths)	Statistics NZ: Business Demographics	-	-	-	TLA	Annual	Annual	SNZ	
Retail Sales	Annual percentage change in retail sales	Statistics NZ: Retail Trade Survey	-	-	-	TLA	Annual	Annual	SNZ	Methodology has been changed, can't compare pre and post October 04
Residential & Non-Residential Building Consents	Number of consents for new residential buildings	Statistics NZ: Building Consent Data	-	-	-	TLA	Monthly	Annual	SNZ	
Residential & Non-Residential Building Consents	Value of consents for new non-residential buildings	Statistics NZ: Building Consent Data	-	-	-	TLA	Monthly	Annual	SNZ	
Skilled migrants	Percentage of skilled migrant applicants approved by region of employment.	Immigration Services NZ	-	-	-	Region, NZ	Annual	Annual	SNZ	

HOUSING									HOUSING	
Indicator	Measure	Data Source	Breakdowns			Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Population Density	Number of people per hectare of land	Statistics NZ: Population Estimates	-	-	-	TLA	Annual	Annual	SNZ and local council	
Dwelling Density	Housing intensification	Local council				Sub TLA			Ask local council Planning Division	
Dwelling Density	Number of dwellings per hectare of land	Statistics NZ: Household Estimates	-	-	-	TLA	Annual	Annual	Statistics NZ: Household Estimates and local council	
Household Tenure	Percentage of private dwellings that are owned and rented	Statistics NZ: Census	-	Y	-	TLA	5 Yearly	2007	SNZ	
Household Tenure	Percentage of population within each ethnic group who own their own home	Statistics NZ: Census	-	Y	-	TLA	5 Yearly	2007	SNZ	
Household Tenure	Percentage change in proportion of people owning & renting	Statistics NZ: Census	-	-	-	TLA	5 Yearly	2007	SNZ	
Household Tenure	Number of people living in temporary	Statistics NZ : Census	-	Y	-	Sub TLA, TLA	5 Yearly	2007	SNZ	

	private dwellings									
Housing Costs & Affordability	Percentage of houses owned or rented by low and high household incomes	Statistics NZ : Census	-	Y	-	Sub TLA, TLA	5 Yearly	2007	SNZ	
Housing Costs & Affordability	Median residential dwelling sale price (adjusted)	Real Estate Institute of NZ	-	-	-	TLA, Suburb and Region	monthly	Annual	Real Estate Institute of NZ	TA level may be freely available on the REINZ website.
Housing Costs & Affordability	Home mortgage affordability as a percentage of the national average	Massey University Real Estate Analysis Unit	-	-	-	Regional only	Quarterly	Annual	Massey University Real Estate Analysis Unit	Freely available on website - called AMP
Housing Costs & Affordability	Median weekly rents	Statistics NZ : Census	-	-	-	Sub TLA, TLA	5 Yearly	2007	SNZ	Statistics NZ order
Housing Costs & Affordability	Average Market Rent	Housing New Zealand Corporation: Tenancy Bond Database	-	-	-	TLA, NZ	Annual	Annual	Housing New Zealand Corporation: Tenancy Bond Database and local real estate contacts	Median weekly rent by landlord type, number of bedrooms, etc - order Tenancy Bonds - cost
Housing Costs & Affordability	Percentage of weekly household expenditure spent on housing costs	Statistics NZ: Household Economic Survey	-	-	-	Region, NZ	3 Yearly	Annual	SNZ	SNZ but regional only
Housing Costs & Affordability	Proportion of population receiving Accommodation Supplement	Ministry of Social Development	-	Y	-	TLA	Annual	Annual	Work and Income MSD	Local contact Work and Income
Housing Affordability	Price increases	Local Real Estate Agents						Annual	Local Real Estate Agents	Local knowledge

Housing Affordability	Households with housing costs that are at least 25%, 30%, 40% of total net income (can also do by tenure - owner occupied, rented and by ethnicity)	Statistics NZ: Household Economic Survey (see Housing Indicators Project, Stats NZ website)	-	Y	-	Region (only available for AKld, W'kato, Wgtn and C'bury), NZ	3 Yearly	Annual	SNZ	only available for some regions - is on SNZ website
Housing Affordability	Rent to Income Ratio (ratio of median annual rent paid in each area to median annual income for households paying rent in that area)	Statistics NZ: Census (Housing Indicators Project website)	-	-	-	TLA, Region, NZ	5 Yearly	2007	Number of 65+ still paying a mortgage or paying rent - census	SNZ - order
Household Crowding	Percentage of people in private dwellings living in crowded households	Statistics NZ : Census (using census data with Australian Bureau of Statistics index applied)	-	Y	-	Sub TLA, TLA	5 Yearly	2007	SNZ - customised order	
Government Housing Provision	Percentage of local and central government owned houses as a proportion of all rented private dwellings	Housing NZ and each City Council	-	-	-	TLA	Annual	Annual	Local contact	
Urban Housing Intensification	New apartments as a proportion of all new dwellings	Statistics NZ: Building Consents	-	-	-	TLA	Monthly	Annual	SNZ	
Urban Housing Intensification	Percentage change in the proportion of new apartments	Statistics NZ: Building Consents	-	-	-	TLA	Monthly	Annual	SNZ	

	/ units									
Emergency Housing	Number of emergency houses	Local knowledge						Annual	Local contacts, e.g. CAB, housing workers, HNZA, Council	
Housing Accessibility	Number and priority status of applicants on the waiting list for HNZA housing	Housing New Zealand Corporation	-	-	-	Neighbourhood (Suburb) TLA, Region, NZ	Annual	Annual	Housing NZ waiting lists, turnover, types of families on waiting lists	Local contact at HNZA

HEALTH						HEALTH				
Indicator	Measure	Data Source	Breakdowns			Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Life expectancy	Estimated life expectancy at birth	Statistics NZ: Population projections	Y	-	-	TLA, NZ Total	5 Yearly	2007	Order by TLA from SNZ or take national data off the website	
Low birth weight babies	Rate of low birth weight babies per 1,000 live births	NZ Health Information Service	Y	Y	-	TLA, NZ Total	Annual	Annual	Check with DHB - expensive from NZHIS	
Infant mortality	Rate of infant deaths per 1,000 live births	NZ Health Information Service	Y	Y	-	TLA, NZ Total	Annual	Annual	Check with DHB - expensive from NZHIS	
Teenage Parents	Teenage pregnancies: The number of live births to females aged less than 18 years of age as a proportion (per 1000) of the number of females aged 13-17 years.	Statistics NZ : Births and Deaths data	-	Y	Y	TLA, region, NZ	Annual		Check with DHB - expensive from NZHIS	
Diseases	Rate of notified cases of meningococcal disease per 10,000 children aged under 15	Institute of Environmental Science and Research Limited (ESR)	-	Y	under 15 years	TLA, NZ	Annual	Annual	Check with DHB - expensive from ESR	

	years									
Diseases	Rate of notified TB cases per 100,000 population	Institute of Environmental Science and Research Limited (ESR)	-	Y	-	TLA, NZ	Annual	Annual	Check with DHB - expensive from ESR	
Health issues	Other health issues		-	Y	-	TLA, NZ	Annual	Annual	Check with DHB, local health clinics, public health nurses	
Mental health and emotional well being	Local information on mental health e.g. number of beds, occupancy rate, issues for children, young people and adults	DHBs							Talk with mental health professionals in area	
Hospitalisation data	Hospitalisation and mortality data - eg preventable hospitalisations, hospital discharges and mortality	DHBs							Check what is available with local DHB	
Modifiable Risk Factors	Frequency of physical activity	SPARC Physical Activity Questionnaire	-	-	-	TLA, NZ	Biennial	2005	<a href="http://www.sparc.org.nz/research-policy/research-/sparc-facts-97-01">http://www.sparc.org.nz/research-policy/research-/sparc-facts-97-01</a>	
Modifiable Risk Factor	Number of dental carries for children aged 12 years	District Health Boards	-	-	12 years	DHB, NZ	Annual	Annual	Check with DHB	
Modifiable Risk Factor	Diabetes - commentary	Ministry of Health	-	-	-	NZ	Annual	Annual	Check with DHB, local health clinics, public health nurses	
Modifiable Risk Factor	Obesity - commentary	Ministry of Health	-	-	-	NZ	Annual	Annual	Check with DHB, local health clinics, public health nurses	

Addictions	Smoking - commentary	Ministry of Health	-	-	-	NZ	Annual	Annual	Gambling covered in ESOL. Smoking - investigate what we can get on smoking related deaths and secondary smoke
Addictions	Number of calls to the Gambling Hotline + commentary	NZ Gambling Foundation	-	-	-	TLA, NZ	Annual	Annual	NZ Gambling Foundation and local knowledge
Addictions	Alcohol - commentary	Ministry of Health, NZ Police	-	-	-	NZ	Annual	Annual	Ministry of Health, NZ Police local knowledge
Addictions	Other Drugs - commentary	Ministry of Health, NZ Police	-	-	-	NZ	Annual	Annual	Ministry of Health, NZ Police local knowledge

Leisure and Recreation							Leisure and Recreation			
Indicator	Measure	Data Source	Breakdowns			Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Parks and open spaces	Local audit of parks and recreational areas	Library, Council, ARC, national parks								Use of local knowledge Perhaps green space/population ratio
Facilities	Local audit of facilities such as community halls, skate board parks, sports facilities	Library, Council								Use of local knowledge
Groups, sports and teams	Local audit of groups, sports and teams	Library, Council								Use of local knowledge
Groups, sports and teams	Local audit of groups, sports and teams	Library, Council								Use of local knowledge
Participation rates	Local audit of participation rates in local activities and events eg summer in the city etc									Use of local knowledge e.g organisers such as Councils etc

Environment								Environment	Environment
Indicator	Measure	Data Source	Break downs		Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age				
Local natural environment issues	Natural environment issues particular to each city - case studies	Territorial Local Authority	-	-	-	TLA	Annual	Annual	Talk with local council , regional council and environmental groups
Solid Waste Management and Recycling	Position of Each City in Waste Management and Recycling	Territorial Local Authority	-	-	-	TLA	Annual	Annual	Talk with local council , regional council and environmental groups
Solid Waste Management and Recycling	Volume of commercial, residential solid waste to landfill	Territorial Local Authority	-	-	-	TLA	Annual	Annual	Talk with local council and environmental groups
Solid Waste Management and Recycling	Volume of commercial recyclable waste disposal to landfill	Territorial Local Authority	-	-	-	TLA	Annual	Annual	Talk with local council and environmental groups
Biodiversity	Position of Each City in Conservation and Sustainable Management of Biodiversity	Territorial Local Authority	-	-	-	TLA	Annual	Annual	Talk with local council , regional council and environmental groups
Air Quality	Annual average levels of PM10	Environet Ltd	-	-	-	TLA	Annual	Annual	Talk with local council , regional council and environmental groups

	(exceedances of 12 month maximums)								
Beach and Stream / Lake Water Quality	Beach and Stream / Lake Water Quality - commentary	Ministry for the Environment	-	-	-	TLA	Biennial	Annual	due to be collected shortly but in the meantime talk to councils and Regional Authority and local environmental groups

SAFETY									SAFETY	
Indicator	Measure	Data Source	Breakdowns			Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Child Safety	Rate of reported and substantiated child abuse and neglect per 1,000 children under 17 years by age group	Child, Youth & Family Commission	-	-	Aged 17 years and under	TLA, NZ				Local Child, Youth & Family Commission
Road Causalities	Rate of road crash serious injuries per 10,000 population	Land Transport Safety Authority				TLA, NZ	Annual	Annual		Land Transport New Zealand
Road Causalities	Length of stay in hospital of road crash injuries	Land Transport Safety Authority	-	-	-	TLA, NZ	Annual	Annual		Land Transport New Zealand
Road Safety	Car seat and seat belt usage	LTSA	-	-	-	TLA, NZ	Annual	Annual		Land Transport New Zealand
Workplace Safety	Percentage of workplace injuries and fatalities by type of injury by type of occupation	ACC				TLA, NZ				Statistics New Zealand website

Crime Levels	Number of youth apprehensions, by age group	NZ Police	-	-	Under 10 years, 10-13 years, 14-16 years	Police District	Annual	Annual	Statistics New Zealand website however local police may have local data. Also try Maori wardens.	
Crime Levels	Total crime per 10,000 population	NZ Police	-	-	-	Police district	Annual	Annual	Statistics New Zealand website however local police may have local data	
Crime Levels	number and rate of recorded burglary offences per 10,000 population	NZ Police	-	-	-	Police district	Annual	Annual	Statistics New Zealand website however local police may have local data.	
Crime Levels	Number and rate of recorded violent offences per 10,000 population	NZ Police	-	-	-	Police district	Annual	Annual	Statistics New Zealand website however local police may have local data.	
Crime Levels	Number and rate of recorded sexual offences per 10,000 population	NZ Police	-	-	-	Police district	Annual	Annual	Statistics New Zealand website however local police may have local data.	
Crime Levels	Number of total car offences	NZ Police	-	-	-	Police district	Annual	Annual	Statistics New Zealand website however local police may have local data.	
Crime Levels	Total drug and anti-social crime by drug type	NZ Police	-	-	-	Police district	Annual	Annual	Statistics New Zealand website however local police may have local data.	
Victim Perceptions	Commentary by organisations such as Victim Support								Try local organisations such as Victim Support	
Unintentional	Number and rate of unintentional	Injury Prevention	Y	Y	0-24	TLA	Annual	Annual	Injury Prevention Research	

Injuries	injuries aged 0-24 years	Research Unit			years				Unit	
Intentional Injuries	Number and rate of intentional injuries aged 0-24 years	Injury Prevention Research Unit	Y	Y	0-24 years	TLA	Annual	Annual	Injury Prevention Research Unit	
Family Violence	Commentary from Women's Refuge and the Police	Women's Refuge and the NZ Police							Local knowledge	

SOCIAL CONNECTEDNESS						SOCIAL CONNECTEDNESS				
Indicator	Measure	Data Source	Breakdowns			Area	Data Avail-ability	Next Avail-able	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Diversity	Total number of residents gaining citizenship through citizenship ceremonies	Dept Internal Affairs	Y	Y	Y	TLA, Region, NZ	Annual	Annual	look for a different measure here - immigration service, refugees etc...Possibly present national data here about permanent residence and refugee numbers Perhaps commentary from community workers, refugee migrant groups	DIA has information for citizenship and residency and whether approved or declined but NOT at a regional or TA level, although may collect at a future time.  Present nationally as contextual info.
Diversity	Ethnicity of citizenship ceremony attendees	Dept Internal Affairs	Y	Y	Y	TLA, Region, NZ	Annual	Annual	Dept Internal Affairs	
Diversity	Residents' perceptions of effect of increased diversity in lifestyles and cultures on their city (and why)	Quality of Life Survey	Y	Y	Y	Sub TLA, TLA	Biennial	Annual	Interviews	
Diversity	Commentary from local knowledge	Local knowledge – try local ethnic councils, ethnic groups, community groups							Local knowledge	

Local Community Strength and Spirit	Type of unpaid work	Statistics NZ: Census	-	-	-	TLA, Region, NZ	5 Yearly	2007	SNZ	
Electronic telecommunications	Percentage of households with access to telecommunications	Statistics NZ: Census	-	-	-	TLA, Region, NZ	5 Yearly	2007	SNZ	
Traffic and Transport	Percentage of households with no motor vehicle	Statistics NZ: Census	Y	Y	Y	Sub TLA, TLA	5 Yearly	2007	SNZ	
Traffic and Transport	Means of travel to work on census day	Statistics NZ: Census	Y	Y	Y	Sub TLA, TLA	5 Yearly	2007	SNZ	
Traffic and Transport	Percentage of those aged 15 years and over and employed who use a motor vehicle to get to work on census day	Statistics NZ: Census	Y	Y	Y	Sub TLA, TLA	5 Yearly	2007	SNZ	
Public Transport	Residents' frequency of use of public transport in previous 12 months	Council				Sub TLA,		Annual	Try local council and transport companies	Also add in patronage rates if possible This is not available as is commercially sensitive in many instances

CIVIL AND POLITICAL RIGHTS						CIVIL AND POLITICAL RIGHTS				
Indicator	Measure	Data Source	Breakdowns			Area	Data Availability	Next Available	December 05 Comments	Notes
			Gender	Ethnicity	Age					
Voter Turnout	Percentage of voter turnout at local authority elections	Dept Internal Affairs	-	-	-	TLA, Region, NZ for all	3 Yearly	2008	Try local council	
Voter Turnout	Percentage of voter turnout in District Health Board elections	Dept Internal Affairs	-	-	-	TLA, Region, NZ for all	3 Yearly	2008	Try local DHB	
Voter Turnout	Percentage of voter turnout in regional council elections	Dept Internal Affairs	-	-	-	TLA, Region, NZ for all	3 Yearly	2008	Try regional council	
Voter Turnout	Percentage voter turnout at General Election	Dept Internal Affairs	-	-	-	TLA, Region, NZ for all	3 Yearly	2008	Dept Internal Affairs	
Community involvement in local issues	Local feedback on LTCCPs and DHB consultations	Councils and DHBs	-	-	-	TLA, Region, NZ	Check cycle		Try local and regional Councils and DHBs. This is an excellent source of information in relation to local issues	
Representation on Local Decision-Making Bodies	Women candidates and councillors in the local government elections	Dept Internal Affairs	Y	-	-	TLA	3 Yearly	2008	Check local councils and DHBs	

Representation on Local Decision-Making Bodies	Ethnicity & sex of members of school board trustees	Ministry of Education	Y	Y	-	TLA, Region, NZ			Check local schools	
Diversity	Number of complaints of discrimination	Human Rights Commis	-	-	-	HRC regions	Annual	Annual	Human Rights Commission	HR commission discrimination data?

## Appendix 2: Summary of Methodology Learnings and Recommendations

Methodology	Learning	Recommendation
<p><b>Definition/Specification</b></p> <ul style="list-style-type: none"> <li>• Define exactly your community (statistically – using meshblocks, CAU's)</li> <li>• Know how this boundary fits the boundaries of others, e.g. Health, Council, Police, etc</li> <li>• Council Statistics: Councils have GIS software and can provide detailed information about their areas drawn from Stats NZ. They have the ability to drill down to meshblock level for some datasets.</li> <li>• Clear specification for Council/Stats NZ (more of an issue in urban areas than rural/provincial communities).</li> </ul>	<p>The boundaries of the catchment area can be difficult to define. Northcote is located within a densely populated urban area and is not contained within natural borders.</p> <p>Councils can be an important resource here. Some Councils have GIS software (a data mapping programme) and are able to provide detailed information about their areas drawn from Statistics New Zealand</p>	<p>The boundaries of the catchment area need to be clearly defined.</p> <p>Wherever possible, use existing definitions such as Statistics New Zealand meshblocks, or Census Area Units are used. This will make it easier</p> <p>The boundaries of others, e.g. Health, Council, Police, etc. need to be well defined and it needs to be clear how they relate to the catchment area.</p>
<p><b>Identify Data Fields</b></p> <ul style="list-style-type: none"> <li>• Draw up a list of topics you want to cover</li> <li>• Draw up a list of indicators that can be collected to give a picture about those topics</li> </ul>	<p>Indicators will not necessarily be an exact measure and may not be collectable in a format that will measure what is happening in your community. Some data may not be available, e.g. indebtedness.</p>	<p>Think carefully about criteria for the indicators to be covered in the report to make sure that the data is relevant and of good quality.</p> <p>Apply the criteria to each indicator to make sure that the data to be collected is relevant and of good quality rather than just available</p>
<p><b>Identify Data Sources</b></p> <ul style="list-style-type: none"> <li>• Be prepared for your plans to come unstuck at this point</li> <li>• If you want to break data into a sub community you need to</li> </ul>	<p>Information can be collected from :</p> <ul style="list-style-type: none"> <li>- Local government, either from their own administrative sources or</li> </ul>	<p>Review the indicator list on a regular basis as new data sources become available</p>

<p>think about any sub community breakdowns at this point</p> <ul style="list-style-type: none"> <li>Your indicator list needs to have the boundaries of data clearly point out e.g. difference between Stats NZ, Council, CYF, Police, Health boundaries</li> </ul>	<p>commissioned collections</p> <ul style="list-style-type: none"> <li>- Statistics New Zealand, as the national statistical agency with prime responsibility for producing official statistics required by government</li> <li>- Other central government agencies, which either collect data from local government or have administrative data sources which are able to produce information of value</li> <li>- NGOs and community groups</li> </ul> <p>The statistical information can be supplemented by observations from residents, including children and young people, and key informants with local knowledge.</p> <p>Some decisions are required at this point. You also need to consider how these differences will be presented.</p>	
<p><b>Collect Data</b></p> <ul style="list-style-type: none"> <li>Think about what is available from what organisation at what level</li> <li>Trend data over years (most people look for 5 year trends)</li> <li>Think about breakdown in terms of ethnicity and age groups and gender</li> <li>At community level you cannot get ethnicity x age x gender, e.g. Maori, 5 year old, females. Can only get Maori and 5 year olds separately. This is because the numbers involved become quite small and privacy/identification becomes a factor.</li> <li>This is <u>not</u> easy</li> <li>Who we approached</li> </ul> <p>- DHB</p>	<p>Some data collected was not used as it was of poor quality e.g. the collection methods were inconsistent</p> <p>If data is available only from the Census, then go for 1 or 2 previous Census</p> <p>When thinking about data levels also think about possible comparators at the next level up, e.g. Council, regional, or New Zealand.</p> <p>This is important so that you can contextualize the data collected.</p> <p>This becomes a problem if you are collecting data at a very local level as it may not be comparable with another level.</p>	<p>The data to be ordered needs to be clearly defined so that the data providers know exactly what they need to provide, They will need to know the measures requested, time frames, comparators, and breakdowns of data.</p> <p>Build in sufficient time so that you can work with data providers to find solutions to problems they may have releasing the data to your project.</p>

<ul style="list-style-type: none"> <li>- Minedu</li> <li>- Stats NZ</li> <li>- Police</li> <li>- NZHIS</li> <li>- Work and Income</li> <li>- CYF</li> <li>- Council</li> <li>- Housing</li> <li>- PHO</li> <li>- ACC</li> </ul> <ul style="list-style-type: none"> <li>• Anecdotal <ul style="list-style-type: none"> <li>- Schools and Early Childhood Centres</li> <li>- Community Coordinator</li> <li>- Child &amp; Youth Facilitator</li> <li>- Community Services, NGO's, Community Groups, e.g. Plunket, Te Puna Hauora, HIPPY, Safer Communities</li> <li>- Community leaders</li> <li>- Community workers</li> <li>- Community volunteers</li> <li>- Health professionals</li> <li>- Churches</li> <li>- Business Association</li> <li>- Real Estate Agents</li> </ul> </li> <li>• Internet Searches <ul style="list-style-type: none"> <li>- Demographics and profiles of schools</li> <li>- Early Childhood Centres</li> <li>- ERO Reports</li> <li>- Government Dept websites (for contextual material)</li> </ul> </li> </ul>		
<p><b>Data Collection Difficulties</b></p> <ul style="list-style-type: none"> <li>• It was <u>very</u> difficult to obtain data at a local level. When it was provided there were gaps e.g. Some agencies found it difficult to provide local level data, e.g. Work &amp; Income, Police. Accessing the data involved a “special run”, overtime by staff and work on top of other operational priorities.</li> </ul>	<p>Planning horizons differ between agencies. Crime is largely reactive. Health outcomes are strategic. Housing horizons reflect the longer term planning associated with property development and the life of housing stock.</p> <p>Biggest learning was that agencies could not always provide what they said they</p>	<p>The process is very dependent on individual goodwill and commitment.</p> <p>We need to find a way to mesh ‘all of government’ initiatives into the operations of the agencies involved and afford them a consistent level of priority. This is complex. An initiative might meet MSD and Housing priorities but may not meet Health priorities e.g. heart attacks.</p>

	would – we experienced a combination of promises that could not be met, capacity issues and competing organisation priorities. This increased the time taken to complete the project by at least 8 weeks.	We need to find a way for Health to share their data which overcomes issues of privacy; cost; accessibility of data wanted for all of government projects; and the forms this data comes in, e.g. PHO data is not necessarily community based.  A monthly newsletter (email) to stakeholders to keep them up to date, e.g. we have collected this, we are waiting for this, and this is what the report now looks like....
<b>Data Analysis</b> <ul style="list-style-type: none"> <li>• Things to consider <ul style="list-style-type: none"> <li>- Reference sources</li> <li>- Benchmarks (established)</li> <li>- Quality control</li> <li>- Data integrity</li> <li>- Data consistency</li> <li>- Data logic (are we comparing apples with apples?)</li> </ul> </li> <li>• Looking for trends/patterns (including underlying patterns)</li> <li>• Seeing what it all means. It requires a lot of work to determine what the data is actually showing</li> </ul>	<p>When the data was provided it needed a lot of further work and a huge amount of skill to analyse. You need someone who is a whiz on Excel to get the data to the next stage. You need someone who thrives on detail, e.g. willing to work line by line through large spreadsheets with a street map alongside</p> <p>Some data was discarded at this point</p> <p>The results may raise more questions than it answers. Use interviews to give the data some context. The data may not tell you about the why something is happening</p>	You may need to bring in someone with data expertise at this point to analyse and interpret the data.
<b>Presentation</b> <ul style="list-style-type: none"> <li>• Prepare a first cut</li> <li>• Discuss this widely</li> <li>• Seek feedback++</li> <li>• Revisit aims and objectives with key stakeholders</li> <li>• Reaffirm and shape parameters of the report</li> </ul>	Getting the tone in the report right was very difficult. There was a fine line between being overly positive and unnecessarily negative. This was very important as you could be identifying some hard issues and this needs to be balanced against the need to write in a sensitive and respectful way about people’s lives and the community in which they live and are connected into.	Don’t under-estimate the amount of time required to complete the editing and proofing of the document.

	This is very time consuming.	
<b>Risks at this point</b> <ul style="list-style-type: none"> <li>• Desire by agencies for: <ul style="list-style-type: none"> <li>- More analysis</li> <li>- More data</li> <li>- More underlying patterns</li> <li>- More detail</li> </ul> </li> </ul>	Need to critically assess what the collection and analysis of further data will add. Need to differentiate between what is necessary to keep the report relevant and crisp and what is interesting	
<b>Re-specification Step</b> <ul style="list-style-type: none"> <li>• Identifying data that would be helpful</li> <li>• All steps above need to be repeated in relation to additional data</li> </ul>	This process increased the time of the project by a further 6 weeks	
<b>Discussion with groups</b> <ul style="list-style-type: none"> <li>• “This is what the data is telling us.....”</li> <li>• Risk at this point again as above</li> </ul>	Data tells us “what”, but does not necessarily tell us “why”. E.g. respiratory illness high but do not know why.	Look critically at the data and think about what the data is actually telling you and what is not telling you i.e. causes or circumstances underlying the results
<b>Interview people in agencies and throughout the community to ask why/what lies behind this data</b> <ul style="list-style-type: none"> <li>• This is what the data is saying. Is this your experience?</li> <li>• What is going on?</li> <li>• OR if there was a gap – do you know what is happening here? Can you tell us why? What do you think is underlying this? .... to fill in the gaps.</li> </ul>	<p>At this point we recognised there were big gaps in the data as the data just was just not there or not able to be provided</p> <p>This is the <u>most</u> important step. It takes it from impersonal skeletal data with no context e.g. you don’t know if respiratory diseases are caused by pollution, un-insulated houses, overcrowding or a series of colds. People working and living in the community can help to build up this picture.</p>	Think about who could be interviewed to help shed light on the results.
<b>Putting It All In Context</b> <ul style="list-style-type: none"> <li>• Building a fuller picture</li> <li>• Some disparate feeling around data</li> </ul>	People disagreed at this step. E.g. suspensions can be good or bad	Levels of data are important to drive change and effective service design and delivery

<ul style="list-style-type: none"> <li>• Some data dated – “not like that now”</li> <li>• Also data did not tell us about scabies – because there are no hospitalisations for scabies.</li> </ul>	<p>The data can mask underlying community differences, particularly in health. If one part of the community is affluent and one part is deprived – then data will show skewed/smoothed effect, i.e. more positive than the true picture of diversity.</p> <p>This is particularly important when you cannot get data broken down beyond a community level, e.g. Council or DHB catchment or even neighbourhood such as Northcote.</p>	
<p><b>Draft the report</b></p>	<p>The domains of Social Report work well at the national level but not at a community or local level</p> <p>There needs to be a separate section on Housing. Housing is not part of Economic and Standards of Living. From a community perspective it is a completely separate issue.</p> <p>Culture needs to be incorporated right throughout the report, with the exception of Maori.</p> <p>Report needs to be reorganised and restructured. Need demographics of community, something about the community itself (its interconnectedness) and a separate chapter on how the community is working, e.g. loneliness. This logically sits after the chapter on demographics.</p>	<p>The report needs to be make sense to the local community. Think about how to report the data in a way that best reflects the issues.</p>

<p><b>Production process</b></p> <ul style="list-style-type: none"> <li>• Getting the quotes from residents, community workers, agencies for inclusion in text</li> <li>• Checking back</li> <li>• Level of comfort</li> <li>• Getting the tone right is very difficult.</li> <li>• Getting balance between “jolly hockey sticks” and “doom and gloom” is very hard</li> <li>• Choice of photos. Informed consent.</li> <li>• Make decisions about branding</li> <li>• Finalise design considerations</li> <li>• Detail steps to achieve publication <ul style="list-style-type: none"> <li>- actual nuts and bolts of process</li> <li>- size of document</li> <li>- CD</li> <li>- Technology</li> </ul> </li> <li>• It is best to leave the choice of photos until the report is in near to final draft</li> </ul>	<p>Takes time</p> <p>Some agencies uncomfortable in being quoted. Time taken to get sign off within agency for quotes. Did not meet deadlines.</p> <p>If too risk adverse to saying how it was – makes a nonsense of the process</p> <p>When writing the report we became very conscious of community and health professionals wanting issues to be heard and faced up too but as report writers we were equally conscious of not being seen to criticise government policy because of the joint nature of this project.</p> <p>Community people were also very concerned about polarising the community and having some dirty linen washed in such a public way</p>	<p>All quotes to be emailed to the person or organisation concerned and a reply email secured to confirm their agreement to the wording used in the final quote. This email needs to be held on file.</p> <p>A process needs to be developed for signing off documents</p> <p>The time involved in sign off and feed back (including time to make changes) is built into the project timelines</p> <p>There needs to be well developed and fair processes in place to resolve conflict and work through issues where agencies or groups disagree.</p>
<p><b>Seek feedback on draft report</b></p> <ul style="list-style-type: none"> <li>• Incorporate changes and comments</li> <li>• Restructure report as required</li> </ul>	<p>This may involve considerable compromise. Parties need to fully understand that this is not their report but a collaborative project.</p>	<p>There are procedures and processes in place that allow room for negotiation. Bottom lines are made apparent but are not overly used.</p>

## Appendix 3: Correspondence

### Introductory Letter

Dear [Service Provider]

Family and Community Services is a new service of the Ministry of Social Development. Our role is to support government and non-government organizations in working collaboratively to strengthen family support services and make them more effective for families.

We are currently working with community groups and agencies in the Northcote area on a child and youth development project. The aim is to get central agencies, local government and community organisations working together to be more responsive to the needs and input of local children and young people aged 0-24 years.

This involves:

- Developing a shared vision of service provision with the Northcote community
- Completing a stock take of services currently available
- Identifying gaps in services
- Taking action to ensure that services are funded and that we are all working to a shared vision.

We are in the process of building a database of services to children, young people and their families in the Northcote area. This database will sit along side our current Family and Community Services Database. It will be used by the community, non-governmental organisations, and agencies to find out about and access services in the area.

If you currently provide services to children and young people aged 0-24 and their families, in Northcote, whether as a local, regional or national provider, we would very much appreciate it if you could take 10 minutes or so to complete the following questions relating to the services that you provide.

By building a complete picture of services to the area, it is hoped that we will be able to make sure that services to children and young people in this area are available, funded and accessible.

If you have any questions about this questionnaire, please contact Alex Woodley, on telephone 09 845 6505 or email Alex at [pointresearch@xtra.co.nz](mailto:pointresearch@xtra.co.nz).

Thank you for taking the time to complete this questionnaire. I look forward to working with you on the Northcote Child & Youth Development project over the coming months

Yours sincerely

Robyn Rusher

Regional Manager – Northern

# Questionnaire

## Questions

To answer these questions please click the reply button on your email.

1. What is the name of your organization?
  
2. Do you deliver services or programmes to children and young people aged 0-24 years, and their families, living in the Northcote area?  
(please place a cross next to the correct answer)
  - Yes
  - No
    - If no, please stop here and return this email so that we do not send you a reminder
    - If yes, please continue
  
3. What services or programmes do you provide to children and young people aged 0-24 and their families, living in the Northcote area?

Service or programme description	Programme targets Preschoolers/ Children/Youth/ Adults/Elderly Families/All	Specific Age Groups Targeted E.g. 0-4, 5-9	Children and Young People Targeted E.G Boys/Girls/ Both/not aimed at children	Adults Targeted e.g. Mothers/Fathers/ Caregivers/not aimed at adults	Is this a culturally based service Yes/No  If yes – please specify e.g. Pacific/Maori

4. How are the services or programmes delivered to Northcote residents?  
(please place a cross next to the correct answers – there may be more than one)

- As a national service
- As a regional service
- As a North Shore based service
- As a local service
  - If local – are the services based in the Northcote area?  
(please place a cross next to the correct answer)
  - Yes
  - No

5. Do your services have disabled access?  
(please place a cross next to the correct answer)

- Yes
- No
- Not applicable (e.g. phone based service)

6. Are there crèche facilities available?  
(please place a cross next to the correct answer)

- Yes
- No
- Not applicable

7. We are trying to find out what services in the Northcote and North Shore area receive government funding.

Do you receive any **government** funding for the programmes or services that you deliver to children, young people and their families **living on either the North Shore or in Northcote ?**

(please place a cross next to the correct answer)

- Yes
- No
- Don't know

- If yes - and you have the following information we would very much appreciate it if you could let us know what you are funded for and how much you currently receive.

Programme	Government funding Source for	Government funding source for	Government	Annual amount
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	<b>Northcote</b> programmes)	<b>North Shore</b> programmes)	funding source	(GST exclusive)
	e.g. NSCC, CYF, Lotteries, DIA, W&I WDHB	e.g. NSCC, CYF, Lotteries, DIA, W&I WDHB	Not possible to separate funding e.g. it is regional or national	

Thank you once again for your assistance. We really appreciate the time and effort that you have taken to responses to these questions. Your answers will help us to work more effectively with the groups and agencies working with children, young people and their families, in this area.

Please return this by clicking the send button.

Thank again,

(Sender)

# Thank you letters

## Removing Details from Database

Hi [Service Provider]

Thank you for replying to this questionnaire. We will remove your details from the database.

Regards,  
(Sender's name)

## Adding Details to Database

Hi [Service Provider]

Thank you for replying to this questionnaire. We will add your details to the database.

Regards,  
(Sender's name)

**Auckland Sustainable Cities Programme**  
**Northcote Child and Youth Development Project**

Contact:

**Ministry of Social Development**

**Family & Community Services**

PO Box 68911

Newton

Auckland

Telephone (09) 916 1850

Email: [northern@familyservices.govt.nz](mailto:northern@familyservices.govt.nz)

Weblink: <http://www.msd.govt.nz>