

Document No: A489339

Report To: Council



Meeting Date: 29 September 2020

Subject: Deputation – Lionel Smith: Metered Water Account

Type: Information Only

Purpose of Report

- 1.1 The purpose of this business paper is to advise Council that Mr Lionel Smith will be in attendance at 9.00am to make a deputation to Council in respect to metered water charges.

Suggested Resolution

The Deputation from Mr Lionel Smith be received.

A handwritten signature in blue ink, appearing to read "Michelle Higgie".

MICHELLE HIGGIE
MANAGER – GOVERNANCE SUPPORT

22 September 2020

Document No: A463506

Report To: Council



Meeting Date: 29 September 2020

Subject: **Presentation: Hamilton & Waikato Tourism – Annual Report**

Type: Information Only

Purpose of Report

- 1.1 The purpose of this business paper is to advise Council that Jason Dawson, Chief Executive, Hamilton & Waikato Tourism (HWT) will be in attendance at 9.15am to present and speak to the HWT Annual Report.

Suggested Resolutions

The Presentation from Hamilton & Waikato Tourism – Annual Report be received.

A handwritten signature in blue ink that reads "H. Beever".

HELEN BEEVER
GENERAL MANAGER – COMMUNITY SERVICES

September 2020

Attachment: 1. Hamilton and Waikato Tourism Annual Report

Hamilton & Waikato TOURISM

Annual Report to Waitomo District Council 1 July 2019 – 30 June 2020

Hamilton & Waikato Tourism (HWT) is the region's Regional Tourism Organisation (RTO) whose role is to generate competitive economic benefit through visitor sector strategies focused on increasing visitor length of stay and spend.

Hamilton & Waikato Tourism is a subsidiary company under the Council Controlled Organisation (CCO) of Waikato Regional Airport Limited. It has a commercial board with Annabel Cotton as its Chair.

HWT is funded through a public/private partnership with the region's tourism industry and seven local authorities including Hamilton City and Matamata-Piako, Ōtorohanga, Waikato, Waipā, Waitomo and South Waikato Districts.

Key highlights 2019-2020



Executive summary

Following another buoyant tourism and events season for the Waikato from July 2019 to January 2020, the visitor sector was initially impacted from 3 February when New Zealand began implementing border restrictions with China in response to COVID-19. On 19 March 2020, the borders were closed to all except returning New Zealanders. The subsequent Level 4 lockdown (26 March to 26 April) effectively stopped all international and domestic tourism, with the exception of some longer-term international visitors who had arrived before the borders closed.

Waikato's visitor economy was effectively shut down overnight and impacted a range of businesses including tourism operators, transport providers, accommodation, hospitality, retail, conference and event organisers, venues, caterers and suppliers.

On 27 April, New Zealand moved to alert level 3, partially lifting lockdown restrictions but continuing to ban inter-regional travel. On 13 May the country moved to alert level 2, which permitted inter-regional travel, allowing for domestic tourism, while retaining physical distancing and gathering size limits. The remaining domestic restrictions were lifted upon the move to alert level 1 on 9 June, but the border has remained closed to foreign nationals.

Impacts were swift, significant and severe. The region's annual visitor expenditure has declined since the March 2020 lockdown to \$1.417 billion for the year ending June 2020, an 11% decrease on the previous year. International visitors contributed an estimated \$306 million to the region, while domestic travellers injected \$1.111 billion into the Waikato's economy.

Despite the decline, our national rankings are holding with the Waikato regional tourism region maintaining fifth largest in New Zealand for international visitor expenditure behind Auckland, Christchurch, Queenstown and Wellington. We are still the fourth largest region for domestic visitor expenditure behind Auckland, Christchurch and Wellington.

Prior to COVID-19, around 75% of visitors to the Waikato region were from domestic travellers. With around 2.6 million people living within a three-hour drive radius of Hamilton and the Waikato region, we were already a significant domestic drive market for the Upper North Island.

The Waikato also scored the second highest level of domestic visitors during the recent July school holidays (4 – 19 July 2020) across New Zealand in a recently published report by Data Ventures. This followed the success of domestic travel returning into the region during Queen's Birthday weekend.

According to the report, Waikato achieved 19% growth in domestic visitor numbers during the July 2020 school holidays compared to July 2019, with an average of 55,140 domestic travellers visiting during the holidays, compared to 46,350 visitors this time last year. We were only second in the country to Auckland who attracted 79,160 domestic visitors into their region.

Hamilton & Waikato Tourism has been relentless in leading the restart and rebuild strategy for Waikato's visitor economy. From supporting our tourism and event businesses through the initial lockdown, lobbying for additional Government support and now working hard to attract domestic visitors back to the region post-COVID, we've launched a number of marketing campaigns targeting the leisure, business and events market in key 'drive and fly' markets.





Waikato residents positively responded and supported our 'Mighty Local' campaign during Alert Levels 3 & 4. We are now executing an 'Open for Exploration' campaign in the leisure market for domestic travellers outside of the Waikato, the 'Mighty Welcome' campaign in the business events market and a new 'deals' section on our website www.waikatoz.com are helping to drive increased visitation and spend.











The only national 'bed nights' measurement tool, the Commercial Accommodation Monitor provided by the Ministry for Business, Innovation and Employment and StatsNZ, ceased in September 2019. The replacement data set called the Accommodation Data Plan (ADP) will be able to report on commercial accommodation bed nights, occupancy and length of stay. The first report will be made available in September 2020.

The business event insights research programme is also being redeveloped which will enable us to report on the economic impact of the lucrative meetings, conference and exhibitions sector for the region. Every conference we can secure for Hamilton and Waikato is significant for the region, regardless of the sector or size. Conference delegates are also influenced to return for a future holiday based on their positive Waikato experiences. A delegate attending a business event is worth twice as much of a leisure traveller to the region, with an average delegate per night value of \$292 per night for international delegates and \$480 per night for domestic delegates (MBIE Business Events Delegate Survey YE Dec 2019).

Performance targets

Hamilton & Waikato Tourism (HWT) have seven performance targets which are set in the 'Schedule of Services for Local Government 2019-2020'. Due to the impacts of COVID-19 on the closure of international borders and domestic travel restrictions during lockdown, some of the performance targets were not achieved.

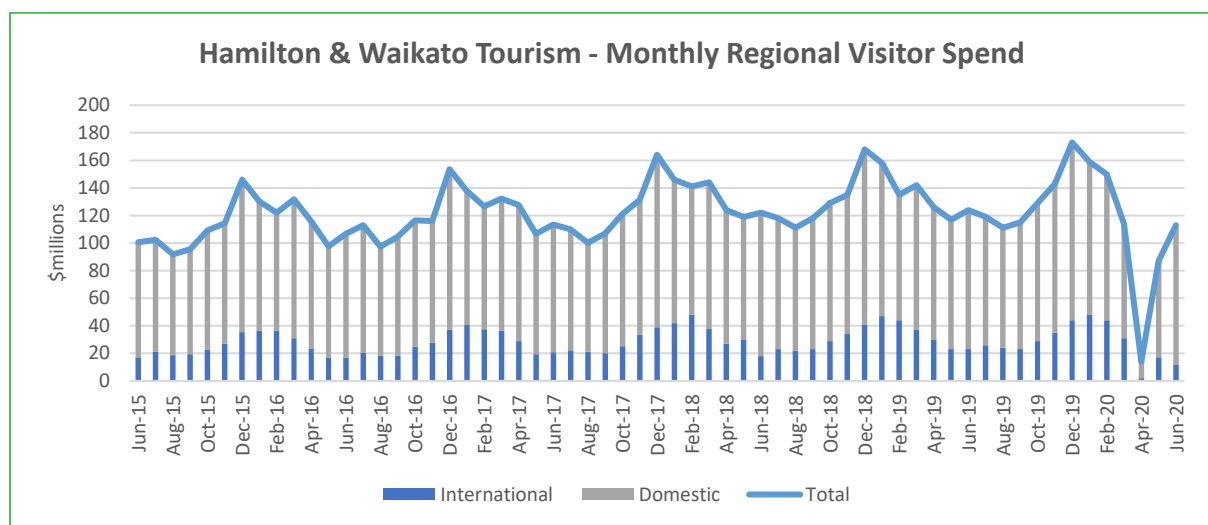
Measure	Result
 Visitor nights 5% increase of total visitor nights' vs national	 6.1% for Waikato 1.2% national growth rate (Year ending September 2019 – new measurement tool due September 2020)
 Visitor spend 5% increase in visitor spend across the region	 11% decrease on 2018-2019 \$1.417 billion annual expenditure (Year ending June 2020)

Measure	Result															
 <p>Conventions, incentives & business events Grow market share of business events from 9% to 10%</p>	 <p>10.1% market share Fourth largest region behind Auckland, Wellington & Christchurch <small>(Year ending June 2019. New contract commences 1 July 2020)</small></p>															
 <p>Visitor awareness & perception Improve by 1 point, including Waikato residents</p>	 <p>7.5/10 likelihood to recommend as a place to visit (2018 = 7.2/10; 2019 = 8/10) <small>(Year ending June 2020)</small></p>															
 <p>Website & social media: waikatoz.com 5% digital engagement on 2019-20</p>	 <p>21.16% Industry engagement rate 1.5% <small>(For the year July 2019 - June 2020)</small></p>															
 <p>Industry investment \$450,000 of industry contribution towards marketing activities & campaigns</p>	 <p>\$323,000 international & domestic campaigns, trade show investment, famil in-kind contributions & visitor guide sales <small>(Year ending June 2020)</small></p>															
 <p>Return on investment Total visitor & commercial accommodation annual spend per dollar of council funding provided to Hamilton & Waikato Tourism</p>	 <p>\$1,141 (\$1,268 June 2019) Visitor spend per dollar of council funding provided (\$1.24m) ROI return for Waitomo: For every \$1 of council funding invested generates \$1,067 return ROI regional comparison:</p> <table border="1"> <thead> <tr> <th>REGION</th> <th>ROI</th> <th>Council investment</th> </tr> </thead> <tbody> <tr> <td>Auckland</td> <td>\$307</td> <td>\$23.8m</td> </tr> <tr> <td>BoP</td> <td>\$484</td> <td>\$2.1m</td> </tr> <tr> <td>Taupo</td> <td>\$311</td> <td>\$1.95m</td> </tr> <tr> <td>Rotorua</td> <td>\$167</td> <td>\$4.3m</td> </tr> </tbody> </table> <p><small>(Year ending June 2020)</small></p>	REGION	ROI	Council investment	Auckland	\$307	\$23.8m	BoP	\$484	\$2.1m	Taupo	\$311	\$1.95m	Rotorua	\$167	\$4.3m
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Visitor statistics and expenditure

Compared to 2019, tourism spending dropped across all regions for the year ended June 2020. The West Coast region experienced the biggest decline, with a 20% drop in annual spend. The Hawke's Bay and Taranaki regions had the smallest declines in annual tourism spending, both down 8.0%. The entire Waikato region performed well with a decline of only 7% in Coromandel, and 10% for the rest of Waikato including Taupō. In comparison, Rotorua suffered a 16% decline in visitor expenditure.

Following a rebound in May, domestic tourism increased further in June and, in some regions, exceeded June 2019 spending. For the Waikato, we achieved a 7% increase in visitor expenditure for June 2020, compared to a 6.6% uplift for the same month last year.



Source: Monthly Regional Tourism Estimates, MBIE (June 2020)

It is important to note that while domestic tourism expenditure is doing well when compared with the same period last year, the month of June is usually regarded as part of the tourism low season, with historically lower expenditure than other months of the year.

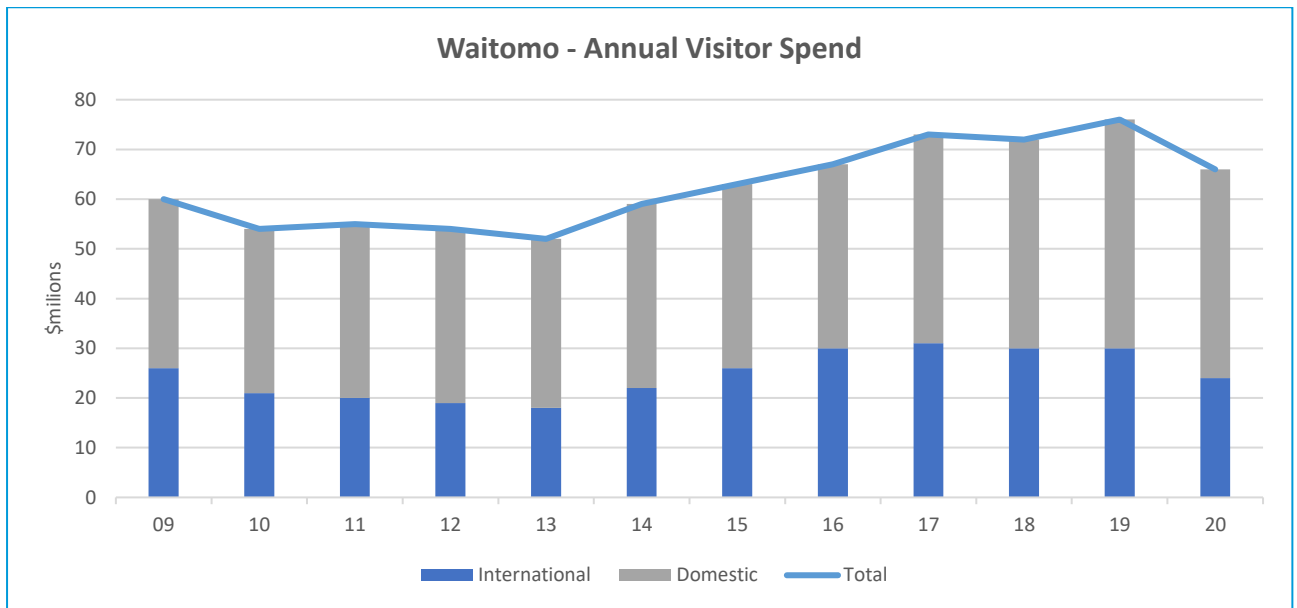
As a region, we've always bucked low season trend in June every year due to the hosting of National Fieldays at Mystery Creek which was delivered online this year. Taking this into account, our region performed well considering the loss of our region's most iconic major event and relying solely on the domestic visitor market.

Total domestic tourism expenditure for New Zealand in June 2020 was \$1.225 million, 2% below 2019 spending, although it was six times higher than during the level 4 lockdown in April.

It has been pleasing to see domestic business and leisure travellers return to the region and continue to spend, especially given the competition in overall consumer spending with consumables up 11% and motor vehicles up 26% during the month of June.

Visitor expenditure in Waitomo District

Annual visitor expenditure for Waitomo district declined 15% for the 2019-20 financial year, with Otorohanga District achieving the smallest decline for the region at 4.0%. Matamata-Piako District suffered the largest decline at 20% reduction in annual visitor expenditure.

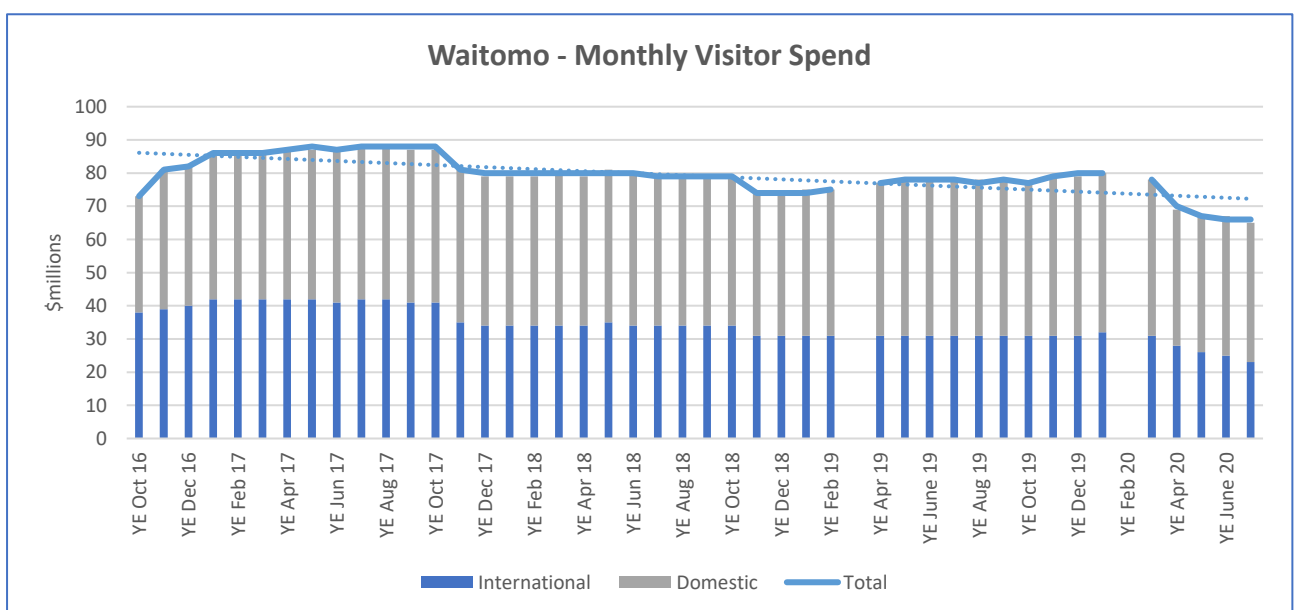


Source: Monthly Regional Tourism Estimates, MBIE (June 2020)

For the year ending June 2020, the visitor economy injected \$66 million into Waitomo District’s economy, with \$42 million generated by domestic visitors and \$25 million from international travellers – a 15% retraction from 2019.

Monthly visitor expenditure data is measured by the Ministry of Business, Innovation and Employment (MBIE) in the Monthly Regional Tourism Estimates (MRTE).

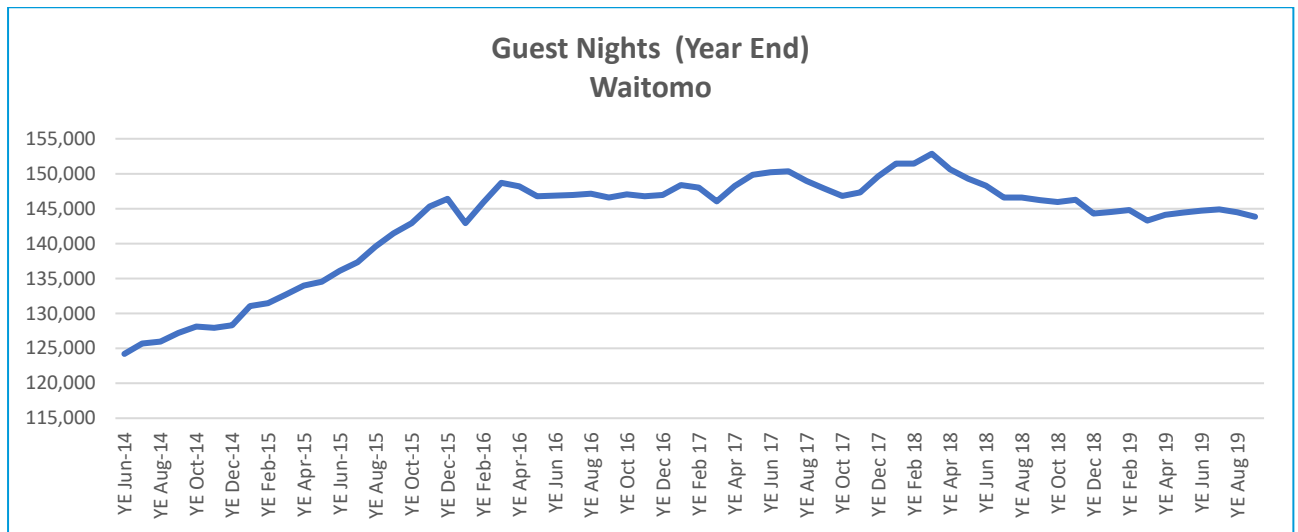
Note: There was no MRTEs for individual Territorial Authorities in March 2019 and February 2020.



Source: Monthly Regional Tourism Estimates, MBIE (June 2020)

Commercial accommodation in Waitomo District

Commercial guest nights (hotels, motels, backpackers & holiday parks) for Waitomo peaked at 143,835 commercial guest nights (year ending September 19); 1.6% decline from 2018.



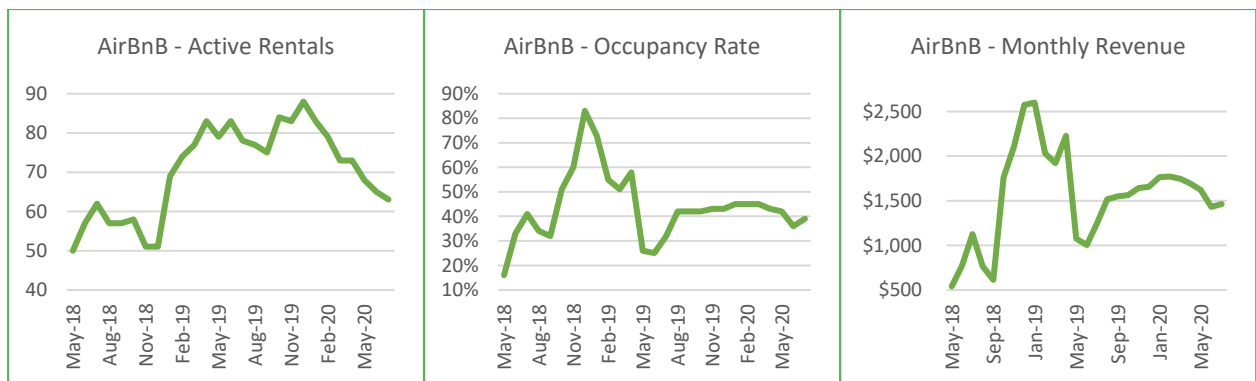
Source: Commercial Accommodation Monitor, Stats NZ (September 2019)

The only national ‘bed nights’ measurement tool, the Commercial Accommodation Monitor provided by the Ministry for Business, Innovation and Employment and StatsNZ, ceased in September 2019, which is the last recorded dataset for the region. The replacement data set called the Accommodation Data Plan (ADP) will be able to report on commercial accommodation bed nights, occupancy and length of stay. The first report will be made available in September 2020, with July data.

Non-commercial accommodation in Waitomo District

Waitomo also had 65 properties listed on AirBnB during June 2020 as alternative accommodation to the traditional commercial offerings. This has declined from 83 listings (down 18) in June 2019 due to the impacts of COVID-19.

These properties experienced 36% occupancy during June 2020. For the 12 months July 2019 to June 2020, the average occupancy rate for AirBnB properties in Waitomo is 42%.



Trade & leisure marketing

International marketing

The 'Explore Central North Island' (ECNI) international marketing alliance (including Waikato, Rotorua, Taupō, Coromandel, Bay of Plenty, Ruapehu and Hawke's Bay regional tourism organisations) has undertaken several key activities in the July-Dec period including a North American sales mission in October to train key travel wholesalers and sellers (170 agents trained) and a joint online marketing campaign with Tourism NZ's US office.

Profile of the Waikato has continued in Tourism New Zealand's 'Good Morning World' campaign which features a 'Good Morning World' message each morning from local tourism operators and people. During this summer period regional destinations Raglan, Hobbiton Movie™ Set, Hamilton and South Waikato have been showcased. By having the Waikato featured throughout the campaign is an effective way to showcase the region and our people on a global stage, plus help inspire more travellers to visit our part of the country.

There was a concentrated period of trade training and famils towards the end of 2019. Several of Tourism New Zealand's famils originally scheduled for March 2019 were postponed due to the Christchurch Mosque attacks and reconvened in October-November 2019.

Two of these famils included the Australia mega famil (100 agents) and South East Asia mega famil (60 agents). HWT participated in these mega famils through the agent training days and famil group hosting, while also training 138 agents in Australia during December as part of a Tourism New Zealand roadshow. We also hosted a number of other Tourism New Zealand and wholesaler trade famils traveling through the region.

From late January 2020 travel to NZ from overseas markets began to be impacted by COVID. This impacted a large amount of travel trade and international marketing activity which traditionally take place in the March-June period each year. While HWT was able to attend a Tourism NZ industry event in the Australia market in March to meet with 20 key travel sellers, host three international media famils and attend the International Media Marketplace in Sydney to meet with 22 media/travel writers, other activity from the beginning of April had to be cancelled / postponed until further notice. These included the Tourism NZ KiwiLink event in London, two media famils, the Inbound Tour Operator trade event, various trade famils, the Explore Central North Island trade show, TRENZ and the Tourism NZ and North Island RTO JV marketing campaign into the eastern seaboard of Australia.

However, while borders remained closed, work has continued to keep the travel trade informed on activities, attractions and accommodation within the region. Many in the industry, both here in NZ and overseas, are seeking content and information updates from RTOs on regional product offerings. A number of NZ based travel trade have also pivoted to look at what they can offer in the domestic market and historically outbound-focussed NZ travel agents and retailers such as Flight Centre and House of Travel, are now seeking content, packages and training for their staff on NZ destinations such as the Waikato.

In response to this demand HWT has produced a range of digital collateral including videos, webinars, product update documents and e-DMs.

Domestic marketing

Locals Week Initiative

HWT's inaugural 'Locals Week' launched in September. A key action identified in our Visitor Strategy – the campaign aimed to engage our Waikato residents by making it easy for them to experience what's in their own backyard and become the biggest advocates for our exceptional tourism industry here.

The goal was to educate and inspire our local residents to become ambassadors for tourism across the region by experiencing what we have on offer. We wanted to make it easy for locals to 'give it a go', increase their pride in place and help them become tourism experts for Waikato by offering exclusive and significant 'locals-only' deals for one week.

Other destinations around New Zealand (and internationally) run these types of initiatives and find them extremely beneficial as once locals have experienced tourism products and activities they tend to have a more positive perception of said experience and will recommend our operators when they have friends and family visit.

Christmas 2019

HWT undertook two Christmas focussed campaigns towards the end of 2019. The first focussed on Christmas functions. Targeted at local businesses, the October campaign showcased HWT's domestic partners as well as convention bureau partners to promote their Christmas function ideas and events. Following on from this in early December HWT then ran a mini 'Christmas Gift Guide' campaign to promote vouchers for tourism operator partners' experiences and upcoming events as ideal Christmas gifts to Waikato residents.

Explore Your Own Backyard

The Summer Explore Your Own Backyard campaign which aimed to encourage locals to explore the Waikato over the festive holiday season launched in late December and ran through January. The online campaign featured domestic operator partners and focussed heavily on profiling region's natural assets such as walks, waterfalls, beaches and cycleways as well as summer events and school holiday activities.

1day.co.nz

HWT partnered with Hamilton-based business 1day.co.nz on a month-long marketing promotion in October to promote our amazing region and the fantastic things there are to see and do here. An iconic NZ brand and consumer purchasing portal with a significant audience and reach, 1-day are passionate local advocates and are keen to help spread positive messaging about the Waikato.

As part of the campaign we offered 1-day's customers the chance to win one of four regional prize packages which showcased a range of Waikato tourism businesses relevant to the themes - Adventure Mad, Culture Vulture, Fanatic Foodie and Crazy Kids.

The promotion, which featured Te Awamutu-born James McOnie, was profiled through both organisation's channels including 1-day's email database of 800,000 and we received around 6,000 entries and email addresses to add to our consumer database.

Short Escapes

HWT's Short Escapes campaign ran from early Feb-late March (when lockdown occurred) profiling regional attractions, activities, accommodation and events. Targeting the region's key drive markets (Auckland, BoP and Taranaki) and fly markets (Wellington and Christchurch) the campaign ran across digital channels including GDN, search, social media, cinema and OnDemand advertising.

Mighty Local

Partnering with Te Waka (the regional economic development agency) and working with Waikato councils, the Waikato Chamber of Commerce, local business associations, Waikato Regional Civil Defence and our i-SITE visitor information centres, HWT developed a campaign to promote and profile everything local across the Mighty Waikato region during the COVID-19 lock-down period. The campaign aimed to encourage Waikato residents to support local businesses through the various levels of COVID-19 and adapted to the market depending on what level we were at – from online retail, virtual experiences and takeaways at Level 4 and 3 to visiting our Waikato attractions, dining and accommodation at Level 1.

Post-Lockdown Campaign - Open for Exploration

As an initial domestic market activation when regional travel opened up post COVID-19 lockdown HWT created a series of videos with local tourism operators to welcome visitors back to the Waikato. These videos were utilised through our organic social media platforms, consumer e-DMs and also later campaign activity.

HWT's post-lockdown campaign 'Open for Exploration', targeted the key drive markets for the Waikato (Auckland, Bay of Plenty, Rotorua, Taupo and Taranaki) inspiring them visit the Mighty Waikato and help to stimulate demand and visitation to local tourism operators and communities. The campaign which launched in late June is designed to complement the 'Do something new, New Zealand' campaign from Tourism New Zealand by encouraging visitors to see new things in familiar places and explore the unknown as well as the known and loved adventures of the Waikato. The campaign creative has included user generated content (UGC) imagery and the 'Do Something New, New Zealand' device.

Tourism NZ - Do Something New, New Zealand campaign

Tourism New Zealand (TNZ) launched the first phase of their national campaign at the end of May. This has been an extensive campaign utilising all forms of advertising from out-of-home to digital and TV inviting New Zealanders to do something 'new' that they wouldn't normally do for a short break or holiday. HWT is working in partnership with TNZ to leverage this activity, particularly in the media space. HWT's marketing manager is also part of the TNZ Domestic Advisory Group along with five other RTO representatives which meets virtually every two weeks to help inform and shape the direction of the TNZ's ongoing domestic campaign activity and also act as liaison for a wider group of RTOs.

Major Events

HWT supported local organising committees and event promoters in the promotion and marketing of major events during July 2019 – January 2020 including All Blacks vs Tonga, World Darts, Great Britain Rugby League Lions Tour and the HSBC NZ Sevens, as well as Women’s Cricket World Cup 2021. This support includes prepping team and media welcome packs, team activity options, event landing pages on waikatonz.com, media and player promo event opportunities and support for bids. Many of the region’s key events in the Feb-April period that HWT would normally promote and support through marketing channels had to be cancelled due to COVID-19.

Annual Visitor Guide

100,000 copies of the 2020 official Regional Visitor Guide were distributed in late December 2019, featuring the new Mighty Waikato branding. Distributed nationally through i-SITES and airports, national and international trade shows and conference delegate packs, the guide is a cost-neutral project with advertising sales funding production and distribution.

Media

Excluding lockdown, HWT had a successful year for domestic travel media coverage. Highlights include working on an insta-meet for International Hobbit Day with Hobbiton Move Set, hosting top influencer Liz Carlson and securing a range of travel stories and articles with publications such as NZ Herald, Sunday Star Times and Stuff. Post-lockdown HWT has been working on a number of media pitches and famils. Domestic media platforms and publications are hungry for content and we have been quick to take up this opportunity. Coverage so far includes content in three NZ Herald Travel Supplements and Breakfast TV where the Waikato was the first region to be covered in their national roadshow with Tourism New Zealand.

Marketing activity for Waitomo

A summary of specific trade and leisure marketing for Waitomo is detailed below.

Target market	Campaign or activity	Waitomo experiences profiled
Media – domestic & international famils	Media hosting and famils profiling Waitomo: <ul style="list-style-type: none"> • National Geographic - India • Yahoo Lifestyle – AU • TNZ - freelance writer – India* • Social Influencer – Zanna Van Dijk • Bronte Coy + Matt De Greet – AU • Herald on Sunday 	Legendary Black Water Rafting, Waitomo Top 10 Holiday Park, Waitomo Glowworm Cave, Ruakuri Cave, Waitomo Adventures – Lost World, Te Tiro Accommodation, Pa Harakeke* <i>*was included in famil, however Pa Harakeke cancelled</i>

Target market	Campaign or activity	Waitomo experiences profiled
<p>Media - domestic consumer coverage</p>	<p>Waitomo district was profiled as part of regional promotions in the following publications:</p> <ul style="list-style-type: none"> • RV Travel – NZ Motorhome Show special edition • Family Times • Go Travel • NZ Today • Regional News • Weekend Herald – March 2020 • NZ Herald Travel Supplement – June 2020 	<p>Waitomo Glowworm Caves, Ruakuri Cave, Waitomo Adventures, Legendary Black Water Rafting, The Timber Trail, Marokopa Falls, Mangapohue Natural Bridge, Te Tiro Accommodation</p>
<p>Travel Trade - famils</p>	<p>Waitomo profiled in following trade famils:</p> <ul style="list-style-type: none"> • South East Asia Mega Famil • South East Asia famil – Indonesia • Australia Mega Famil 	<p>Waitomo Glowworm Cave, Ruakuri Cave, Waitomo Homestead, Legendary Blackwater Rafting Co</p>
<p>Travel Trade – events</p>	<p>Trade Training events and sales calls to ITOs and wholesalers throughout the period</p> <ul style="list-style-type: none"> • TNZ AU mega famil (100 agents) • TNZ South East Asia mega famil (60 agents) • TNZ North Island Welcome (138 agents) • TNZ RTO Trade Workshop (24 wholesalers) 	<p>Waitomo Glowworm Cave, Ruakuri Cave, Waitomo Homestead, Legendary Blackwater Rafting Co, Waitomo Adventures, CaveWorld, Spellbound, Roselands, The Timber Trail, Glowing Adventures</p>
<p>Travel Trade – Explore Central North Island Alliance</p>	<p>HWT are part of the Central North Island RTO alliance known as ‘Explore Central North Island’ which includes the two touring routes – The Thermal Explorer Highway and the Pacific Coast Highway. Key activities include:</p> <ul style="list-style-type: none"> • ECNI North America Roadshow, Oct 19 • UK In-market representation • PATA UK agent webinar 	<p>Waitomo Glowworm Cave, Ruakuri Cave, Waitomo Homestead, Legendary Blackwater Rafting Co, Aranui Cave, Waitomo Adventures, CaveWorld, Spellbound, Roselands, The Timber Trail, Hairy Feet Waitomo, Glowing Adventures</p>

Target market	Campaign or activity	Waitomo experiences profiled
<p>Domestic consumer - Local Waikato campaign</p>	<ul style="list-style-type: none"> • ‘Explore Your Own Backyard’ campaign Dec 2019 -Jan 2020 • ‘Locals Week” – Sept 2019 • Mighty Local – April – June 2020 	<p>Waitomo Glowworm Caves, Aranui Cave, Legendary Black Water Rafting, Troll Cave, Waitomo Adventures, Hairy Feet Waitomo, Waitanguru Falls, Waitomo Caves Zipline Park, Waitomo Discovery Centre, Glowing Adventures</p> <p>MIGHTY LOCAL: Range of Waitomo district cafes and restaurants offering takeaways during Alert Level 3, and online retail, fitness classes etc during Alert Level 3 and 4. Tourism sector promoted from Level 2 and profile stories on Waitomo Adventures featured.</p>
<p>Domestic consumer - External Drive & Fly Markets</p>	<ul style="list-style-type: none"> • Romer – September 2019 • 1-day competition – November 2019 • Short Escapes Campaign – Feb – March 2020 • Open for Exploration Campaign – from June 2020 	<p>Waitomo Adventures, Lost World, Waitomo Glowworms Caves, Ruakuri Cave, Waitomo Trail Run, Legendary Black Water Rafting, Troll Cave, Marokopa Falls, Mangapohue Natural Bridge</p>
<p>Domestic consumer – Chinese New Zealanders</p>	<p>Ongoing campaign activity has continued through our Weibo social media channel, blogs, forums etc</p>	<p>Waitomo Glowworm Caves, Aranui Cave, Legendary Black Water Rafting, Troll Cave, Waitomo Adventures, Mangapohue Natural Bridge, Ruakuri Bush Walk, Kawhia Kai Festival, Marokopa Falls, The Timber Trail, Omaru Falls</p>
<p>Domestic & International consumer and trade</p>	<p>2020 Hamilton & Waikato Regional Visitor Guide</p>	<p>Waitomo district and towns profiled in ‘Regional Highlights’ and ‘Waitomo & Surrounds’ editorial sections. Waitomo district-based operators have also advertised in the Waitomo & Surrounds section of the guide.</p>

Target market	Campaign or activity	Waitomo experiences profiled
Domestic & international consumer, travel trade and media	Quarterly e-newsletters are distributed to our consumer, trade and media databases	Waitomo Glowworm Caves, Waitomo Adventures, Waitomo SkyGarden proposal, Hairy Feet Waitomo, Glowing Adventures, Waitomo Trail Run, Marokopa Falls, Kawhia's Ocean Beach, Troll Cave.
Domestic & International consumer	Waitomo profiled through HWT's website and various social profiles including Facebook, Instagram, Twitter & YouTube.	Waitomo Glowworm Caves, Waitomo Adventures, Aranui Cave, Legendary Black Water Rafting, Troll Cave, Café at Waitomo Adventures, Reggae at the Big Apple, Marokopa Falls, The Timber Trail, Pureora Forest Park, Ruakuri Bush Walk, Mangapohue Natural Bridge, Omaru Falls, Piripiri Cave, Waitanguru Falls, Te Kuiti township, Piopio, Benneydale, Hairy Feet Waitomo, , Mangaokewa Scenic Reserve, Discover Waitomo, Waitomo caves walks, Ruakuri Cave

Conferences, incentives & business events

The Hamilton & Waikato region was the fourth largest region behind Auckland, Wellington and Christchurch for conferences and business events for the period ending June 2019.

There has been no data collection or reporting of business events data during FY20.

A newly named Business Events Venue Survey will commence from 1 July 2020, Fresh Info has been contracted to collect and report data.

Conference leads and rehousing

During May and June, the Business Events Waikato team managed 36 leads, compared to 27 for the same period last year. Our Business Events team successfully relocated 16 business events after Jet Park Hotel Hamilton Airport became a designated Managed Isolation Facility. We were able to re-house most of the events within the Waikato.

We are fortunate the Waikato is predominantly a domestic conference destination and easy to get to from key markets. Our marketing activity is focused on multi-day association and corporate conference market.

Unfortunately, with three of our largest commercial accommodation providers now unavailable as they are Managed Isolation Facilities has impacted on the conference market, significantly reducing our offer. Hosting some of the larger conferences is now very challenging due to limited accommodation availability.

In addition to our limited accommodation inventory, the biggest threat to the conference market is uncertainty. Organisers cannot confidently book conference venues and accommodation, they are afraid of the force majeure clauses in contracts. Currently venues are experiencing short lead-in times which brings its own challenges.

Mighty Welcome / Mighty People – business events campaign

During lock-down, the Business Events Waikato team held focus group meetings via Zoom with selected business event suppliers in the Waikato to agree on our unique selling point. The outcome was unanimous, it is our people. The people working in the conference industry in the Waikato already had a reputation for being professional, responsive, flexible, and willing to work with organisers and colleagues to achieve the best outcome for our clients. This informed our ‘Mighty People’ / ‘Mighty Welcome’ restart campaign for the business events sector which is utilising our new website.

Business Events Waikato Showcase

The BE team is currently organising the Business Events Waikato Showcase on 24th September 2020 – an exhibition including all Waikato Business Events Partners. The target market for the event is local organisers, and meeting planners domiciled within driving distance of the Waikato, and predominantly corporates who organise one day meetings and events.

Convention Bureau activity

Summary of specific trade & conference marketing activity (1 July 2019 to 30 June 2020).

Activity	Detail
Enquiries	101 leads received and managed
Buyers Hosted	35 buyers hosted to the region
Famils	5-7 December 2019: Annual multiday Mega Famil attended by 20 buyers from Wellington, Auckland, Christchurch, and Palmerston North for two nights. Attendees included professional conference & event organisers, in-house corporate event managers, personal/executive assistants, association event organisers, marketing managers and a journalist.
TNZ Famils	All TNZ planned famils were cancelled due to COVID-19
Bespoke Famils	Nine bespoke famils organised. 15 buyers were hosted and shown 20 venues and operators across the Waikato.

Activity	Detail
Trade Shows	<ul style="list-style-type: none"> September 2019: Regional stand Australasian Society of Association Executives (AuSAE) Linc Conference, Napier. December 2019: Exhibited with Tourism NZ and CINZ (Conference & Incentives NZ) at the Professional Conference Organisers Association Conference held in Sydney.
Hosted Events	<ul style="list-style-type: none"> October 2019: Wellington function, attended by over 50 buyers. Co-hosted with six Business Events Waikato Partners, October 2019: Meet North South dinner, attended by five guests. Hosted by Business Events Waikato and Dunedin Business Events. November 2019: Co-hosted event with Tourism New Zealand/Project Waikato Group to create awareness about the CAP and recruit ambassadors.
Sales Activity	<ul style="list-style-type: none"> December 2019: Sales call in Christchurch January and February 2020: Sales calls in Hamilton March 2020: Sales calls to Wellington
AuSAE NZ Networking Activity	<p>(AuSAE – Australasian Society of Association Executives)</p> <ul style="list-style-type: none"> August 2019: Wellington September 2019: Conference – Napier November: Wellington January 2020: Wellington July 2020: Auckland
Tourism NZ Activity	<ul style="list-style-type: none"> September 2019: co-hosted table with Tourism NZ at The Kudos Awards to create awareness about the Conference Assistance Programme and recruit ambassadors. Project Waikato group meetings – business incubator group to seek opportunities for Australasian and international conferences for the Waikato region. Specific focus given to conferences that respond to the needs of the community by creating a social, environmental, or cultural impact on the Waikato region.
Partner Communication & Development	<ul style="list-style-type: none"> October 3rd: Google DMO breakfast for Waikato Partners November 6th: Web Workshop for Platinum + Gold Partners November 28th: Spring Symposium December 3rd: Christmas Partner Breakfast February 25th: Henley Hotel Open Home – Partner Event February 28th: BE 101 March 6th: Platinum and Gold Partner Catch-up Weekly BEWAIS Connect – Zoom Partner meetings May 20th: BE Working Group for Campaign May 21st: BE Partners Virtual Quiz June 11th: BE Waikato Reunite Dinner at The Atrium <p>74 Business Events Waikato Partners: Waitomo District: Discover Waitomo, Waitomo Adventures</p>

Rebuilding the Waikato visitor economy

Hamilton & Waikato Tourism has been instrumental in leading the response, restart and rebuilding of the regional tourism and events sector. The impacts of the COVID-19 pandemic were swift and severe for the entire visitor economy which includes tourism businesses, activities and attractions, accommodation providers, retail and hospitality, transport operators, conferences and business events, major events and venues, education institutions, plus the many suppliers who partner with the sector.

There are a number of key initiatives underway to support the rebuild and reimagining of Waikato's tourism sector.

Strategic Tourism Assets Protection Programme (STAPP)

The \$230m Strategic Tourism Assets Protection Programme (STAPP) was announced in the Government's budget in May to protect the assets in the tourism landscape that form the core of our essential tourism offerings to ensure their survival through the disruption caused by COVID-19. Grants and loans were allocated to tourism businesses, Inbound Tour Operators and Regional Tourism Organisations.

TOURISM BUSINESSES

Tourism businesses will receive a total of \$261m in support comprised of a mix of grants and loans. The Waikato region were successful with initial funding support provided to the following tourism businesses:

- Discover Waitomo: up to \$4m over two years (year one will be a grant and year two will be a loan if required)
- Ōtorohanga Kiwi House
- Waitomo Adventures
- Spellbound Glowworm and Cave Tour, Waitomo
- Caveworld Waitomo

We are awaiting confirmation of the other impacted businesses who were part of the initial 300 tourism businesses who applied.

REGIONAL TOURISM ORGANISATIONS

Hamilton & Waikato Tourism successfully applied for a maximum of \$700,000 to address the significant shortfall in industry investment. The criteria for applying for the grant was to retain existing local government investment.

The financial support can only be used to enhance work from the Aotearoa New Zealand Government Tourism Strategy in the following three priority areas:

1. domestic marketing;
2. industry capability; and
3. adopting a destination management approach.

Out of the 27 programmes of work we are looking to undertake under the three tagged areas listed above, 11 are collaboration projects with other regions which border the Waikato.

Specific STAPP projects we will deliver for the Waitomo District in 2020-2021 include:

- Development of an Ambassador programme for Otorohanga & Waitomo Districts (Northern King Country)
- Development of a West Coast Touring Route from Port Waikato to Taranaki, incorporating Otorohanga and Waitomo Districts (collaboration project with Venture Taranaki)
- Review and refresh of touring routes, incorporating the Thermal Explorer Highway and connectivity with Taumaranui & Ruapehu District (collaboration project with Visit Ruapehu and Destination Rotorua)
- Co-curate and development of food tourism experiences, including itineraries, marketing initiatives and product development (collaboration project with Tourism Bay of Plenty, Destination Rotorua and Visit Ruapehu)
- Domestic marketing to build demand and attract visitation to Waitomo District, including event promotion
- Participation in the national and Central North Island domestic marketing campaigns driving visitation into Waitomo District
- Regional tourism marketing advisory services for Waitomo tourism businesses
- Launching a regenerative tourism leadership programme to enhance sustainability initiatives for Waikato tourism operators, including the Waitomo District

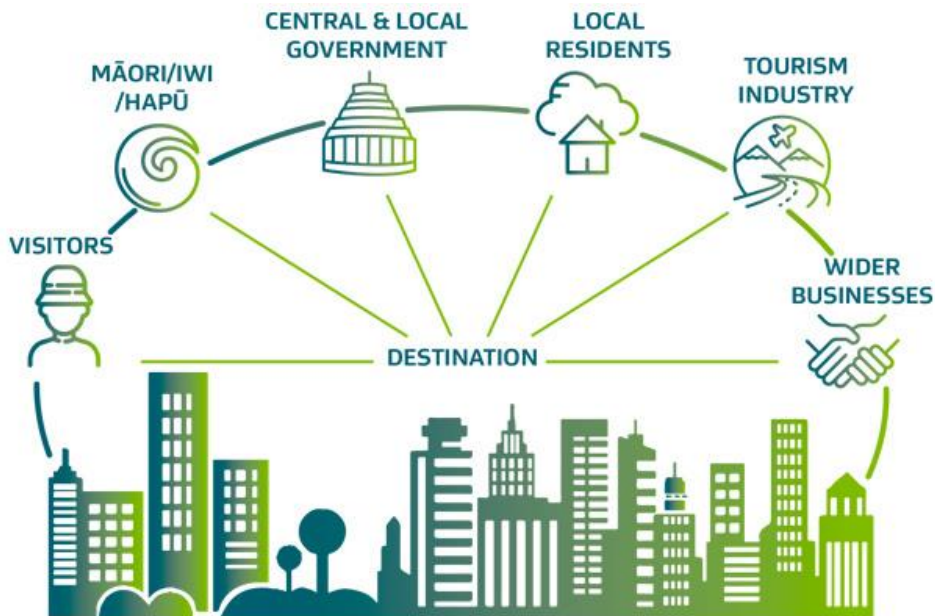
All other projects from participation with Tourism New Zealand's national domestic marketing campaign, partnerships with AA Traveller and the NZ Motor Caravan Association through to procurement of visitor travel data, will benefit the Waitomo district and wider region as well.

Adopting a destination management approach for Waikato

As a region, we are fortunate to have developed our regional Tourism Opportunities Plan in 2016 which was based on conversations to redefine Waikato as a new visitor destination. We worked together to prioritise our five regional game-changers through to identifying emerging opportunities for our region that increased the 'value' of tourism, rather than the 'volume-based' model.

This will help inform the next evolution of our industry to develop a Destination Management Plan bringing together a wider range of stakeholders to help our communities thrive.

Destination management brings together different stakeholders to achieve the common goal of developing a well-managed, sustainable visitor destination. It is an ongoing process that requires destinations to plan for the future and considers the social, economic, cultural and environmental risks and opportunities.



Adopting a destination management approach enables communities and destinations to respond to changing conditions and determine the type of tourism they would like to have and the benefits they would like to receive, taking an active role in managing these.

Destination management requires a holistic and integrated approach with three interdependent components:

1. **Visitor Experience:** the Waikato's experience offering, including activities, attractions, supporting infrastructure, services and amenities
2. **Marketing and Promotion:** the destination's marketing and promotional activity, creating demand and enabling the destination to be competitive, productive and sustainable
3. **Resource Management:** the region's strategy, policy and regulatory frameworks, Te Tiriti o Waitangi, co-governance arrangements, organisational structures and the investments that support the destination.



We have managed to successfully attract funding from the Ministry for Business, Innovation and Employment to undertake this work.

Local government are a key partner in creating a destination management plan for Waikato and we look forward to working together on this national initiative.

Major and regional events

Hamilton & Waikato Tourism see major and business events leading the economic and social recovery of region.

Major Events Strategy

In 2018, Hamilton & Waikato Tourism developed the region's first Major Events Strategy to ensure the spotlight continues to shine and grow on our region, as we work to develop a full calendar of events, especially outside of our peak summer period.

We continue to promote the Waikato region to event promoters as/when we are able and have applied for external grants to secure external funding to fully enable this work. The Major Events Strategy will be used as a framework to apply to the Government's \$50m Regional Events Fund to help drive domestic tourism and visitation into the regions.

Domestic Events Fund

The Domestic Events Fund (DEF) is a \$10 million fund established to support the events sector which has been significantly impacted by the COVID-19 pandemic. The funding was intended for events which:

- are socially, culturally, or economically significant for New Zealand, and
- have exhausted market-based solutions, and
- without support, would not be able to re-start or need to be significantly re-scaled,

(OR)

- Events which will assist the market to retain sector-critical event organisers and suppliers for the long-term viability of the industry.

Recipients will be required to pay a certain percentage of funding to their key event suppliers as up-front payments to ensure funding reaches the supply chain in a timely manner.

The Fund received over 400 applications from a range of events. Of these, 205 were determined by MBIE, with support from the Regional Panels with Hamilton & Waikato Tourism included. Two hundred of those 205 were able to be supported within the funding cap of \$10 million and successful Waikato recipients included:

- Fieldays
- Hamilton Gardens Arts Festival
- Hydro Thunder Championship Series
- Maadi Cup 2021
- NZ Secondary School Waka Ama Sprint Championships
- Waikato Autumn HomeXpo
- Waka Ama National Sprint Championship

MBIE considered panel recommendations and applied a national view when making final decisions to ensure the key objectives of the Fund were met.

Regional Events Fund

Details for the \$50 million Regional Events Fund were announced on 10th September 2020 and \$3.5m will be allocated for the collective regions of Rotorua, Ruapehu, Taupō and Waikato.

The Minister for Tourism, Hon Kelvin Davis, wants the fund to empower regions to make decisions around how the money is spent and identify what events are likely to drive domestic visitation. This could be investing in existing events, developing new ones, capability building or events coordination.

The funding will be distributed to nine groupings of Regional Tourism Organisations (RTOs), using the same regional boundaries as the nine existing International Marketing Alliances (IMA). Hamilton & Waikato Tourism are part of the Thermal Explorer Highway IMA which includes Rotorua, Ruapehu and Taupō.

Other key principles include:

- By using the IMA model will encourage collaboration between regions and ensure accountability over how money is spent.
- Regional autonomy over how funding is distributed will be overseen by an Event Investment Panel (EIP).
- Investment Plans can be over 2-4 years – payments will be made annually by the Ministry for Business, Innovation & Employment (MBIE).
- This is a high trust model between the Government and regional tourism organisations.

Hamilton & Waikato Tourism has been selected as the 'Lead Entity' from within the IMA collective to:

- develop and manage the Investment Plan for the IMA;
- establish the funding relationship with MBIE for the IMA collective; and
- provide secretariat and administrative services for the Regional Event Fund and the Event Investment Panel (EIP).

The key criteria for each IMA Investment Plan are as follows:

- **Consensus** – all representatives on an EIP must agree with the proposed investment plan. This ensures that all regions will benefit from events funding.
- **Representation** – all RTOs within an IMA grouping must be offered the opportunity to engage with, or participate on, an EIP to ensure regional contribution / benefit
- **Feasibility and Viability** – must demonstrate how a region will have the appropriate facilities to host the proposed events (such as infrastructure, accommodation, waste management and access)

- **Stimulate domestic visitation** – must demonstrate how events, or the event package, will draw visitors from outside their region and are not events targeting purely local community impacts
- **Collaborate, not compete** – funding must not be used to promote inter-regional competition eg. no poaching events or similar events at the same time which target the same market

Events which will not be eligible for funding include:

- Events already supported through the Major Events Fund
- Events currently supported by the Domestic Events Fund*
- Destination marketing (although events promotion is in scope)
- Substituting funding already committed (eg. council funded events)

MBIE expect investment plans to be submitted by early November, and funding agreements to be in place by December 2020.

Infrastructure and Provincial Growth Funds

We worked with our local government partners and visitor attractions to provide tourism projects for the Crown Infrastructure Partners \$3 billion 'shovel-ready' infrastructure fund and updated applications to the Provincial Growth Fund (PGF).

As part of the application process, we provided endorsement for the following tourism-related projects:

- Hamilton Zoo & Waiwhakareke Natural Heritage Park – shared entry plaza
- Tourism connectivity – Hamilton Gardens & Waikato Museum
- Waikato Regional Theatre and South End Precinct
- Waikato Strategic Tourist Route Upgrades
- Hamilton Airport Transport and Infrastructure Enabling Project
- Te Awa Cycleway – Hamilton to Cambridge section (\$6.2m secured)
- Sealing of the Hauraki Rail Trail extension between Te Aroha & Matamata (\$640,000 secured)

We provided support to Waikato District Council's \$2.5m application to the Provincial Growth Fund for the Whaingaroa/Raglan Wharf development to improve safety, access and capacity. The Government funding announced in May will fast-track this project.

Working with Ōtorohanga District Council and the Ōtorohanga Kiwi House, we were grateful for the \$2m grant from the Government's \$3 billion infrastructure fund as part of its COVID-19 Response & Recovery Plan. The redevelopment is an \$8m project which includes a new nocturnal house and visitor centre, including a \$2m loan from the Ōtorohanga District Council.

We also supported Matamata-Piako District Council to finalise their investment business case for the Te Aroha Mineral Spas development. This project was identified in our Tourism Opportunities Plan 2016.

Tourism Futures Taskforce

In June 2020, the Minister of Tourism set up the New Zealand Tourism Futures Taskforce (the Taskforce) following the significant change to global travel and tourism in New Zealand as a result of COVID-19.

The main purpose of the Taskforce is to advise on what changes New Zealand can make to the tourism system, so that tourism enriches both New Zealand and the wellbeing of New Zealanders.

The Taskforce is co-chaired by Rotorua Mayor Steve Chadwick and Grant Webster from Tourism Holdings Limited. It will make recommendations to address the long-standing productivity, inclusivity and sustainability (environmental, social and economic) issues present in some parts of the tourism sector.

The Taskforce will use a design-thinking approach to draft recommendations, which will be aligned with the four capitals – economic, environmental, social and cultural – set out in the Treasury’s Living Standards Framework.

The Taskforce will provide an initial report on the future of tourism in New Zealand in December 2020, with final recommendations and steps for implementation in April 2021.

Conclusion

As we continue to lead the rebuilding and reimagining of our tourism industry post-COVID, our key focus areas for the coming 6-12 months include:

- continuing to work with our industry to stimulate domestic demand between now and the September/October school holidays, plus the lucrative spring/summer season;
- enhance partnership with Tourism New Zealand’s national marketing campaign;
- support the industry through the impacts of the COVID-19 and lead industry capability building;
- adopting a destination management approach and merge our existing Visitor Strategy and Tourism Opportunities Plan;
- investigate, review and enhance existing and new touring routes around the region and across borders;
- promote the hero domestic traveller experiences of our region, including our three great rides and cycleways
- support event organisers, venues and suppliers to restore our market share in the business events sector;
- support the development of large-scale commercial accommodation to increase average length of stay;

- assist new visitor experience development across the region;
- deliver the additional 27 programmes of work funded under STAPP to boost our economic and social recovery;
- develop an Investment Plan and distribute the Regional Events Fund; and
- continue to lobby and advocate for the tourism sector with Government.

On behalf of the board and management of Hamilton & Waikato Tourism, we would like to thank Waitomo District Council, our local government partners and the industry for their continued support, especially as we continue to work our way through the long-term impacts of COVID-19.

Your proactive and supportive approach during COVID-19 has been greatly appreciated by the tourism sector.

Jason Dawson

Chief Executive

Hamilton & Waikato Tourism

September 2020

Document No: A4888836

Report To: Council



Meeting Date: 29 September 2020

Subject: Declaration of Members' Conflicts of Interest

Purpose of Report

- 1.1 The purpose of this business paper is for elected members to –
- 1 Declare interests that may be deemed a potential conflict with their role as an elected member relating to the business papers for this meeting, and
 - 2 Declare any interests in items in which they have a direct or indirect pecuniary interest as provided for in the Local Authorities (Members' Interests) Act 29168.

Commentary

- 2.1 **Conflicts of Interest**
- 2.2 Every elected member has a number of professional and personal links to their community. They may own a business or be a member on a board or organisation. They may have a pecuniary (financial) interest or a non-pecuniary (non-financial) interest. These interests are a part of living in the community which they need to make decisions about in their role with Council.
- 2.3 Elected members are governed by the Local Authorities (Members' Interests) Act 1968 and are guided by the Auditor-General in how this Act is administered. In relation to pecuniary interests, the two underlying purposes of the Act are to:
- ensure members are not affected by personal motives when they participate in local authority matters; and
 - in contracting situations, prevent members from using their position to obtain preferential treatment from the authority (the Council).
- 2.4 Non-pecuniary interests relate to whether an elected member could be in danger of having a real or perceived bias for an issue under consideration.
- 2.5 Elected members will also have interests that are considered no greater than the public at large. For example, most elected members will own a property and therefore be a ratepayer in the Waitomo District.
- 2.6 Conflicts of interest at times cannot be avoided, and can arise without anyone being at fault. They need not cause problems when they are promptly disclosed and well managed.
- 2.7 **Declarations of Interests and Conflicts**
- 2.8 At the beginning of each triennial council term, elected members are requested to disclose known interests on behalf of themselves (including spouses and partners). It is up to the elected member to judge whether they have any interests

to declare. Some elected members may not have any, other elected members may have many.

- 2.9 As well as this, elected members may decide that they have an interest in a particular issue or item to be discussed at a meeting. There is a standing item on every meeting agenda for elected members to declare conflicts of interest.
- 2.10 These declarations should be clear as to whether there is just an "interest" with no pecuniary benefit and no greater benefit than to any member of the public, or they may be a Council appointed representative to an organization, or whether there is a "conflict of interest" in that there could potentially be a pecuniary or other direct benefit to the elected member.
- 2.11 Members who have declared a "conflict of interest" at the commencement of a meeting should make a further declaration when that item of business is considered and leave the meeting table (or the meeting room) and not take part in any discussion, debate or voting on the matter of conflict.
- 2.12 Attached to and forming part of this business paper is information to assist elected members in determining conflicts of interest.

Declarations

Mayor Robertson will invite elected members to give notice of any conflicts of interest relating to the business for this meeting.

In the event of a Declaration being made, the elected member must provide the following information relating to the Declaration:

Name:	
Item of Business on the Agenda:	
Reason for Declaration:	
Is this Declaration – <ul style="list-style-type: none">• Interest Only• Conflict of Interest	



MICHELLE HIGGIE
MANAGER – GOVERNANCE SUPPORT

Local Authority (Members' Interests) Act 1968

- 3.1 The Local Authority (Members' Interests) Act 1968 helps to protect the integrity of local authority decision-making by ensuring that Councillors are not affected by personal motives when they participate in Council decision-making and cannot use their position to obtain preferential access to contracts. This Act deals with two forms of "interest":
1. Pecuniary
 2. Non-pecuniary
- 3.2 **Pecuniary Interest**
- 3.3 The **two** specific rules in the Act are that members cannot:
1. Enter into contracts with their local authority worth more than \$25,000 (including GST) in a financial year unless the Auditor-General approves the contracts (referred to as the contracting rule). Breach of this rule results in automatic disqualification from office; and
 2. Participate in matters before the Council in which they have a pecuniary interest, other than an interest in common with the public (referred to as the participation rule). Breach of this rule is a criminal offence and conviction results in automatic disqualification from office
- 3.4 A pecuniary interest is one that involves money. This could be direct or indirect. It is sometimes difficult to decide whether an interest in a particular matter is pecuniary or some other kind. It is always the responsibility of elected members to make this decision, to declare any interest when appropriate and to ensure that as an elected member you comply with the Act's requirements at all times. The Act generally provides that no person shall be capable of being a member of Council if that person is concerned or interested in any contracts with the Council where the total payments made by the Council in respect of such contracts exceeds \$25,000 in any one financial year.
- 3.5 The Act also provides that an "interest" exists where a member's spouse is involved and/or where a member or their spouse is a major shareholder or have control or management of a company which contracts with Council or where the company has a pecuniary interest in the decision. It may also apply where your family trust has a contract with the Council.
- 3.6 The Act does provide that on application to it the Office of the Auditor General may give specific approval to a member being concerned or interested in a particular contract, in which case the provisions of the Act will not disqualify the Councillor from remaining in office. The approval needs be gained before the contract concerned is entered into.
- 3.7 The Act also requires that a member shall not vote or take part in the discussion of any matter in which he/she has any pecuniary interest, other than an interest in common with the public. This interest is required to be declared by the member and is noted in the minutes.
- 3.8 The Office of the Auditor General is the agency, which oversees this legislation and it also has the responsibility and power to institute proceedings against any member. The Act does not define pecuniary interest, however the Office of the Auditor-General uses the following test: "Whether, if the matter were dealt with in a particular way, discussing or voting on that matter could reasonably give rise to an expectation of a gain or loss of money for the member concerned."

3.9 In deciding whether you have a pecuniary interest you should consider the following factors: What is the nature of the decision being made? Do I have a financial interest in that decision – do I have a reasonable expectation of gain or loss of money as a result of making that decision? Is my financial interest one that is in common with the public? Do any of the exceptions in the Act apply to me? Could I apply to the Auditor-General for approval to participate?

3.10 Further guidance is provided in the booklet “Guidance for members of local authorities about the Local Authorities (Members’ Interests) Act 1968” which has been provided to 5 elected members. It is important that you pay particular attention to the contents of this booklet as this is one of the few areas of the Council’s business where staff do not set out to provide pro-active advice and members are personally liable for compliance with the provisions of this Act.

3.11 Non-Pecuniary Interest

3.12 Non-pecuniary interest is any interest the member may have in an issue that does not involve money. A common term for this is “bias” or pre-determination. Rules about bias operate not only to ensure that there is no actual bias, but also so there is no appearance or possibility of bias. The principle is that justice should not only be done, but it should be seen to be done. Bias may be exhibited where: -

- By their statements or conduct a member may indicate that they have predetermined the matter before hearing or considering all of the relevant information on it (including the Council’s debate); or
- The member has a close relationship with an individual or organisation affected by the matter.

3.13 Non-pecuniary interest is a difficult issue as it often involves matters of perception and degree. The question you need to consider, drawn from case law, is: “Is there, to a reasonable, fair-minded and informed observer, a real indication of bias on the part of a member of the decision making body, in the sense that they might unfairly regard with favour (or disfavour) the case of a party to the issue under consideration?” If there is, the member should declare their interest and withdraw from the debate and take no further part in the discussion of this item. The law about bias does not put you at risk of personal liability. Instead, the validity of the Council’s decision could be at risk. The need for public confidence in the decision-making process is paramount and perception can be an important factor. Again the booklet provided by Office of the Auditor General provides some excellent advice and information on this issue.

Waitomo District Council Procurement Policy 2018

4.1 The following are extracts from WDC's Procurement Policy:

WDC's procurement activities will be conducted in line with the core Procurement Principles and a decision framework that ensures:

- **Adherence** – all procurement is required and is undertaken in accordance with the Procurement Policy and all other associated WDC Policies and Strategies;
- **Openness** - all procurement is made in an open and transparent manner with full and fair opportunity for all eligible suppliers;
- **Fairness** - all procurement is carried out in a fair manner and decisions are made with impartiality and without bias;
- **Integrity** - all WDC employees and/or authorises third parties undertaking procurement do so ethically, equitably and with behavioural standards of the highest levels;
- **Value for Money** – all procurement considers the costs and benefits over the life of the goods, services and/or works, and in doing so takes into consideration local procurement;
- **Risk** – all procurement considers the risks (commercial and otherwise) and ensures these are managed appropriately;
- **Lawfulness** - all procurement is within the law and meets WDC's legal and organisational obligations;
- **Accountability** - employees and/or authorised third parties and suppliers are accountable for their performance; and
- **Sustainability** - all procurement is environmental and socially sustainable wherever possible, having regard to economic, environmental, and social impacts over their lifecycle.

Conflict of Interest and Declarations Policy 2018

WDC is required to identify, disclose, document and manage employees' conflicts of interest, and to ensure that decisions made on behalf of WDC and the community are fair and free of bias or perceived bias.

Note: the words "decision" and "decisions" should be taken to include recommendations and advice:

- (a) that might significantly influence decisions that will be made by other people; or
- (b) on development of strategies and policies that will guide future WDC decision making on service provision, purchasing, contracting or staff employment.

WDC recognises that the professional and personal interests of employees mean that conflicts of interest sometimes cannot be avoided, and can arise without necessarily establishing a fault. Conflict need not cause difficulties, and can be managed so that the best interests of WDC and its ratepayers, residents or customers are served.

DEFINITION OF CONFLICT OF INTEREST

A **conflict of interest** exists when an employee could be influenced or could be perceived as being influenced by a personal or private interest in **any transaction** while performing their WDC duties and/or responsibilities. A personal or private interest is an interest that may bring benefit to an employee as an individual, or to others associated with the employee i.e. spouse or family member, to whom the employee may later benefit.

A **transaction** includes, but is not limited to:

- (a) the exercise or performance of a function, duty, or power of WDC; or
- (b) an arrangement, agreement, or contract to which WDC is a party; or
- (c) a proposal that WDC enter into an arrangement, agreement, or contract; or
- (d) development of a strategy or policy that will guide future decision making on service provision, purchasing, contracting or staff employment; or
- (e) the consideration of or decision made by or at a meeting of Council or its committees and subcommittees.

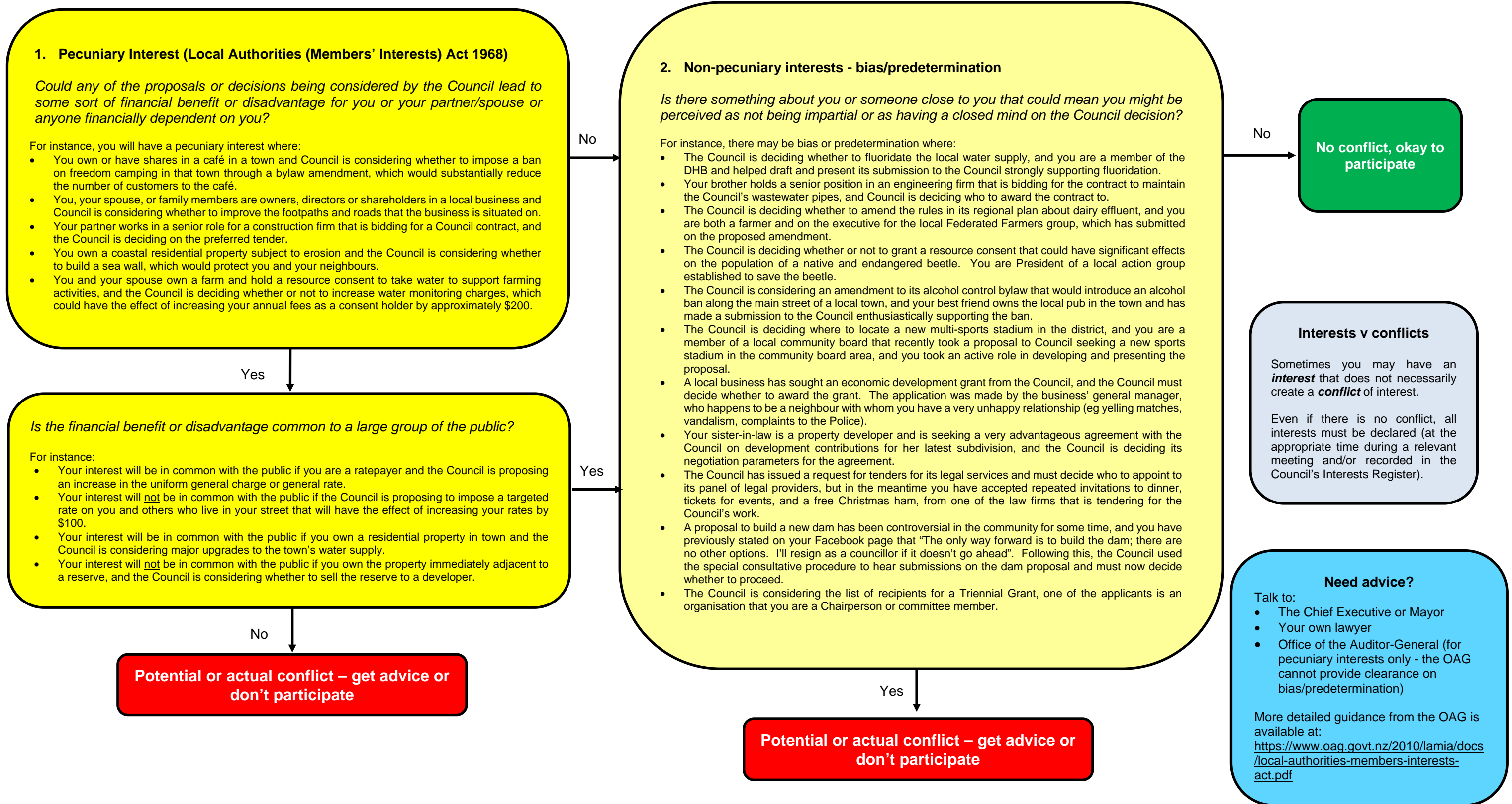
A Conflict of Interest may exist where the employee:

- will or may derive a benefit from the transaction – a financial, professional or personal benefit;
- has a financial interest in another party to a transaction;
- is a director, shareholder, officer or trustee of another party to the transaction, or is a person who will or may derive a financial benefit from the transaction;
- has an interest in another party tendering for work which WDC is considering; or
- is the partner, parent, child, spouse, sibling, or close friend of another party to the transaction, or a person who will or may derive a benefit from the transaction; or
- is an affected member or interested party in a proposal considered by Council.

Before you participate in any Council decision ...

CONFLICTS OF INTEREST

Check you don't have a pecuniary interest and that there is no bias or predetermination.



Remember: If in doubt, stay out!

Document No: A489386

Report To: Council



Meeting Date: 29 September 2020

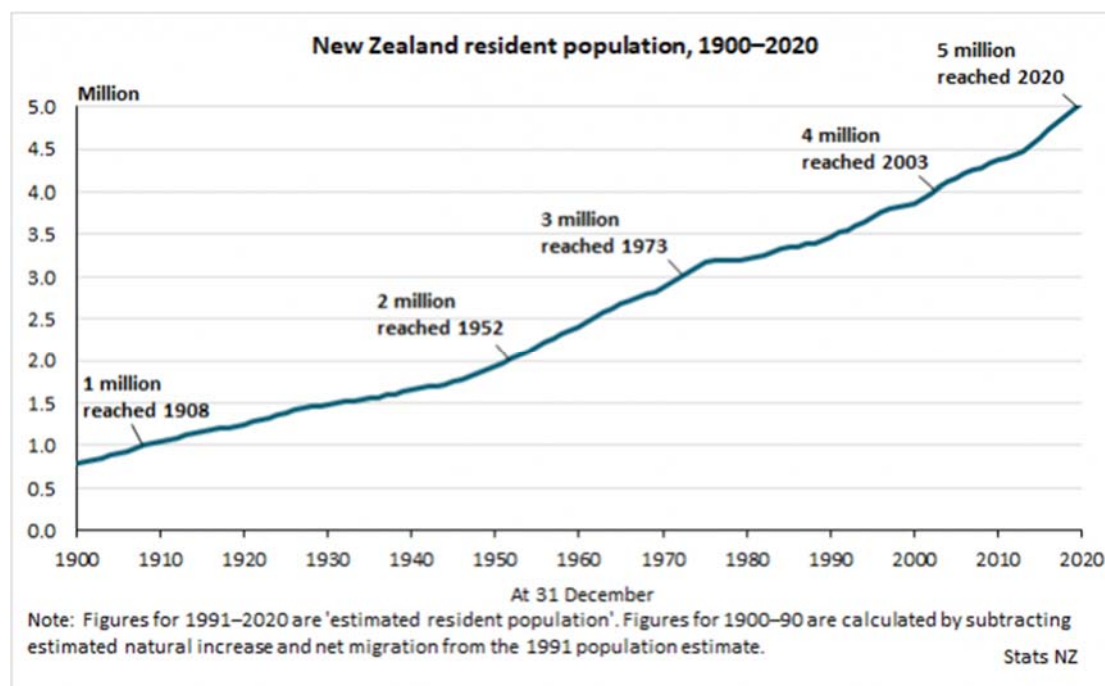
Subject: Mayor's Report

At our meeting today we are receiving a progress report on the Lawrence Street land, a block of Council and privately held land that is zoned for housing.

Elected members are focusing on securing population growth for our district. Given the serious shortage of housing in the towns and villages in our district, it is important that land in Te Kuiti is opened up for development.

The population of the Waitomo District today is almost identical to what it was in 2001 – some 9,500. Almost 50% of our population lives in Te Kuiti.

While our population has remained static over this twenty years, New Zealand's population has climbed 25%.



There is an explanation for population decline in our district. Farm productivity has lifted, meaning that there are fewer jobs on our farms. But worryingly, those who forecast population figures are forecasting that our district will decline to under 9000 by 2040.

It is important for the vibrancy of our district that population stagnation is reversed. Schools suffer when population stagnates. Retail shops close. Hospital come under threat. And town centres deteriorate.

We see it first hand in Te Kuiti.

Council is an influencer of population growth. Land for residential development is in demand. We own such land in several locations around Te Kuiti. We can release it, and in the Lawrence Street case, unlock the land of others.

Council has invested heavily in Te Kuiti in the town centre over the past decade. We have concentrated on the visitor industry, based on the theory that visitors will spend and support town centre retailers.

That theory has merit. But as we have discovered from the devastation caused by COVID-19, successful strategies often need multiple dimensions. One of these dimensions needs to be a focus on lifestyle for our own people, another attracting people to live here.

Te Kuiti needs population growth. There is a window of opportunity now to stimulate growth. We offer lifestyle living in a rural setting at a time when the demand for this is increasing. For those who are considering shifting from high cost and congested places like Auckland, we present an option, especially for those nearing or in retirement.

Let's take a business approach and capture this moment. Let's develop, consult on, and action a strategic plan that replaces stagnation with growth.

It's a journey. If we set our sights on the goal, and bring our community with us, there is no reason why Te Kuiti's population in 2030 could not grow by 5% to 5,000. At NZ's average household number of 2.7, that means we would need a net increase of around 100 new houses in total, or 10 houses per year.

Perhaps we can do more?

To begin let's open up our own surplus Council land for housing.

A handwritten signature in blue ink, appearing to read 'John Robertson', written in a cursive style.

JOHN ROBERTSON, QSO
MAYOR

WAITOMO DISTRICT COUNCIL

MINUTES OF A MEETING OF THE WAITOMO DISTRICT COUNCIL HELD IN THE COUNCIL CHAMBERS, QUEEN STREET, TE KUITI ON TUESDAY 25 AUGUST 2020 AT 9.00AM

PRESENT: Mayor John Robertson, Deputy Mayor Guy Whitaker, Council Members Phil Brodie, Allan Goddard, Lisa Marshall, Janene New and Sue Smith

IN ATTENDANCE: Robyn Lindstrom and Bruce Maunsell (Game On Charitable Trust)

Dr Bridget Mosely, Director (Waitomo Caves Museum Society Incorporated)

Matthew Cooper, Chief Executive and Amy Marfell, General Manager Regional Leadership (Sport Waikato)

Dan Tasker (Waitomo News)

Four Members of the Public

Chris Ryan, Chief Executive; Michelle Higgie, Manager – Governance Support; Yvette Ronaldson, Leader – Communications and Engagement; Helen Beever, General Manager – Community Services (for part only); Clowdy Ngatai, Community Development Coordinator (for part only); Terrena Kelly, General Manager – Strategy and Environment (for part only); Tony Hale, General Manager – Infrastructure Services (for part only); Ihsana Ageel, Manager – Strategy and Policy (for part only) and Alister Duncan, General Manager – Business Support (part only)

1. Council Prayer

2. Declarations of Member Conflicts of Interest
--

Members declared interests/conflicts of interest in respect to the Agenda as set out below:

Cr New

Item of Business on Agenda	Reason for Declaration	Interest / Conflict
• Game On Charitable Trust	Member	Conflict
• Waitomo Sister City Incorporated	Trustee	Interest – No Conflict

Cr Smith

Item of Business on Agenda	Reason for Declaration	Interest / Conflict
• Waitomo Caves Discovery Centre	Council appointed Representative	Interest – No Conflict

Deputy Mayor Whitaker

Item of Business on Agenda	Reason for Declaration	Interest / Conflict
• Waitomo Sister City Incorporated	Trustee	Interest – No conflict
• Brook Park Incorporated Society	Trustee	Interest – No Conflict

Mayor Robertson

Item of Business on Agenda	Reason for Declaration	Interest / Conflict
• North King Country Development Trust	Nominee for Appointment as a Trustee	Conflict

3. Deputation: Game On Charitable Trust

Council received a deputation and Powerpoint Presentation from Robyn Lindstrom and Bruce Maunsell on the Game On Charitable Trust's North King Country Indoor Sports and Recreation Centre project.

Council congratulated the Trust on the success of their project planning and fundraising for the project.

Resolution

The Deputation from Game On Charitable Trust be received.

Robertson/Goddard Carried

Robyn Lindstrom and Bruce Maunsell left the meeting at 9.30am

Dr Bridget Mosley entered the meeting at 9.31am

4. Presentation: Waitomo Caves Discovery Centre – Reporting against Provision of Services Grant Agreement

Council received a deputation from Dr Bridget Mosley of the Waitomo Caves Discovery Centre reporting against the Provision of Services Grant Agreement with Waitomo District Council.

Resolution

The Deputation from Waitomo Caves Discovery Centre – Reporting against Provision of Services Grant Agreement be received.

Robertson/Whitaker Carried

Dr Bridget Mosley left the meeting at 9.47am

Matthew Cooper and Amy Marfell (Sport Waikato) entered the meeting at 9.48am

5. Presentation: Sport Waikato – Reporting against Provision of Services Grant Agreement

Council received a deputation from Matthew Cooper (Chief Executive) and Amy Marfell (General Manager Regional Leadership) of Sport Waikato reporting against the Provision of Services Grant Agreement with Waitomo District Council.

Matthew Cooper acknowledged Council and thanked them for their continued support.

Resolution

The Deputation from Sport Waikato – Reporting against Provision of Services Grant Agreement be received.

Smith/Goddard Carried

Matthew Cooper and Amy Marfell (Sport Waikato) left the meeting at 10.14am

6. Verbal Reports: Elected Member Roles and Responsibilities

The Councillors gave verbal reports on their individual portfolio roles and responsibilities as follows:

Deputy Mayor Whitaker

- Legendary Te Kuiti
- Legends Gallery
- Investment Review Working Party
- Te Kuiti Town Clock correspondence

Cr Smith

- Tere Waitomo

Cr Marshall

- Maniapoto Maori Trust Board Meeting re Treaty Settlement
- Residents – Centennial Park area footpaths
- Te Kuiti Community House
- Waitomo District Youth Council

Cr Goddard

- Benneydale Hall Committee
- Investment Review Working Party

Cr New

- Waitomo Sister City
- Game On Charitable Trust
- Waitomo Youth Council
- Legendary Te Kuiti
- Legends Gallery
- Vibrant Safe Waitomo
- MSD Liaison re Business After 5 (postponed)
- North King Country Strategic Group

Cr Brodie

- Tainui Wetere Domain Board

Mayor

- Local Government New Zealand Annual General Meeting
- Parkside Subdivision Community Group Meeting

Resolution

The verbal reports be received.

Robertson/Smith Carried

7. Mayor's Report: 25 August 2020

Council considered the Mayor's Report prepared for the 25 August 2020 Council Meeting.

Resolution

The Mayor's Report for the 25 August 2020 Council Meeting be noted.

Robertson/Smith Carried

8. Confirmation of Minutes – 28 July 2020

Resolution

The Minutes of the Waitomo District Council meeting of 28 July 2020, including the public excluded Minutes, be confirmed as a true and correct record subject to the following amendment:

Deputy Mayor Whitaker be removed from the "Present" section of the Minutes.

Robertson/Marshall Carried

9. Receipt of Unconfirmed Audit, Risk and Finance Committee Minutes – 11 August 2020

Resolution

The Unconfirmed Minutes of the Waitomo District Council Audit, Risk and Finance Committee meeting of 11 August 2020 be received.

Goddard/Whitaker Carried

10. Receipt of Brook Park Incorporated Minutes – 3 August 2020

Council considered a business paper presenting the 3 August 2020 Brook Park Incorporated meeting minutes.

Deputy Mayor Whitaker clarified that the reference in the Brook Park Minutes which states: *“WDC has \$10k to replant pines, spray gorse and arrange site clearance”* refers to external funding obtained by Brook Park Incorporated which has been paid to the Council for administering.

Resolution

The unconfirmed Brook Park Incorporated Society Minutes of 3 August 2020 be received.

Whitaker/Brodie Carried

11. Progress Report: North King Country Development Trust – Appointment of Trustee

Council considered a business paper advising that Mayor Robertson has indicated his willingness to be nominated at the Trustee to the North King Country Development Trust to fill the vacancy left by the resignation of Brian Hanna.

Mayor Robertson advised that he wishes to join the Trust himself so he had not approached any of the people he had requested Councillors to recommend.

The General Manager – Community Services re-entered the meeting at 10.37am.

Resolution

- 1 The business paper on Progress Report: North King Country Development Trust – Appointment of Trustee be received.
- 2 Council note the nomination of Mayor Robertson to fill the Trustee vacancy on the North King Country Development Trust in pursuance with Part 2, Clause 1(a) “Appointers for the Trust” of the Trust Deed and subject to the support of both the Otorohanga and Taupo District Mayors.

Goddard/Smith Carried

The Community Development Coordinator entered the meeting at 10.39am.

12. Review of 2019/2020 Annual Report Timetable

Council considered a business paper informing that the timetable for development of the Annual Report 2019/2020 has been revised following advice from the Controller and Auditor-General that the statutory deadline to adopt the 2019/2020 Annual Report has been extended by two months to 31 December 2020, if required, to reflect the implications of the Covid-19 Pandemic. The outcome of that review is that the Annual Plan is still scheduled for adoption at the 29 October 2020 Council meeting.

Resolution

The business paper on review of 2019/2020 Annual Report timetable be received.

Robertson/Brodie Carried

13. Receipt of Minutes: Waitomo Sister City Incorporated – 6 July 2020

Council considered a business paper providing information relating to the Waitomo Sister City Incorporated meeting of 6 July 2020.

Resolution

The unconfirmed Minutes of Waitomo Sister City Incorporated of 6 July 2020 be received.

Robertson/Smith Carried

14. Receipt of Minutes: Civil Defence Emergency Management Joint Committee Minutes – 2 March 2020 and 25 March 2020

Council considered a business paper providing information relating to the Civil Defence Emergency Management Joint Committee meetings of 2 March and 25 March 2020.

Resolution

The business paper Receipt of Minutes: Civil Defence Emergency Management Joint Committee Minutes – 2 March 2020 and 25 March 2020 be received.

Goddard/Robertson Carried

15. Progress Report: Community Development

Council considered a progress report on current work streams within the Community Development portfolio.

The General Manager – Community Services and Community Development Coordinator expanded verbally on the business paper and answered Members' questions.

The Community Development Coordinator confirmed that six nominations have been received for the 2020 Citizens Awards, however due to Covid-19 the 13 September date will need to be re-scheduled.

Resolution

The Progress Report: Community Development be received.

Smith/Whitaker Carried

16. Progress Report: Feasibility Study – Lawrence Street, Te Kuiti

Council considered a business paper providing a brief on progress made regarding enquiries to seek external funding to undertake a Feasibility Study to investigate options for potential future uses of the Waitomo District Council properties located at Lawrence Street, Te Kuiti.

The General Manager – Community Services expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report: Feasibility Study - Lawrence Street, Te Kuiti be received.

Robertson/Goddard Carried

The General Manager – Strategy and Environment entered the meeting at 10.52am.

17. Mayor's Taskforce for Jobs – Community Recovery Programme

Council considered a business paper presenting the Draft Mayor's Taskforce for Jobs Agreement between the New Zealand Local Government Association and Waitomo District Council and to seek a decision on whether or not to enter into the Agreement.

The General Manager – Community Services, Chief Executive and Community Development Coordinator expanded verbally on the business paper and answered Members' questions.

Council noted the identified risks and agreed that Council would not accept any transfer of risk as provided for in the Agreement as circulated.

Resolution

- 1 The business paper on Mayor's Taskforce for Jobs – Community Recovery Programme be received.
- 2 Council delegate authority to the Mayor and Chief Executive to negotiate, and if negotiations are successful, enter into a Mayor's Task Force for Jobs Agreement.

Marshall/New Carried

The General Manager – Community Services and Community Development Coordinator left the meeting at 11.03am.

The meeting adjourned for morning tea at 11.03am and reconvened at 11.23am.

The General Manager – Infrastructure Services entered the meeting at 11.23am.

18. Proposed Amendments to Waitomo District Council Delegations Register

Council considered a business paper seeking Council's consideration and adoption of amendments to the Delegations Register to:

- (a) Update delegations pursuant to the Resource Management Act 1991 (RMA); and
- (b) Add new delegations for the COVID-19 Recovery (Fast-track Consenting) Act 2020, to enable Waitomo District Council to appoint a person to an Expert Consenting Panel, and undertake other administrative matters.

The General Manager – Strategy and Environment expanded verbally on the business paper and answered Members’ questions.

Resolution

- 1 The business paper ‘Proposed Amendments to Waitomo District Council Delegations Register’ be received.
- 2 Pursuant to Clause 32 Schedule 7 of the Local Government Act 2002, Council:
 - (a) Delegate Council’s powers, duties and functions under the Resource Management Act 1991 as set out in Appendix 1 to this report;
 - (b) Delegate Council’s powers, duties and functions under the COVID-19 Recovery (Fast-track Consenting) Act 2020 to the Chief Executive as set out in Appendix 1 to this report;
 - (c) Delegate Council’s powers, duties and functions under the COVID-19 Recovery (Fast-track Consenting) Act 2020 to the General Manager Strategy and Environment, and Principal Planner as set out in Appendix 1 to this report.
- 3 The Delegations Register be updated accordingly, including any consequential amendments to format and numbering.

Robertson/Marshall Carried

19. Progress Report: Te Arawhiti (the Office for Maori Crown Relations) and Maniapoto Treaty Settlement

Council considered a business paper providing an update on the Crown’s financial contribution to Waitomo District Council for costs associated with the development and implementation of the proposed Joint Management Agreement.

The General Manager – Strategy and Environment expanded verbally on the business paper and answered Members’ questions.

Resolution

The Progress Report - Te Arawhiti (the Office for Maori Crown Relations) and Maniapoto Treaty Settlement be received.

Robertson/New Carried

20. Three Waters Reform Programme – Tranche 1

Council considered a business paper informing of the Government’s funding package in support of implementation of its Three Waters Reform Programme (3-WRP), and to obtain agreement to participate in Tranche 1 of the programme.

The General Manager – Infrastructure Services and Chief Executive expanded verbally on the business paper and answered Members’ questions.

Resolution

- 1 The business paper on Three Waters Reform Programme – Tranche 1, be received.
- 2 Council agrees to participate in Tranche 1 of the Government's Three Waters Reform Programme.
- 3 The Mayor and Chief Executive be authorised to sign the Memorandum of Understanding for participation in Tranche 1 of the Government's Three Waters Reform Programme
- 4 Council notes that the Government stimulus funding that will become available to Waitomo District Council upon signing of the Memorandum of Understanding is \$3.5m, to be expended by 31 March 2022 on water and wastewater activity projects.
- 5 The Chief Executive be authorised to negotiate and execute the Funding Agreement and Delivery Plan for Tranche 1 of the Government's Three Waters Reform programme.

Whitaker/Brodie Carried

21. Progress Report: Housing and Other Property

Council considered a progress report on work streams within the Housing and Other Property activity.

The General Manager – Infrastructure Services and Chief Executive expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report: Housing and Other Property be received.

Robertson/Goddard Carried

The General Manager – Strategy and Environment left the meeting at 11.48am

22. Progress Report: Parks and Reserves

Council considered a progress report on service delivery within the Parks and Reserves Activity.

The General Manager – Infrastructure Services expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report: Parks and Reserves be received.

Robertson/Goddard Carried

23. Progress Report: Public Amenities

Council considered a progress report on work streams within the Public Amenities portfolio.

The General Manager – Infrastructure Services expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report: Public Amenities be received.

Robertson/Marshall Carried

24. Progress Report: Recreation and Culture

Council considered a progress report on work streams within the Recreation and Culture Activity.

The General Manager – Infrastructure Services expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report: Recreation and Culture be received.

Robertson/New Carried

25. Progress Report: Roads and Footpaths

Council considered a progress report on the key projects and programmes, Roads and Footpaths activity, outlined in the Waitomo District Council Long Term Plan 2018-2028 (the LTP).

The General Manager – Infrastructure Services expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report – Roads and Footpaths be received.

Robertson/Whitaker Carried

26. Progress Report: Solid Waste Services

Council considered a progress report on work streams within the Solid Waste management portfolio, including contracted services.

The General Manager – Infrastructure Services expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report: Solid Waste Services be received.

Robertson/Goddard Carried

The Manager – Strategy and Policy entered the meeting at 12.04pm.

27. Progress Report: Water Supply, Sewerage and Stormwater

Council considered a progress report on the Three Waters Activities as set out in Council's Long Term Plan, including contracted services.

The General Manager – Infrastructure Services expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report: Water Supply, Sewerage and Stormwater be received.

Robertson/Smith Carried

The General Manager – Business Support entered the meeting at 12.07pm

28. Road Map Work Programme: Development of 10 Year Plan – Revised Timeframe

Council considered a business paper presenting a proposed revised timeframe for development of the 10 Year Plan 2020-2031 to include the facilitated review of Council's Investment, Revenue and Financing Policy and Financial Strategy.

The General Manager – Business Support and Manager – Strategy and Policy expanded verbally on the business paper and answered Members' questions.

Resolution

- 1 The business paper Road Map Work Programme: Development of 10 Year Plan – Revised Timeframe be received.
- 2 The Road Map Work Programme revised Key Milestones and Indicative Timeframes for Development of the 10 Year Plan, including a facilitated review of Council's Investment, Revenue and Financing Policy and Financial Strategy be approved.

Robertson/Brodie Carried

Four members of the public, Dan Tasker (Waitomo News), the General Manager – Business Services and Manager – Strategy and Policy left the meeting 12.12pm

The General Manager – Community Services re-entered the meeting at 12.12pm.

29. Motion to Exclude the Public

Council considered a business paper pursuant to Section 48 of the Local Government Official Information and Meetings Act 1987 giving Council the right by resolution to exclude the public and/or staff from the whole or any part of a meeting on one or more of the grounds contained within that Section.

Resolution

- 1 The public be excluded from the following part of the proceedings of this meeting.
- 2 The general subject of each matter to be considered while the public is excluded and the reason for passing this resolution in relation to each matter, as specified by Section 48(1) of the Local Government Official Information and Meetings Act 1987 are as follows:

General Subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
1. Land Purchase Required for Proposed New Public Toilet Facilities at Mokau	Section 7(2)(c)(i) – To enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	Section 48(1)(a)(1)
2. North King Country Indoor Sports and Recreation Centre – Funding Agreement Drawdown	Section 7(2)(c)(i) – To enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	Section 48(1)(a)(1)

- 3 Council agree the following staff, having relevant knowledge to assist in the consideration of the items of business to be public excluded, remain in attendance to assist the Committee with its decision making:

Staff Member	Reason for Remaining in Attendance
Chief Executive	Council CEO
Manager – Governance Support	Committee Secretary
General Manager – Infrastructure Services	Property Portfolio Holder
General Manager – Community Services	Business Paper Author
General Manager – Business Support	Finance Portfolio Holder

- 4 This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in the public.

Robertson/Brodie Carried

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Document No: A489340

Report To: Council



Meeting Date: 29 September 2020

Subject: Local Government New Zealand Zone 2 Vacancies - National Council Representative and Chair

Type: Decision Required

Purpose

- 1.1 The purpose of this business paper is for Council to consider supporting the nomination of Waipa District Mayor Jim Mylchreest as the Local Government New Zealand (LGNZ) National Council Zone 2 Representative.

Background

2.1 Zone 2

- 2.2 The purpose of LGNZ Zones, as set out in the LGNZ Constitution, is to:
- Be an electoral college for the appointment of National Council representatives;
 - Be working for a member of LGNZ on a geographic basis;
 - Provide an opportunity for two-way communication between these geographic areas and LGNZ – and LGNZ reports back to members on major national developments; and
 - Provide networking, and information sharing opportunities.
- 2.3 Zone representatives are elected every three years, after the triennial elections, and hold office until the next triennial elections.
- 2.4 Each zone elects or appoints a chair, and in some cases an executive committee, both for a three year term. The Chair runs the meetings with the support and input of the Executive Committee. A chair secretary, normally an officer from the Chair's Council, services the meetings.
- 2.5 Responsibility for the Zone meetings is shared jointly by the zone and LGNZ.
- 2.6 The Member Authorities within Zone 2 are:
- | | |
|------------------------------------|--|
| Bay of Plenty Regional Council | Gisborne District Council |
| Hamilton City Council | Hauraki District Council |
| Kawerau District Council | Matamata-Piako District Council |
| Ōpōtiki District Council | Ōtorohanga District Council |
| Rotorua Lakes Council | South Waikato District Council |
| Taupō District Council | Tauranga City Council |
| Thames-Coromandel District Council | Waikato District Council |
| Waikato Regional Council | Waipa District Council |
| Waitomo District Council | Western Bay of Plenty District Council |
| Whakatāne District Council | |

2.7 Zone 2 – Vacancies: Nomination and Election Process

2.8 On 9 September 2020 LGNZ circulated via email a Memorandum informing of the creation of two Zone 2 vacancies as a result of the appointment of Stuart Crosby (previously Zone 2 Chair and National Council representative for Zone 2) as President of LGNZ and detailing the nomination and election process.

2.9 The Zone 2 vacancies created are:

1. Zone 2 Chair
2. Zone 2 Representative on LGNZ National Council

2.10 Nominations must be received by LGNZ no later than 5.00pm, Friday 16 October 2020.

2.11 If only one nomination is received that person shall be declared elected.

2.12 If an election to appoint the Zone 2 representative to National Council is required, then the election of that person will be conducted in accordance with relevant Zone rules and the LGNZ Rules. The Returning Officer for any election is the Chief Executive of LGNZ (or nominee). A Deputy Returning Officer may be appointed.

2.13 Voting papers for National Council representatives will be prepared (if required) by LGNZ and distributed to members at the Zone 2 meeting on 30 October 2020. That Zone 2 meeting is being hosted by Hauraki District Council with a venue yet to be confirmed. Each member council has the votes allocated to it as determined under Rule H1, unless this is specifically precluded in the Zone rules. Proxy voting may occur and a form to record proxies is attached to this note.

2.14 The relevant portion of Rule H1 of the LGNZ Rules states:

H1. Subject to Rules H3 to H5, at the Annual General Meeting, and any Special General Meeting, or Zone or Sector Group meeting, or for the purposes of any petition under Rule G9, Member Authorities admitted to membership under Rule C1 are entitled to vote as follows:

- (d) Member Authorities having an annual subscription of \$30,000 to \$49,999 – 3 votes*

2.15 WDC's Annual Subscription is \$31,550.18 excluding GST and therefore falls in the 3 vote category.

2.16 A copy of the LGNZ email and enclosures is attached to and forms part of this business paper.

2.17 Nominee for National Council Zone 2 Representative

2.18 On 17 September 2020, Mayor Robertson received correspondence from Waipa District Mayor Jim Mylchreest informing that he is putting his name forward for the National Council Zone 2 Representative and provided a brief CV. A copy of Mayor Mylchreest's correspondence is attached to and forms part of this business paper.

2.19 Mayor Robertson is recommending the support of Mayor Mylchreest for the position of National Council Zone 2 Representative.

2.20 Other Considerations

2.21 Council should also consider the vacancy for the Zone 2 Chair and which Waitomo District Council attendee(s) at the Zone 2 meeting on Friday 30 October 2020 will be voting on behalf of Waitomo District Council.

Recommendation

3.1 It is recommended that -

- (a) Council consider the nomination of Mayor Jim Mylchreest for the position of LGNZ National Council Zone 2 Representative, noting that further nominations may be received before the nomination deadline of Friday 16 October 2020.
- (b) Consideration be given the vacancy for the Zone 2 Chair.
- (c) Council delegate authority to a Waitomo District Council member to vote at the Zone 2 meeting on 30 October 2020.

Suggested Resolutions

- 1 The business paper on Local Government New Zealand National Council – Zone 2 Representative be received.
- 2 Council support/not support the nomination of Waipa District Mayor Jim Mylchreest for the position of LGNZ National Council Zone 2 Representative.
- 3 Council delegate authority to _____ to vote at the 30 October 2020 Zone 2 meeting on behalf of the Waitomo District Council.



MICHELLE HIGGIE
MANAGER – GOVERNANCE SUPPORT

22 September 2020

Attachments: 1 CV of Waipa District Mayor Jim Mylchreest
 2 LGNZ Email and Attachments re Nomination and Election Process

Office of the Mayor

17 September 2020

ECM 10469673

John Robertson
Mayor
Waitomo District Council
mayor@waitomo.govt.nz

Dear John

Just a short note to let you all know that I am putting my name forward for National Council Zone 2 Representative.

I have 40 years' experience in local government; both in management and for the last seven years as Mayor of Waipā District. I started my career as an Environmental Health Officer before moving into what was then known as Town and Country Planning. In 1989 I was involved in the major reforms of local government and secured a second-tier position in the newly formed Waipā District Council. It was evident at this time that the reforms were likely to continue so I furthered my studies and gained a Masters of Public Policy from Victoria University.

I was the Deputy General Manager in 2002 when I resigned to take up the position as Chief Executive for the newly formed Maungatautari Ecological Island Trust, to pest proof fence 3400 ha of indigenous forest in the Waikato and eradicate all introduced mammalian pests. This role not only allowed me to indulge my passion in conservation but also experience the challenge of setting up a new business that had no guaranteed income from either taxes or rates. It was undoubtedly my most demanding role requiring consultation and cooperation of iwi and other land owners, fundraising of over \$14.0m for the capital development, generating an annual operating budget of \$1.4m, and managing 17 full time staff and hundreds of volunteers.

In 2009 I left the Trust to establish my own consultancy business before deciding to stand for public office in 2012.

I am passionate about local government and firmly believe that the best community outcomes can be achieved with the decisions being made as close as possible to those affected and paying for the service. This does not mean I am opposed to change when it can be clearly demonstrated that there are advantages to our various communities either from efficiency or an effectiveness perspective. Decisions need to be based on sound evidence and not the rhetoric currently being used to promote the 3 Waters reform.

I do not, however, believe in the mantra that scale will automatically provide benefits and indeed the centralisation of services over the last 30 years has largely been to the detriment of rural and provincial New Zealand. There may well have been economies for the delivery agency through centralisation, but this has not taken account of the costs to the local communities and loss of services.

The review of the 3 Waters infrastructure service delivery and potential changes to the Resource Management Act are likely to have a more significant impact on the shape of local government than the reforms of 1989. In 1989 the focus was on the reduction of the number of territorial councils and independent single purpose boards without markedly reducing their functions. The current proposals will in fact reduce the functions considerably and will have a significant impact on the ability for councils to plan and deliver liveable communities for their residents.

The cumulative effect of removing functions before there is an informed debate on the purpose of local government will effectively make most councils, and in particular rural and provincial, ineffective and unable to respond to the community needs particularly in times of crisis such as Covid19.

Communities will want to be convinced that the proposed changes will in fact deliver the lifeline services at an affordable price and at the present time there are far too many unknowns for local government politicians to be able to advise residents on the best option.

I would be pleased to represent Zone 2, on the National Council, and will support LGNZ to continue to work with, but challenge, central government for the best holistic outcomes of our communities. I would be happy to answer any questions should you wish to give me a call.

Regards



Jim Mylchreest
MAYOR

Date: 9 September 2020
To: All Member Authorities in Zone Two
Attn: Mayor/Chair/Chief Executive
From: Scott Necklen, Acting Chief Executive, Local Government New Zealand
Subject: Zone Two Elections: Call for Nominations

Introduction

As you are aware, Councillor Stuart Crosby, has been appointed President of Local Government New Zealand and therefore two vacancies have been created:

- Appointment of one representative from Zone Two to serve on the National Council; and
- Appointment of a Chair for Zone Two.

The National Council of Local Government New Zealand now consists of the President and 17 members (Rule E1). Zone Two appoints one of these members.

Accordingly, the purpose of this memorandum is to call for nominations from Zone Two to fill the vacancy. In the event that more than one nomination from Zone Two is received an election will be held at the next meeting on 30 October 2020.

Nomination process and conduct of elections

Local Government New Zealand now calls for nominations for:

- One representative from Zone Two to be appointed to the National Council of Local Government New Zealand; and
- The Chair of Zone Two.

Nominations must be in writing and signed both by two member authorities of Zone Two, and by the person accepting the nomination. A separate nomination form for each nomination is required. An electronic copy may be returned to LGNZ at the following email address:

leanne.brockelbank@lgnz.co.nz

Nominations will be accepted only from representatives of councils that are members of Zone Two.

Nominations must be received by Local Government New Zealand no later than 5.00pm, Friday 16 October 2020.

If only one nomination is received that person shall be declared elected.

MEMORANDUM

If an election to appoint the Zone Two representative to National Council is required, then the election of that person will be conducted in accordance with relevant Zone rules and the Local Government New Zealand Rules. The Returning Officer for any election is the Chief Executive of Local Government New Zealand (or nominee). A Deputy Returning Officer may be appointed.

Voting papers for National Council representatives will be prepared (if required) by Local Government New Zealand and distributed to members at the Zone Two meeting on 30 October 2020. Each member council has the votes allocated to it as determined under Rule H1, unless this is specifically precluded in the Zone rules. Proxy voting may occur and a form to record proxies is attached to this note.

No voting paper shall be valid unless signed by the presiding delegate or a notified alternative.

Should any matter arise in the conduct of the elections which is not expressly provided for in either the Zone or Local Government New Zealand Rules, the Returning Officer shall determine the matter.

In the event of an equality of voting, the Chair shall have a casting vote.

Under the current Local Government New Zealand Rules, the term of office for the position of:

- Zone Chair is from the time of the appointment until either that person ceases to hold office as an elected member or the successor assumes office (unless the Zone rules state otherwise); and
- Zone representative on National Council will be from the time of the appointment (eight weeks after the local government triennial elections) until a successor takes office.

Voting papers will be destroyed by the Returning Officer after the results have been declared.

Nomination forms

Please find nomination forms attached:

- Nomination for Office of Zone Two Representative on National Council; and
- Nomination for office of Chair Zone Two.

As noted above, this must be **received** by Local Government New Zealand no later than **5.00pm, Friday 16 October 2020**.

A separate nomination form per nomination is required.

Nominees are invited to submit a brief curriculum vitae outlining the nominee's relevant experience for the position being sought, which will be distributed to members prior to the meeting at which the election is to be conducted.

MEMORANDUM

Proxy forms

A proxy form is attached. If you are unable to attend the Zone Two meeting on 30 October 2020 and still wish to vote, a proxy form must be received no later than **5.00pm, Tuesday 27 October 2020**.

To aid their consideration of readiness to stand for office, interested persons may wish to contact Stuart Crosby.

Please direct any general enquiries regarding the nomination and election process to Leanne Brockelbank – phone 04 924 1212, or email: leanne.brockelbank@lgnz.co.nz

Yours sincerely



Scott Necklen
Acting Chief Executive
Local Government New Zealand

NOMINATION FOR OFFICE OF ZONE TWO REPRESENTATIVE ON NATIONAL COUNCIL

To: Leanne Brockelbank Local Government New Zealand PO Box 1214 Wellington

to be received by LGNZ by 5.00pm, Friday 16 October 2020.

We, the undersigned acting on behalf of the Member Authorities shown below, hereby nominate

.....[name] of

.....[address/council]

as a candidate for election to the office of Zone Two Representative on the National Council of Local Government New Zealand.

Nominated by: [Council]

Signed by:

Title:

Nomination is seconded by: [Council]

Signed by:

Title:

ACCEPTANCE: I,[name], being an elected member, hereby accept the above nomination.

Signed:

Date:

**NOMINATION FOR OFFICE OF
ZONE TWO REPRESENTATIVE
ON NATIONAL COUNCIL**

To: Leanne Brockelbank
Local Government New Zealand
PO Box 1214
Wellington

to be received by LGNZ by **5.00pm, Friday 16 October 2020.**

We, the undersigned acting on behalf of the Member Authorities shown below, hereby nominate

.....[name] of

.....[address/council]

as a candidate for election to the office of Zone Two Representative on the National Council of Local Government New Zealand.

Nominated by: [Council]

Signed by:

Title:

Nomination is **seconded** by:
[Council]

Signed by:

Title:

ACCEPTANCE: I,[name],
being an elected member, hereby accept the above nomination.

Signed:

Date:

**Proxy Form
Zone Two Elections**

To: Leanne Brockelbank
Local Government New Zealand
PO Box 1214
Wellington

to be received by LGNZ no later than **5.00pm, Tuesday 27 October 2020.**

.....
(Council Name)

a member authority of Local Government New Zealand, appoints

.....
(Name)

of

.....
(Council Name)

as its proxy to vote on its behalf for the Zone Two National Council Representative and Zone Two Chair at the meeting held on 30 October 2020.

Signed this day of 2020

The Common Seal of

Was affixed in the presence of:

Document No: A489388

Report To: Council



Meeting Date: 29 September 2020

Subject: **Representation Arrangements, Electoral System and Maori Wards**

Type: Decision Required

Purpose of Report

- 1.1 The purpose of this business paper is to clarify Council's position in respect to the decisions made by Council for the Electoral System and Maori Wards review effective for both the 2019 and 2022 local body elections in accordance with the Local Electoral Act 2001.

Background

2.1 REPRESENTATION REVIEWS

- 2.2 Representation reviews are reviews of the representation arrangements for a local authority (Local Electoral Act 2001). Local authorities' representation reviews determine detailed arrangements for:

- the **number of electoral subdivisions** (if any), and
- their **boundaries, names, and number of members**.
- **basis of election** (at large, wards, or a mix of both), and
- establishment of **community boards**.

2.3 RELATED PROCESSES

- 2.4 In addition to the above representation arrangements, local authorities and communities have the opportunity to consider the:

- the **electoral system** to be used for their elections (first past the post (FPP) or single transferable vote (STV)).
- the establishment of **Māori wards/constituencies**.

- 2.5 Decisions on the choice of electoral system and establishment of Maori wards/constituencies are not formally part of the representation review process, however they are matters for local discretion with no right of appeal to the Commission. These options are important in helping to identify appropriate representation arrangements for a district/region, and need to be resolved before the detailed ward/constituency arrangements are determined.

2.6 PROCESS

- 2.7 Council must follow the procedure set out in the Local Electoral Act 2001 when conducting a local government representation review and related processes. Council should also follow the guidelines published by the Local Government Commission. The Local Electoral Act 2001 gives the community the right to make a written submission to the Council, and the right to be heard.

Commentary

3.1 Representation Arrangements

3.2 The Council is required to review its representation arrangements at least once every six years.

3.3 Council last undertook a full review of Representation Arrangements, including Māori Wards/Constituencies and Electoral Systems in 2017/2018 for the 2019 and 2022 Elections. Therefore, Council is not required to carry out another Representation Review before the 2022 local elections, but may do so, if it chooses.

Note: A full Representation Arrangements review can become quite complex in nature and no allowance has been made in the current Road Map Work Programme to carry out an early review prior to the 2022 local elections.

3.4 Electoral System

3.5 Council “may” resolve to change its electoral system to take effect for the next two elections no later than 12 September two years before election year and “must” give public notice of the right for electors to demand an electoral system poll, and that notice must include a statement that a poll is required to countermand any local authority resolution made on the electoral system by 19 September two years before election year.

3.6 Council undertook the Electoral System review in August 2017 to apply for the 2019 and 2022 elections and at its meeting on 29 August 2017 resolved -

Pursuant to section 27 of the Local Electoral Act 2001 Council resolves for the 2019 Waitomo District Council Triennial Elections to maintain the status quo (First Past the Post).

Public notice be given by 19 September 2017 of the decision and the right of electors to demand a poll on the electoral system to be used.

3.7 Following public notification of the above, no submissions or request for a Poll were received.

3.8 Maori Wards

3.9 Council also undertook the review of whether or not to establish Maori Wards in August 2017 and at its meeting on 29 August 2017 resolved -

Council not establish Māori Wards for the 2019 Local Body Election.

3.10 This decision was taken on the basis that feedback elected members received from representatives of the Regional Management Committees at that time was that one elected Maori representative for the District would not adequately represent all of the RMCs and that their preference was for the Council to liaise and consult directly with each of the RMCs as required.

3.11 Again, following public notification of the above, no submissions or request for a Poll were received.

3.12 CLARIFICATION OF DECISION

3.13 Unfortunately, due to an oversight, whilst both business papers considered by the Council for Electoral Systems and Maori Wards at its meeting on 27 August 2017 portrayed within the body of the business papers that the decision to be made was

to be in effect for both the 2019 and 2022 elections, as per the requirements of the Local Electoral Act 2001, the resolutions passed stated "for the 2019" elections.

- 3.14 As confirmed with Council verbally on Thursday 10 September 2020, Council's intent was as per the Act i.e. for a six year period (both the 2019 and 2022 elections) unless a Poll was demanded earlier.
- 3.15 For probity and transparency reasons, it is recommended that Council clarify its intent by further resolution.

3.16 NEXT SCHEDULED REPRESENTATION ARRANGEMENTS REVIEW

- 3.17 In accordance with the Local Electoral Act 2001, the next review of the Representation Arrangements, including Electoral System and Maori Wards is scheduled to begin with the Electoral System and Maori Wards in July 2023 and the Representation Arrangements in March 2024.
- 3.18 The process and key milestones for the reviews, to be included in Council's Road Map Work Programme, are attached to and form part of this business paper.
- 3.19 Regardless of Council's scheduling, it is important to note that Council may resolve to hold a poll, or 5% of electors may demand a poll, to hold a poll on the electoral system and/or establishment of Maori wards. In the event Maori wards were to be established, this would then trigger an early full review of Council's representation arrangements and would require re-prioritisation of the work programme to undertake an early review.

Suggested Resolutions

- 1 The business paper on Representation Arrangements, Electoral System and Maori Wards be received.
- 2 Council confirms that the decisions taken for the reviews of Electoral System (First Past the Post) and Maori Wards (No Maori Wards) undertaken in 2017 were for effect at both the 2019 and 2022 local body elections as per the intention of the Local Electoral Act 2001.
- 3 The Processes and Key Milestones for the next Representation Arrangements, Electoral System and Maori Wards Reviews be included in Council's Road Map Work Programme.



MICHELLE HIGGIE
MANAGER – GOVERNANCE SUPPORT

22 September 2020

Attachment: The Representation Arrangement Reviews and Related Processes (Electoral Systems and Maori Wards) project be included in Council's Road Map Work Programme

Representation Arrangement Reviews and Related Processes (Electoral Systems and Maori Wards)

1.0 DESCRIPTION

Representation Reviews

Representation reviews are reviews of the representation arrangements for a local authority (Local Electoral Act 2001). Local authorities' representation reviews determine detailed arrangements for:

- the **number of electoral subdivisions** (if any), and
- their **boundaries, names, and number of members**.
- **basis of election** (at large, wards, or a mix of both), and
- establishment of **community boards**.

Local authorities are required to carry out a representation review at least every six years and they may undertake a review after three years if they choose.

Related Processes

In addition to the above representation arrangements, local authorities and communities have the opportunity to consider the:

- the **electoral system** to be used for their elections (first past the post (FPP) or single transferable vote (STV)).
- the establishment of **Māori wards/constituencies**.

Decisions on the choice of electoral system and establishment of Maori wards/constituencies are not formally part of the representation review process, and are matters for local discretion with no right of appeal to the Commission. However, these options are important in helping to identify appropriate representation arrangements for a district/region, and need to be resolved before the detailed ward/constituency arrangements are determined.

2.0 DISCUSSION

Council must follow the procedure set out in the Local Electoral Act 2001 when conducting a local government representation review and related processes, and should also follow the guidelines published by the Local Government Commission. The Local Electoral Act 2001 gives the community the right to make a written submission to the Council, and the right to be heard.

The Council is required to review its representation arrangements at least once every six years. Council last undertook a review of Representation Arrangements, including Māori Wards/Constituencies and Electoral Systems in 2017/2018 for the **2019 and 2022 Elections**. Therefore, Council is not required to carry out another representation review before the 2022 local elections, but may do so, if it chooses.

3.0 LOCAL GOVERNMENT COMMISSION GUIDELINES

The Commission's guidelines cover:

- statutory provisions
- electoral system and Māori wards/constituencies (covered first, as they should be carried out before the representation review)
- the representation review processes (generally covered in the order they are carried out)
- related processes – minor boundary alterations and Auckland Council requirements.

The Commission is not involved in developing initial or final local authority representation proposals, other than providing procedural or technical advice when requested. However if a local authority's final proposal:

- has appeals and/or objections made against the final proposal, or
- does not comply with the requirements for achieving fair representation

then a local authority must refer its proposal to the Commission for determination.

The statutory requirements described in the Commission's guidelines are binding on both local authorities and the Commission itself in the exercise of its powers on objections, appeals and referrals. The other content in the guidelines describe recommended practice for the review process.

The Commission's guidelines set out the **Representation Review** process steps as follows:

Procedure	Deadline	Relevant section
Local authority determines proposed representation arrangements	Initial proposals must be made: <ul style="list-style-type: none"> no earlier than 1 March in the year before election year by 31 August in the year before election year, if establishing Māori wards/constituencies in any other case, in time for the deadline for public notice (i.e. by 7 September) 	<ul style="list-style-type: none"> 19H (territorial authorities) 19I (regional councils) 19J (community boards) Schedule 1A for Māori wards or constituencies
Local authority gives public notice of "initial" proposal and invites submissions	Within 14 days of resolution, and not later than 8 September in the year before election year	19M(1)
Submissions close	Not less than one month after public notice	19M(2)(d)
If no submissions then proposal becomes final	Public notice to be given when there are no submissions but no date fixed for doing this	19Y(1)
Local authority considers submissions and may make resolution to amend proposal	Within 6 weeks of closing date for submissions	19N(1)(a)
Local authority gives public notice of its "final" proposal	Within 6 weeks of closing date for submissions	19N(1)(b)
Appeals and objections close	Must be lodged: <ul style="list-style-type: none"> not less than 1 month after the date of the public notice issued under section 19N(1)(b) not later than 20 December in the year before election year 	19O 19P
If no appeals or objections then proposal becomes final	Public notice to be given when there are no appeals/objections, but no date fixed for doing this	19Y(1)
Local authority forwards appeals, objections and other relevant information to the Commission	As soon as practicable, but not later than 15 January in election year	19Q 19V(4)
Commission considers resolutions, submissions, appeals and objections and makes determination	Before 11 April in election year	19R
Determination subject to appeal to High Court on a point of law	Appeals to be lodged within 1 month of determination	Clause 2, Schedule 5, Local Government Act 2002

The relevant provisions of the Local Electoral Act 2001 for changing a local authority's **Electoral System** are:

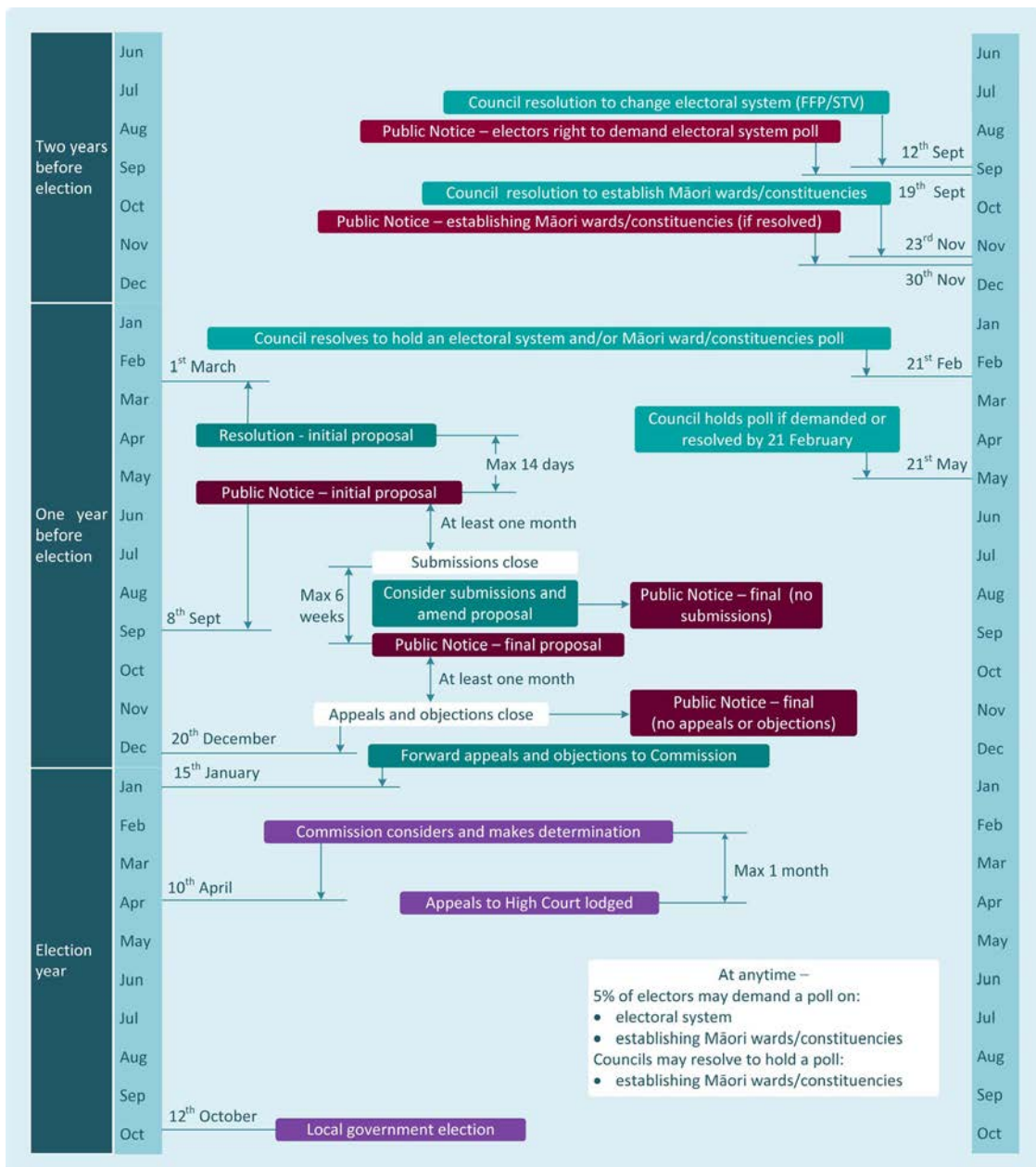
Who	Provision	Timing	Section
local authority	may resolve to change the electoral system to take effect for the next two elections	no later than 12 September two years before election year	27
local authority	must give public notice of the right for electors to demand an electoral system poll, and that notice must include a statement that a poll is required to countermand any local authority resolution made on the electoral system	by 19 September two years before election year	28

Who	Provision	Timing	Section
5% of electors	may demand a poll on a proposal that a specified electoral system be used at the election of a local authority	at any time	29
local authority	may resolve to hold an electoral system poll	no later than 21 February the year before election year	31

A local authority resolution (to establish a Māori Wards, or to hold a poll) or a valid poll demand (by 5% of electors) may be made at any time, but to apply for the next election they must be made within the timeframe described in the Local Electoral Act 2001. These timeframes ensure this process follows the choice of electoral system, as the choice of electoral system may influence a decision on the establishment of Māori wards but precedes a representation review.

The Commission's guidelines also include a diagram summarising the timelines leading up to a round of local government elections which is included below.

The diagram includes the dates relating to choosing electoral systems and establishing Māori wards/constituencies that must be met for any new resolutions to apply in the upcoming local government elections.



Note: It is important to note that a full Representation Review is only required every six years. Council last completed a full review to apply for the 2019 and 2022 elections and therefore is not

required to carry out another representation review before the 2022 local elections, but may do so, if it chooses.

However, if the Council resolves to establish Maori wards, or 5% of electors request a Poll which is successful, then a full representation review will be triggered.

4.0 REPRESENTATION REVIEW AND RELATED PROCESSES FOR 2019 AND 2022 ELECTIONS

Electoral System Review 2017

Council undertook a review of the Electoral System in August 2017 to apply for the 2019 and 2022 elections and at its meeting on 29 August 2017 resolved -

Pursuant to section 27 of the Local Electoral Act 2001 Council resolves for the 2019 Waitomo District Council Triennial Elections to maintain the status quo (First Past the Post).

Public notice be given by 19 September 2017 of the decision and the right of electors to demand a poll on the electoral system to be used.

Following public notification of the above, no submissions or request for a Poll were received.

Maori Wards Review 2017

Council undertook a review of whether or not to establish Maori Wards in August 2017 and at its meeting on 29 August 2017 resolved -

Council not establish Māori Wards for the 2019 Local Body Election.

Following public notification of the above, no submissions or request for a Poll were received.

Representation Review 2018

Council undertook a full Representation Review in August 2018 to apply for the 2019 and 2022 elections and at its meeting on 21 August 2018 resolved -

2 *The current Representation Arrangements be retained for the 2019 and 2022 Elections as follows:*

- *6 Elected Members elected by Wards, plus the Mayor elected at large*
- *Two Wards:*
 - *Urban Ward (3 Elected Members)*
 - *Rural Ward (3 Elected Members)*
- *No Community Boards*

3 *The Chief Executive be delegated authority to develop the necessary consultation material for the proposal pursuant to Section 19M of the Local Electoral Act 2001*

Following public notification of the proposal, no submissions or request for a Poll were received.

4.0 KEY MILESTONES

As Council has already resolved and publicly notified its representation arrangements for the 2019 and 2022 elections (with no submissions or requests for a Poll received), the next review (for the 2025 and 2028 elections) is scheduled to commence in July 2023.

However, it is important to note that at anytime, 5% of electors may demand a poll, or Council may resolve to hold a poll, on the electoral system and/or establishment of Maori wards. If Maori wards were to be established, this would then trigger a full review of Council's representation arrangements.

Electoral System Review for 2025 and 2028 Elections

Key Milestone	Indicative Timeframe	Commentary
Council Workshop Consideration of electoral system (FPP/STV) to be utilised for the 2022 and 2025 Elections	July 2023	
Council Meeting Council resolution to retain/change electoral system (FPP/STV)	27 July 2023	Must be no later than 12 September two years before election year
Public Notification of the right for electors to demand an electoral system poll, and that notice must include a statement that a poll is required to countermand any local	August 2023	Must be by 19 September two years before election year.

Key Milestone	Indicative Timeframe	Commentary
<p>Council Workshop Consideration of electoral system (FPP/STV) to be utilised for the 2022 and 2025 Elections</p>	July 2023	
authority resolution made on the electoral system		<u>Note:</u> If a Poll is required, further Key Milestones will be added at that time.

Maori Wards for 2025 and 2028 Elections

Key Milestone	Indicative Timeframe	Commentary
<p>Council Workshop Consideration of the establishment of Maori wards</p>	July 2023	
<p>Council Meeting Council resolution in respect to the establishment of Maori wards</p>	27 July 2023	Must be no later than 23 November two years before election year
Public Notification of the right for electors to demand an electoral system poll, and that notice must include a statement that a poll is required to countermand any local authority resolution made on the electoral system	August 2023	Must be by 30 November two years before election year. <u>Note:</u> If a Poll is required, further Key Milestones will be added at that time.

Representation Review for 2025 and 2028 Elections

Key Milestone	Indicative Timeframe	Commentary
<p>Council Workshop Representation Review</p>	March 2024	
<p>Council Meeting Council resolution of Representation arrangements to be publicly notified</p>	March 2024	
Public notification of Council representation arrangements	April 2024	No later than 14 days following Council's resolution
Public Consultation	April/May 2024	Must be for at least one month following public notification
Submissions close following public notification of proposal	May 2024	
<p>Council Meeting Consideration of submissions and amend proposal if required</p>	May 2024	
Public notification of final proposal (if no submissions received)	April 2024	<u>Note:</u> If submissions are received and the proposal is amended then a further consultation phase will be required. If this occurs then further timelines will be added at that time.

Document No: A483769

Report To: Council



Meeting Date: 29 September 2020

Subject: Resident Survey 2020

Type: Decision Required

Purpose

- 1.1 The purpose of this business paper is to present the results of the Resident Survey for 2020.

Background

- 2.1 Council carries out a survey each year seeking to measure resident satisfaction with a range of services and facilities provided by Council.
- 2.2 It is important to understand the relevance of these service arrangements, and where there is scope for improvement in the view of the community, so this can be factored into Council's planning for future service levels.
- 2.3 Further, Section 78 of the Local Government Act 2002 requires Council to give consideration to community views and preferences in relation to its decision making, and the survey is an appropriate way of measuring these views and preferences.
- 2.4 The survey is also used as a means to measure performance under Council's performance management framework. There are 12 Key Performance Indicators (KPIs) requiring the use of a resident satisfaction survey to measure actual performance for the 2019/20 financial year.
- 2.5 The survey was carried out during July and August 2020. This was slightly later than previous years, due to delays caused by COVID-19.
- 2.6 A copy of the Survey Report is enclosed separately and forms part of this business paper.

Commentary

- 3.1 This year's survey was conducted by Versus Research and was identical to last year's survey.
- 3.2 A five-point scale was used in the survey: 1= Very Dissatisfied, 2= Dissatisfied, 3= Somewhat Satisfied, 4= Satisfied, 5= Very Satisfied
- 3.3 To engage the community and increase awareness, WDC released a news story and promoted the survey through, newspaper, website, and Facebook.

3.4 RESPONSE RATE

3.5 The total number of residents who took part in the survey was 444. This is less than last year but is still a good representation of the community. (2019: 504, 2018: 191, 2017: 305, 2016: 329, 2015: 439, and 2014: 470).

3.6 SUMMARY OF THE SAMPLE PROFILE

3.7 Overall, there was an increase in participation by aged 60 years and over. No one under the age of 18 completed the survey.

3.8 There is an increase in responses for residents who live rurally but a decrease of respondents from Te Kuiti.

3.9 79% of respondents own a property in the Waitomo District (2019: 80%).

3.10 55% of people completed the survey online using the link (2019: 53%).

3.11 Residents views were sought for the following activities/areas:

- Roads and Footpaths
- Water Supply
- Sewerage Treatment and Disposal
- Refuse and recycling
- Community Services; parks and reserves, library, aquatic centre, arts and culture, and cemeteries and toilets)
- Environmental Health
- Building Control service
- Animal Control service
- Emergency Management
- Council communications
- Council's overall performance
- Customer Service

3.12 The following table shows a comparison of the satisfaction levels with the previous year:

- **Green** shows an increase in satisfaction levels
- **Black** shows no change in satisfactions levels
- **Blue** shows a decrease in satisfaction levels
- **Red** shows a satisfaction level not meeting the KPI
- Grey shading has been applied to the service questions which do not have a KPI target that is measured by the Resident Survey.

Service/Amenity	2019/20 KPI Target	2020	2019	2018
Overall condition of the sealed roads	N/A	70%	75%	76%
Overall condition of unsealed roads	N/A	75%	68%	77%
Standard of pedestrian crossings in the district	N/A	90%	89%	85%
Standard of public footpaths are safe and accessible	N/A	85%	85%	76%

Service/Amenity	2019/20 KPI Target	2020	2019	2018
Road signs and markings are visible and assist road safety	N/A	94%	92%	87%
Provision of a water supply service	N/A	81%	68%	83%
Provision of an adequate Sewerage Treatment and Disposal Service	N/A	93%	93%	93%
Safety of Facilities (Landfill and Transfer Stations)	≥85%	98%	95%	<i>(previously asked as two separate questions)</i>
Provision of Waste Management Facilities	80%	96%	94%	<i>(previously asked as a different question)</i>
Provision of Parks & Quality Reserves	≥ 80%	93%	90%	83%
Library Facilities & Service	≥ 85%	97%	95%	89%
Pool Facilities & Service	≥ 80%	92%	93%	85%
Toilet facilities at Aquatic Centre	N/A	94%	94%	-
Les Munro (Arts & Culture Facilities)	≥ 80%	97%	96%	94%
Public Amenities (Public Toilets and Cemeteries)	≥ 85%	93%	93%	86%
Environmental Health Service	> 85%	95%	89%	88%
Building Control Service	> 75%	79%	69%	84%
Animal Control Service	≥ 75%	86%	81%	70%
Emergency preparedness - Duration Without Outside Assistance.	≥ 75%	96%	96%	91%
Emergency Plan in place	N/A	50%	42%	-
Effective and useful Communications	≥ 90%	87%	90%	96%
Satisfaction with ease of accessing Council info	N/A	90%	91%	-
Satisfaction with amount of info supplied by Council	N/A	67%	84%	-

Service/Amenity	2019/20 KPI Target	2020	2019	2018
Council's Efficiency with resources and funding	N/A	79%	86%	87%
Elected members are approachable and have the best interests of the district.	N/A	71%	91%	89%

3.13 The table shows that satisfaction levels for eleven measures has increased. Satisfaction levels for seven measures has decreased since last year.

3.14 WDC achieved 11 out of 12 key performance targets for 2019/20 - an excellent result.

Management Response to Performance Results for Assets

4.1 There are no Long-Term Plan resident satisfaction performance targets set for the activities; roads, water supply and sewerage treatment and disposal, that require measurement through the Survey. However, the survey provides an opportunity to gauge the asset areas where residents would like to see improvements.

4.2 **OVERALL CONDITION OF THE SEALED ROADS**

4.3 70% of residents are satisfied with the overall condition of sealed roads in the district. This result is lower than last year (75%).

4.4 The need for better maintenance was the main reason given for dissatisfaction (89%), followed by the need for better construction (55%).

4.5 Roads which historically have not been designed in accordance with current standards provide challenges in terms of maintenance. The increase of heavy transport vehicles travelling on these roads, is a contributing factor. A greater level of investment in roads maintenance over time is required to improve the level of service.

4.6 **OVERALL CONDITION OF THE UNSEALED ROADS**

4.7 75% of residents are satisfied with the overall condition of the unsealed (gravel) roads in the district. The result is higher than last year (68%).

4.8 There is a notable increase in resident satisfaction this year. Potholes/rough surfaces, roads are not properly repaired (84%), and roads not properly repaired (66%) were the most common reasons for dissatisfaction.

4.9 **STANDARD OF THE PEDESTRIAN CROSSINGS IN THE DISTRICT**

4.10 90% of residents are satisfied with the standard of pedestrian crossings. This is a slight increase on last year's result (89%).

4.11 The most common reasons given for dissatisfaction was that the crossings are in bad locations (47%).

4.12 **STANDARD OF THE PUBLIC FOOTPATHS ARE SAFE AND ACCESSIBLE**

4.13 85% of residents are satisfied that the standard of the public footpaths is safe and accessible. This is the same result as last year.

4.14 The main reasons for dissatisfaction are cracked/damaged footpaths (73%), and the need for better maintenance of footpaths (55%).

4.15 The footpath improvement programme is currently underway and will address many of the issues identified with damaged footpaths. Complaints about footpaths are investigated thoroughly and if they are considered a priority, are scheduled for inclusion in the future improvements programme.

4.16 **ROAD SIGNS AND MARKINGS ARE VISIBLE AND ASSIST ROAD SAFETY**

4.17 94% of residents are satisfied with road signs and markings across the district. This is an increase on last year's result (92%).

4.18 Road markings that are not clearly painted (37%) and signs that are difficult to see (33%) and were the most common reasons for dissatisfaction.

4.19 The Council's road maintenance contractor addresses damaged and missing signs in a timely manner. Signs are replaced and upgraded as required.

4.20 WDC re-marks all sealed roads annually. Service requests relating to road markings are responded to in a timely manner.

4.21 **PROVISION OF WATER SUPPLY SERVICE**

4.22 51% of respondents indicated that they are connected to a Council water supply service (2019:50%).

4.23 There has been a notable increase in resident satisfaction with Council's provision of a water supply service this year. 81% of residents are satisfied with the water supply service (2019:68%).

4.24 Taste and odour of water (74%) and general quality of water (61%) are the main reasons given for dissatisfaction.

4.25 The upgrade of the Te Kuiti Water Treatment Plant could be attributed the increase in score, as this was completed last year.

4.26 **OVERALL PROVISION OF AN ADEQUATE SEWERAGE TREATMENT AND DISPOSAL SERVICE FOR THE COMMUNITY**

4.27 44% of residents who participated in this year's survey, are connected to the Council's sewerage scheme.

4.28 93% of residents are satisfied with the sewerage service in the community. This is the same result as last year (93%).

4.29 The main reason for dissatisfaction was odours and smells (78%), and overflows/blockages (64%).

4.30 Work is ongoing to reduce storm water ingress and inflow into the sewer network during heavy storms that cause surges and slow draining in the low lying areas.

4.31 **SOLID WASTE MANAGEMENT**

4.32 There was a slight change to the composition of residents who use refuse and recycling facilities. The number of people who use the landfill facility decreased slightly to 47% (2019:49%). 43% have used the green bin (2019:47%), 47% use the District transfer stations (2019: 42%), and 48% use the kerbside refuse collection service (2019: 47%).

4.33 **SAFETY OF FACILITIES (LANDFILL AND DISTRICT TRANSFER STATIONS) – KPI ACHIEVED**

4.34 98% of residents are satisfied with the safety of the landfill and transfer station facilities. This exceeds the performance target of greater than or equal to 85%.

4.35 The main reasons for dissatisfaction were broken glass on site (28%) and bins are always full (19%).

4.36 Transfer station attendants work hard to ensure that all sites are clear of broken glass or other debris. Monitoring for the correct use of the facilities and ensuring that bottles and glass are disposed of correctly will reduce this issue.

4.37 **PROVISION OF WASTE MANAGEMENT FACILITIES – KPI ACHIEVED**

4.38 96% of residents are satisfied with the provision of waste management facilities. This exceeds the performance target of eighty per cent and is a notable increase on last year's result (90%).

4.39 Residents were asked how they reduce waste in their home. 89% of residents recycle plastics, glass, tin and paper, while 78% say they compost food waste. 46% say they sometime choose products with recyclable packaging or with little or no packaging, 50% use longer life products and 24% purchase second-hand goods.

Management Responses to Community Service Performance Results

5.1 **PARKS AND RESERVES – KPI ACHIEVED**

5.2 93% of residents are satisfied with the quality of the Parks and Reserves. This is an increase on last year's result (90%), and exceeds the KPI target of greater than or equal to 85% resident satisfaction.

5.3 The top two reasons for dissatisfaction were not enough rubbish bins (42%) and need better seating/signs (41%).

5.4 Playgrounds are monitored and assessed on a monthly basis with repairs and maintenance undertaken as required.

5.5 The number of rubbish bins is under continuous review and new bins installed where the need is identified and as budget allows.

5.6 **LIBRARY FACILITIES AND SERVICE – KPI ACHIEVED**

5.7 97% of residents are satisfied with the quality of library facilities. This result continues to increase (2019:95%). This exceeds the KPI target of greater than or equal to 85% resident satisfaction.

5.8 The main reasons for dissatisfaction were inadequate selection of book (53%) and inadequate selection of digital resources (31%).

- 5.9 WDC recognises the importance of providing a library service that meets the needs of the community. Staff provide a friendly and efficient service at the Library and are aware of the need to keep up to date with the changing environment and technology so they can respond to customer needs. A range of programmes will continue to be provided at the library to encourage and support lifelong learning.
- 5.10 **POOL FACILITY– KPI ACHIEVED**
- 5.11 92% of residents are satisfied that the pool facility is of good quality and meets the needs of residents. This is a 1% decrease from last year but still exceeds the KPI target of greater than or equal to 80% resident satisfaction.
- 5.12 The main reasons for dissatisfaction are opening hours not being suitable (45%) and fees are too expensive (36%). There are the same reasons identified in 2019.
- 5.13 The opening hours are assessed prior to the new season in an effort to meet the needs of pool users. The fees are based on the actual cost of providing the service to the community, and are tested against other service providers to ensure the fees are competitive.
- 5.14 94% of residents are also satisfied with the toilet and changing facilities at the Aquatic Centre (same result at 2019).
- 5.15 **LES MUNRO CENTRE – KPI ACHIEVED**
- 5.16 97% of residents were satisfied with the quality of the facility. This exceeds the KPI target of greater than or equal to 80% resident satisfaction, and is an increase on last year's result of 96%.
- 5.17 The main reasons for dissatisfaction were once again the cost of the hire fees (58%) followed closely by the cost of the bond (50%).
- 5.18 The hire fees for the Centre were assessed and compared to similar venues across New Zealand. The hire fees are considered to be competitive, while the bond provides some security to cover damages or other costs.
- 5.19 **PUBLIC AMENITIES – KPI ACHIEVED**
- 5.20 93% of residents are satisfied with the quality of public toilets and cemeteries. This year's result exceeds the KPI target of greater than or equal to 85% resident satisfaction and is the same result as last year.
- 5.21 The main reasons for dissatisfaction related to dirty toilets (78%) and the need for upgraded amenities (56%).

Management Responses to Regulatory Performance Results

- 6.1 86% of residents who took part in the survey this year, have not used Environmental Health Services in the last 12 months. However, 8% had used alcohol and liquor licensing, 5% food premise licensing and 4% noise control.
- 6.2 **PROVISION OF AN EFFECTIVE ENVIRONMENTAL HEALTH SERVICE – KPI ACHIEVED**
- 6.3 95% of residents are satisfied with the Environmental Health Service. This exceeds the target of greater than 85% and is an increase on last year's result (89%).

6.4 The main reasons for dissatisfaction with the service were problems with smoke/odours (50%) and vermin/rubbish issues (50%).

6.5 **BUILDING CONTROL SERVICE – KPI ACHIEVED**

6.6 79% of residents are satisfied with Council's Building Control Services. This result achieves the KPI target of 75% per cent satisfaction with an effective building control service. This is an increase on last year's score of 69%.

6.7 The main reasons given for dissatisfaction was that the process is complicated (66%) and strict requirements (32%).

6.8 WDC acknowledges that the building consent application process is challenging for those not directly involved in the building industry. The application form is set by regulation by central government, and WDC has no authority to amend the documentation in any way to make it more user friendly. WDC does however provide detailed guidance information backed up with assistance from Regulatory staff to assist customers with the application process. In addition, a new online building consent application service has recently been implemented, and this has improved the customer experience.

6.9 **ANIMAL CONTROL SERVICE – KPI ACHIEVED**

6.10 86% of residents are satisfied with the Animal Control Service. This exceeds the KPI target of greater than or equal to 75% and is an increase on last year's result (81%).

6.11 The main reasons for dissatisfaction was dogs roaming around (79%) and dogs barking during the day/night (37%).

6.12 WDC's animal control officers continue to focus on reducing dog-related nuisance including wandering dogs, dogs off leash and dogs barking. WDC manages issues in accordance with the Dog Control Act 1996.

Management Responses to Emergency Preparedness Performance Result
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7.1 **EMERGENCY PREPAREDNESS – KPI ACHIEVED**

7.2 While 50% of residents have an emergency plan in place, the majority of residents are prepared to survive unaided (without outside assistance) in the event of a natural disaster for at least three days (96%). This is on par with last year's result and exceeds the performance target of greater than or equal to 75%.

7.3 WDC continues to support the National Emergency Management Agency (NEMA) and the Group Emergency Management Office with an integrated approach to Civil Defence Emergency Management in Reduction, Readiness, Response and Recovery.

7.4 WDC will continue to promote the importance of planning for an emergency and having a functional emergency plan to enable people to respond safely and quickly when a disaster happens.

Management Responses to Governance: Leadership and Investments Results

- 8.1 **COMMUNICATING WITH RESIDENTS AND RATEPAYERS – KPI NOT ACHIEVED**
- 8.2 87% of residents are satisfied with the usefulness and effectiveness of Council communications. This is a 3% decrease from last year and does not reach the performance target of 90% resident satisfaction.
- 8.3 In terms of making Council information accessible and available:
- 90% of residents are satisfied with the ease of accessing Council information and,
 - 67% of residents felt that there was some information /enough/or more than enough information supplied by Council in the last 12 months. This is a decrease of 17% from last year.
- 8.4 WDC's communications role was vacant for the majority of last year, which is reflected in the results.

Results for Council's Overall Performance

- 9.1 79% of residents are satisfied with Council's efficiency – that is doing things well with the resource and funding available. This result is a decrease from last year's result (86%).
- 9.2 71% per cent of respondents felt that the Elected Members are approachable and have been working in the best interests of the district. This is a significant decrease on last year's result (91%).

Management Responses to Customer Services

- 10.1 53% of residents said they had contact with customer services in the last 12 months. 59% made contact via telephone, 62% in person, and 16% made contact via email.
- 10.2 Residents first impressions is that their enquiry was handled in a polite and professional manner (71% equally), 47% agreed it was handled in a timely manner, 30% agreed it was fair, while 4% stated the service they received was none of these.
- 10.3 WDC is committed to consistently providing a high standard of customer service. A continued focus on improving our service and seeking customers' evaluation and feedback on our performance, will assist in achieving the goals defined by our Customer Service Strategy.

Suggested Resolutions

- 1 The Business Paper on the Resident Survey 2020 is received.
- 2 Council authorise the release of the Resident Survey Report 2020 for public information.



YVETTE RONALDSON
LEADER – COMMUNICATIONS AND ENGAGEMENT

29 September 2020

Attachment 1: Resident Survey Report 2020 (Document Number: A486368)



Waitomo District Council Residents' Survey Report

August 2020

Table of Contents

Executive Summary	3
Method and Sample	11
Roads and Footpaths	15
Water Supply	21
Sewerage - Treatment and Disposal	24
Refuse and Recycling	27
Community Services	32
Environmental Health Services	39
Building Control Service	42
Animal Control Service	44
Emergency Management	46
Council Communications	50
Council's Overall Performance	53
Customer Services	55
Area Profiles	57
Demographics	62
Questionnaire	64

Executive Summary

Executive Summary

Waitomo District Council (WDC) is responsible for the provision of services and the management of facilities and assets in the Waitomo district.

In 2020, WDC commissioned Versus Research to conduct its annual Residents' Survey. This survey identifies and measures perceptions which Waitomo district residents (residents) have towards Council, and satisfaction with their delivery of services.

The final sample size (total number of residents interviewed) is n=444.

Age and gender weighting has been applied to the final data set to ensure specific demographic groups are not under or over represented.

A summary of key results, along with comparisons to last year's results, and Council's Key Performance Targets, is given in the tables* below.

ROADS AND FOOTPATHS

In 2020, 70% of residents are satisfied with the overall condition of sealed roads in the district, while 75% of residents are satisfied with the overall condition of unsealed roads in the district, a 7% increase compared with last year.

Ninety per cent of residents are satisfied with the standard of pedestrian crossings, while 85% of residents are satisfied that the standard of public footpaths are safe and accessible, these measures remain similar to last year.

Ninety-four per cent of residents are satisfied that road signs and markings are visible and assist road safety, a 2% increase compared with last year.

ROADS AND FOOTPATHS	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Overall condition of sealed roads	No performance target	-	-	84%	84%	76%	75%	70%	-5%	-
Overall condition of unsealed roads	No performance target	-	-	72%	75%	77%	68%	75%	+7%	-
Standard of pedestrian crossings	No performance target	-	-	-	-	85%	89%	90%	+1%	-
Standard of public footpaths are safe and accessible	No performance target	-	-	78%	77%	76%	85%	85%	0%	-
Road signs and markings are visible and assist with safety	No performance target	-	-	92%	92%	87%	92%	94%	+2%	-

*The tables indicate overall satisfaction results (somewhat satisfied, satisfied, and very satisfied) of all measures with a satisfied rating scale.

Executive Summary

WATER SUPPLY AND SEWERAGE - TREATMENT AND DISPOSAL

Fifty-one per cent of residents are connected to WDC's town water supply, while a further 49% use a private water supply.

Eighty-one per cent of residents who are connected to WDC's water supply are satisfied with this service, a significant increase compared with last year (cf. 2019, 68%).

Forty-four per cent of residents are connected to WDC's sewerage system, while 56% have a septic tank.

Ninety-three per cent of residents who are connected to WDC's sewerage system are satisfied with the sewerage service in the community.

WATER SUPPLY & SEWERAGE - TREATMENT AND DISPOSAL	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Provision of water supply service	No performance target	-	-	80%	73%	83%	68%	81%	+13%	-
Provision of sewerage service	No performance target	-	-	96%	94%	93%	93%	93%	0%	-

RUBBISH AND RECYCLING

Forty-eight per cent of residents have used the kerbside refuse collection service in the last 12 months.

Following this, 47% each have used the district waste transfer station and a landfill facility, and 43% have used a green bin.

Regarding the refuse and recycling facilities at the Waitomo District Landfill and rural transfer stations, 98% of residents are satisfied with the safety of the facilities, which exceeds the $\geq 85\%$ performance target by 13%. A further 96% of residents are satisfied with the provision of waste management facilities, this exceeds the $>80\%$ performance target by 16%.

RUBBISH AND RECYCLING	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Safety of the facilities (landfill and district transfer stations)	$\geq 85\%$ performance target	-	-	-	-	-	95%	98%	+3%	+13%
Provision of waste management facilities	$>80\%$ performance target	-	-	-	-	-	94%	96%	+2%	+16%

Regarding reducing waste at home; 89% of residents recycle plastic, glass, tin and paper all of the time or almost always, while 78% compost food waste all of the time or almost always.

At a lower level, 50% use long life products rather than disposables, 46% of residents choose products with packaging that can be recycled, 40% choose products with little or no packaging, and 24% of residents purchase second-hand goods all of the time or almost always.

Executive Summary

COMMUNITY SERVICES

Ninety-three per cent of residents are satisfied with the quality of parks and reserves in the district, a slight increase compared with last year, and exceeds the $\geq 80\%$ performance target by 13%.

The majority of residents (97%) are satisfied with the quality of library facilities at Waitomo District Library. This is a slight increase compared with last year, and exceeds the $\geq 85\%$ performance target by 12%.

Ninety-two per cent of residents are satisfied with the quality of the pool facilities (District Aquatic Centre) and services. This exceeds the $\geq 80\%$ performance target by 12%. A further 94% of residents are satisfied with the toilet and changing facilities at the District Aquatic Centre.

The majority of residents (97%) are satisfied with the quality of the Les Munro Centre (arts and culture facilities). This exceeds the $\geq 80\%$ performance target by 17%.

Ninety-three per cent of residents are satisfied with the quality of public amenities (public toilets and cemeteries). This exceeds the $\geq 85\%$ performance target by 8%.

COMMUNITY SERVICES	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Parks and reserves	$\geq 80\%$ performance target	77%	82%	87%	84%	83%	90%	93%	+3%	+13%
Library facilities and services	$\geq 85\%$ performance target	90%	92%	93%	94%	89%	95%	97%	+2%	+12%
Pool facilities	$\geq 80\%$ performance target	64%	75%	88%	88%	85%	93%	92%	-1%	+12%
Toilet facilities at the District Aquatic Centre	No performance target	-	-	-	-	-	94%	94%	0%	-
Les Munro Centre	$\geq 80\%$ performance target	77%	88%	94%	92%	94%	96%	97%	+1%	+17%
Public amenities	$\geq 85\%$ performance target	84%	87%	89%	88%	86%	93%	93%	0%	+8%

Executive Summary

COUNCIL-PROVIDED SERVICES

Regarding WDC services used in the last 12 months, 86% of residents stated they had not used any, a significant decrease compared with last year (cf. 2019, 91%). Of those who had, 8% used alcohol and liquor licensing services, 5% used food premise licensing services, while 4% used noise control.

Ninety-five per cent of residents who have used these services are satisfied with the provision of an effective Environmental Health Service for the community. This is a 6% increase compared with last year and exceeds the >85% performance target by 10%.

Eleven per cent of residents used a Building Control Service in the past 12 months. Of these residents, 79% are satisfied with the provision of an effective Building Control Service for the community. This is a 10% increase compared with last year, and exceeds the performance target of 75% resident satisfaction by 4%.

Eighty-six per cent of residents are satisfied with the provision of an effective Animal Control Service for the community, a 5% increase compared with last year, and it exceeds the $\geq 75\%$ performance target by 11%.

COUNCIL SERVICES	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Provision of effective Environmental Health Service	>85% performance target	52%	88%	90%	91%	88%	89%	95%	+6%	+10%
Provision of effective Building Control Services	75% performance target	48%	82%	77%	88%	84%	69%	79%	+10%	+4%
Provision of effective Animal Control Service	$\geq 75\%$ performance target	46%	78%	78%	78%	70%	81%	86%	+5%	+11%

Executive Summary

EMERGENCY MANAGEMENT

Fifty per cent of residents have an emergency plan in place. However, the majority of residents (96%) are able to survive unaided (without outside assistance) in the event of a natural disaster for at least three days. This exceeds the $\geq 75\%$ performance target by 21%.

With regards to being prepared for a natural disaster, and what residents have in their emergency kit; 79% have dried or tinned food to last their household at least three days, while 72% have a first aid kit and an instruction book. At a lower level, 47% have important personal documents, and 36% have a battery powered radio that works.

EMERGENCY MANAGEMENT	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Emergency plan in place	No performance target	-	-	-	-	-	42%	50%	+8%	-
Preparedness in natural disaster	$\geq 75\%$ performance target	88%	90%	89%	92%	91%	96%	96%	0%	+21%

Regarding how they would expect to receive emergency messages in the event of a natural disaster, 70% of residents would expect to receive an emergency alert via a mobile phone app. This is a significant increase compared with last year (cf. 2019, 61%). A further 61% would expect to hear from their friends and family, 60% on the television, and 56% via social media, also a significant increase (cf. 2019, 47%).

Executive Summary

COUNCIL COMMUNICATIONS

Regarding the usefulness and effectiveness of WDC's communications, 87% of residents are satisfied, which does not meet the 90% performance target.

Ninety per cent of residents are satisfied with the ease of accessing Council information, while regarding information supplied from WDC in the last 12 months, 4% of residents felt they had more than enough information supplied, while 36% felt they had enough information. Twenty-seven per cent of residents felt there was some information supplied from WDC.

COUNCIL COMMUNICATIONS	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Usefulness and effectiveness of Council's communications	90% performance target	89%	95%	94%	95%	96%	90%	87%	-3%	-3%
Ease of accessing Council information	No performance target	-	-	-	-	-	91%	90%	-1%	-
Amount of info supplied by Council	No performance target	-	-	-	-	-	84%	67%	-17%	-

Executive Summary

COUNCIL'S OVERALL PERFORMANCE

Seventy-nine per cent of residents are satisfied with Council's efficiency with resources and funding, while 71% of residents are satisfied that Councillors (elected Members and Mayor) are approachable and have been working in the best interests of the district.

COUNCIL'S OVERALL PERFORMANCE	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Satisfaction with Council's efficiency with resources and funding	No performance target	73%	90%	93%	89%	87%	86%	79%	-7%	-
Satisfaction with elected members	No performance target	-	89%	92%	93%	89%	91%	71%	-20%	-

CUSTOMER SERVICE

More than half of residents (53%) had contact with WDC Customer Services in the last 12 months. Of these residents, 62% made contact in person, 59% via telephone, and 16% via email.

In terms of impressions of first point of contact; 71% of residents (each) agreed their enquiry was handled politely, and professionally. At a lower level, 47% of residents agreed their enquiry was handled in a timely manner, and 30% agreed it was handled fairly.

Method and Sample

Method and Sample

Objectives

Waitomo District Council (WDC) is the local authority responsible for the delivery of community services and facilities to residents in Te Kuiti, Waitomo Caves, Piopio, and surrounding rural areas. In order to monitor residents' perceptions of Council and their satisfaction with the delivery of services, WDC has undertaken an annual resident survey.

The main goal of this survey is to report against the 12 specific performance measures related to: Governance - Leadership and Investments; Community Services; Community Development; Compliance; and Solid Waste Management.

Approach

The primary target audience for this research is residents within the Waitomo district.

Contact details for residents were sourced through the electoral roll, as this allows access to a broad range of residents, not just ratepayers within the district.

A total of n=5,627 residents were selected from the electoral roll and invited to participate in the survey. A total of 3,483 residents within Te Kuiti township were posted a letter with a unique link to complete the online survey, and given the internet connectivity in the smaller, more rural communities, 2,144 Waitomo District residents who live in smaller rural communities were posted a letter with the full survey to complete and return to Versus Research via freepost.

A total of n=444 completed surveys were received from residents; 55% completed the survey via the online link, an increase in online participation compared with last year (cf. 2019, 53%), while 45% completed a paper copy of the survey.

Fieldwork for this project was completed between the 30th of July and the 18th of August, 2020.

Weights

Weighting ensures that specific demographic groups are neither under nor over represented in the final dataset, and that each group is represented as it would be in the population. Age and gender weights have been applied to data within these results.

Weighting gives greater confidence that the final results are representative of the district's population overall. The proportions used for the age and gender weights are taken from the 2018 Census (Statistics New Zealand). The proportions used are shown in the table below:

Demographic	Population %
Male 39 and under	17%
Female 39 and under	17%
Male 40-59 years	18%
Female 40-59 years	18%
Male 60 and older	15%
Female 60 and older	15%

Margin of Error

Margin of Error (MoE) is a statistic used to express the amount of random sampling error present in a survey's results.

The MoE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MoE.

The final sample size for this study is n=444, which gives a maximum margin of error of +/- 4.65% at the 95% confidence interval, that is, if the observed result on the total sample of n=444 respondents is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 45.35% and 54.65%.

Method and Sample

Questionnaire

The questionnaire was designed by Waitomo District Council in conjunction with Versus Research. A copy of the questionnaire is included at the end of this report.

Statistical Testing

Statistical testing has been applied to figures in this report. This testing compares 2020 results with results from 2019. When changes are statistically significant at the 95% or 99% confidence level, these differences are highlighted in **blue** (significantly greater) or **yellow** (significantly lower).

Notes on Reporting

Satisfaction ratings were made on a 1-5 scale, this scale has been grouped for ease of reporting. Ratings have been grouped as a two-point scale. Groupings are shown below.

1 Very dissatisfied 2 Dissatisfied	Total dissatisfaction
3 Somewhat satisfied 4 Satisfied 5 Very satisfied	Total satisfaction

Results are shown at a total level for all measures.

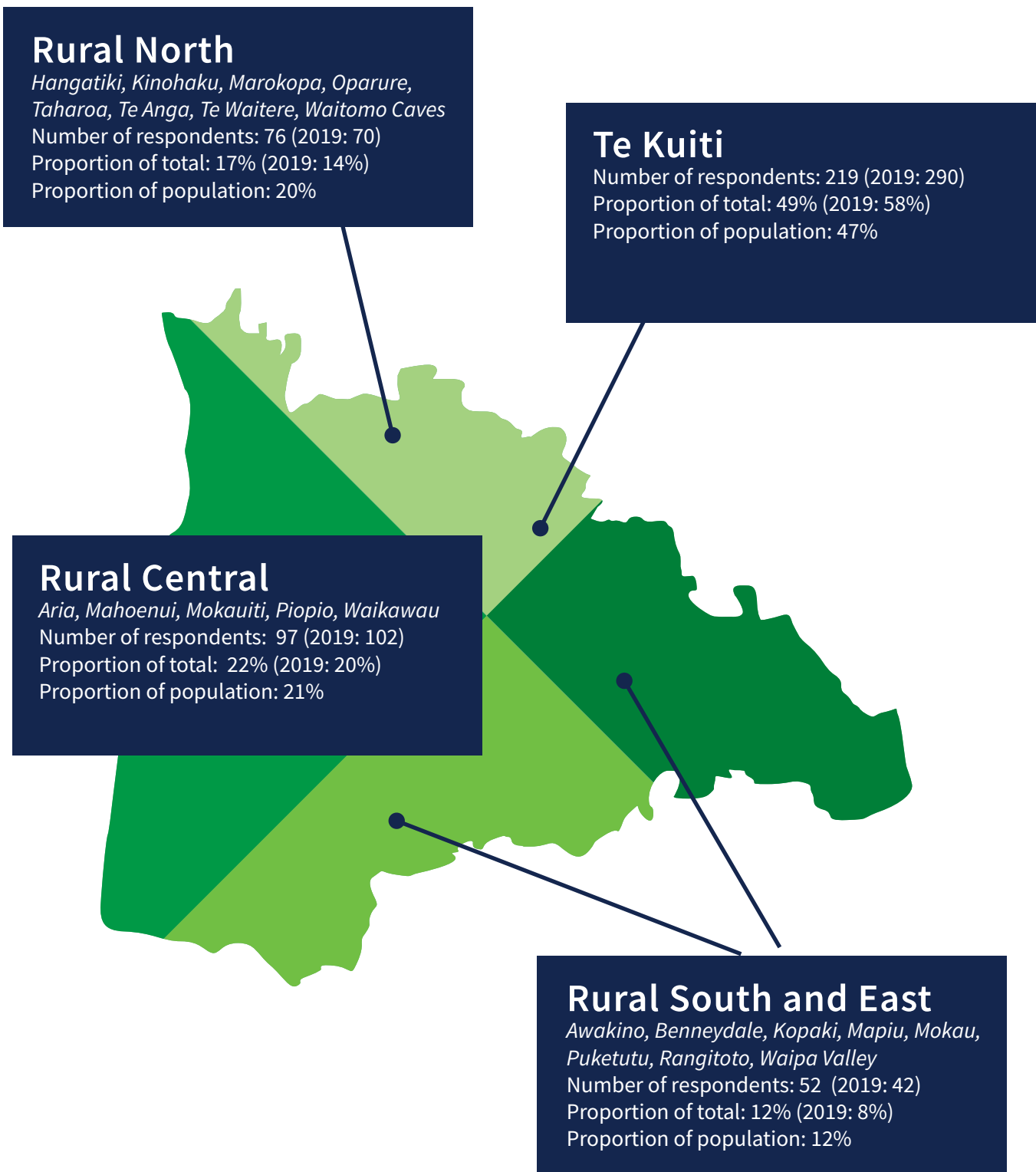
In the final section of the report, results have also been analysed by different areas, grouped as Te Kuiti, Rural North, Rural Central, and Rural South and East; and details any statistically significant differences for each area.

The map, overleaf, shows the sample breakdown by each area.

Please note, not all percentages shown add up to 100%. This is due to rounding and/or occurs where questions allow multiple responses.

Sample Map

The map below shows the unweighted sample breakdown of each area.



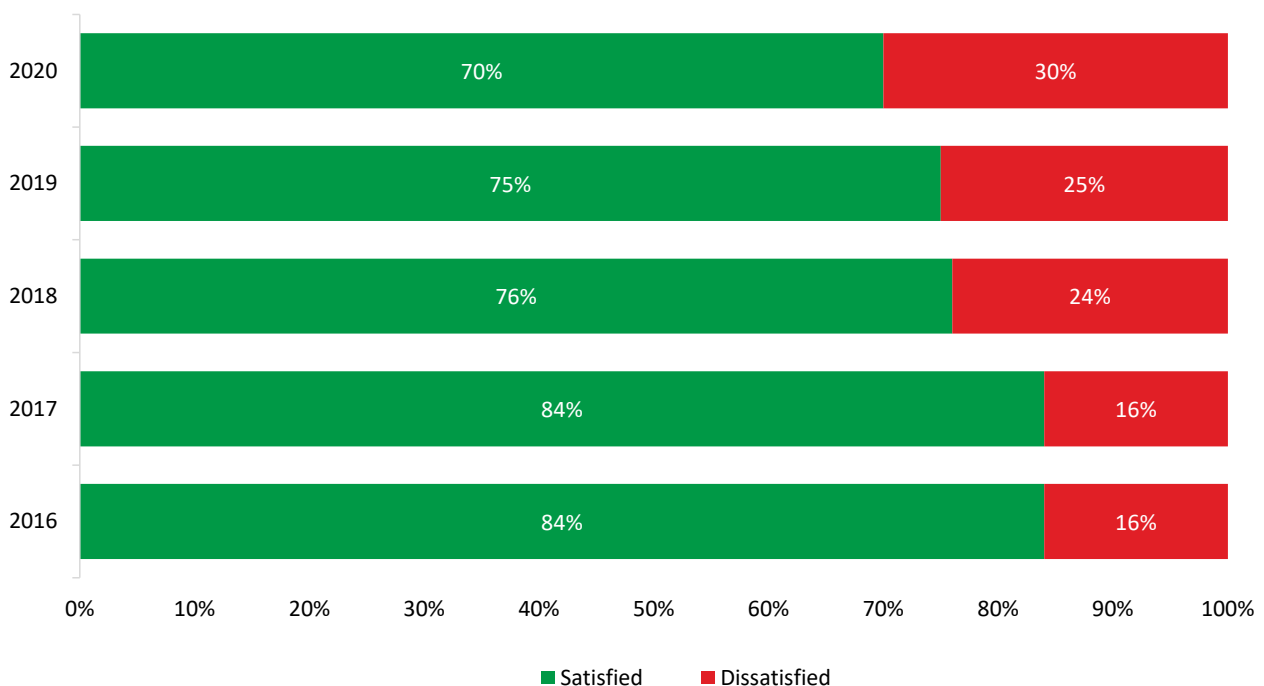
Roads and Footpaths

Overall Condition of Sealed Roads in District

In 2020, 70% of residents are satisfied with the overall condition of sealed roads in the district. While not statistically significant, this is a 5% decrease compared with last year (cf. 2019, 75%). A further 30% of residents are dissatisfied with the overall condition of sealed roads in the district.



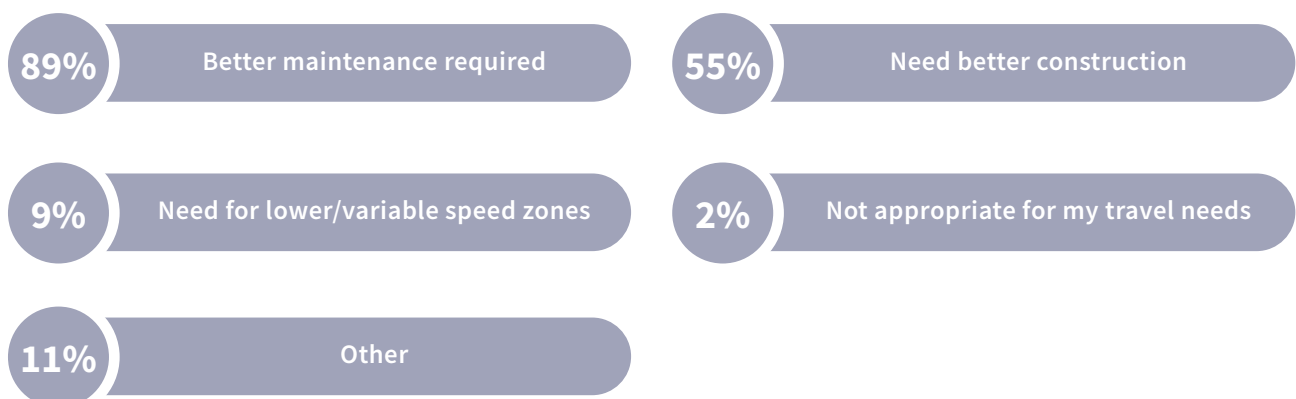
By Residents



Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439.



Reasons for Dissatisfaction

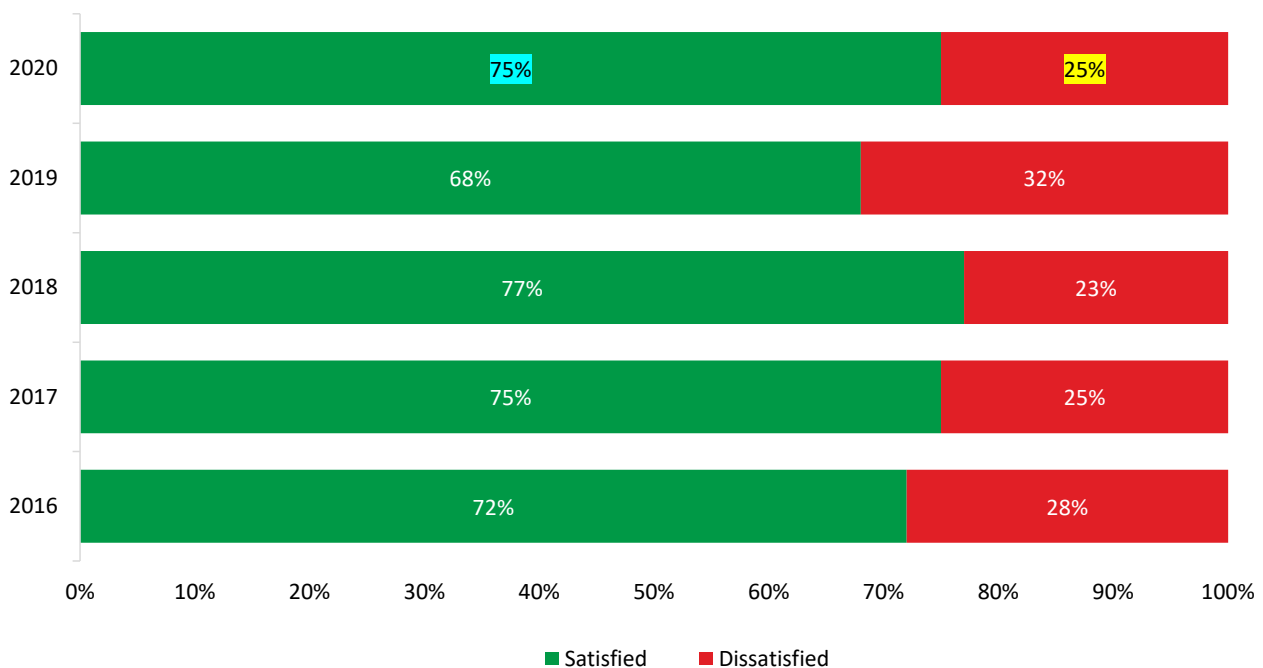


Base: 2020 n=125.

Overall Condition of Unsealed Roads in District

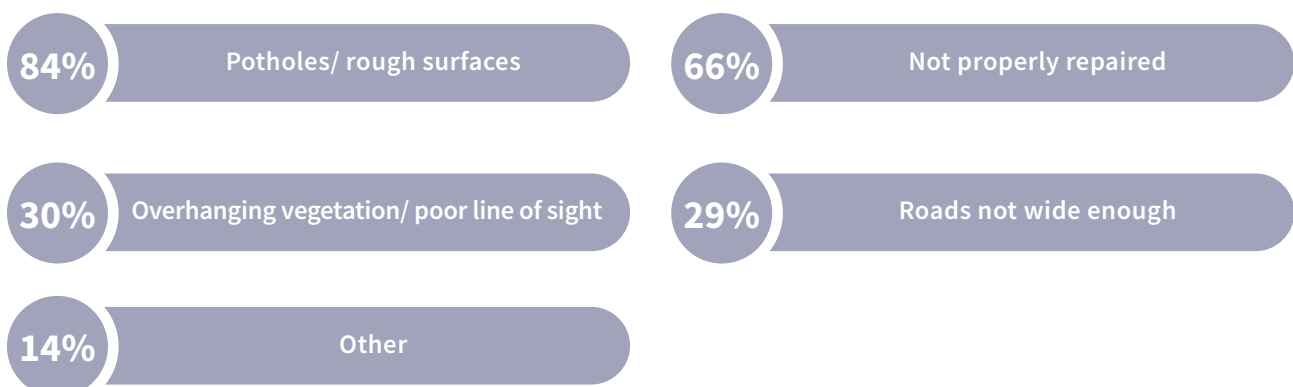
Seventy-five per cent of residents are satisfied with the overall condition of unsealed roads in the district, a significant increase compared with last year (cf. 2019, 68%). Concurrently, there is a significant decrease in residents who are dissatisfied (25% cf. 2019, 32%).

By Residents



Base: 2016 n=305; 2017 n=268; 2018 n=173; 2019 n=504; 2020 n=436.

Reasons for Dissatisfaction

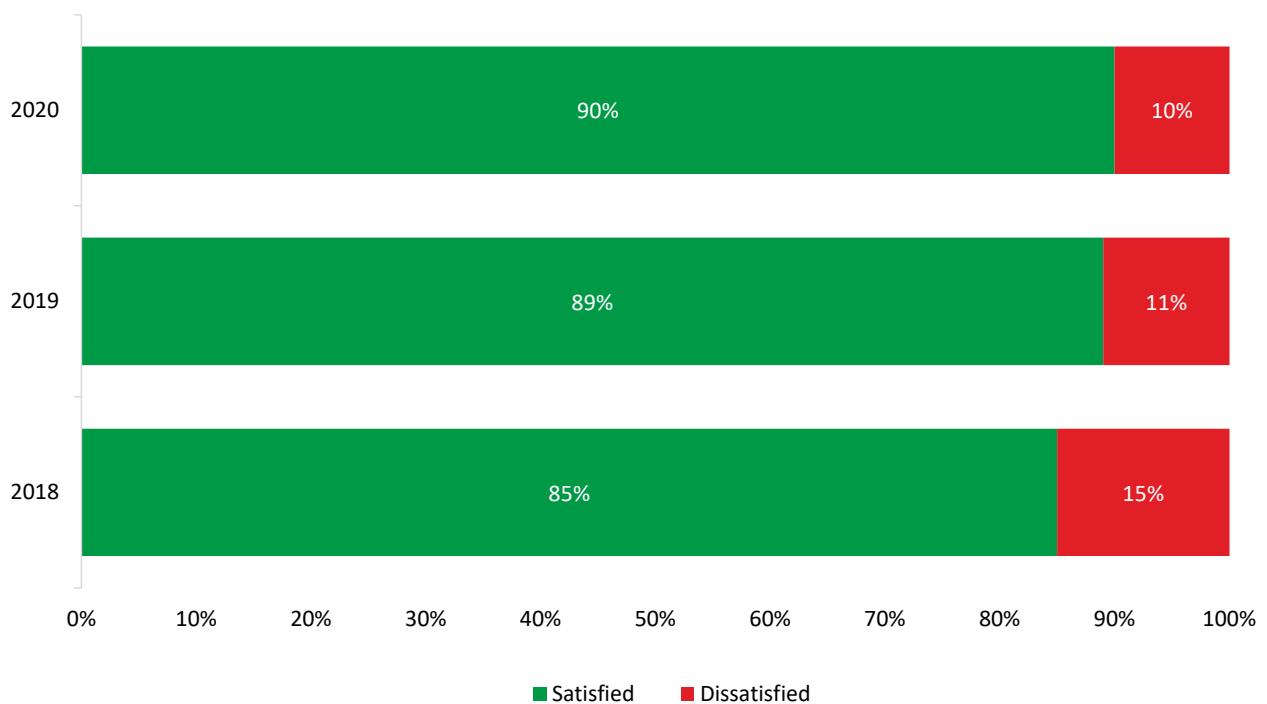


Base: 2020 n=101.

Standard of Pedestrian Crossings

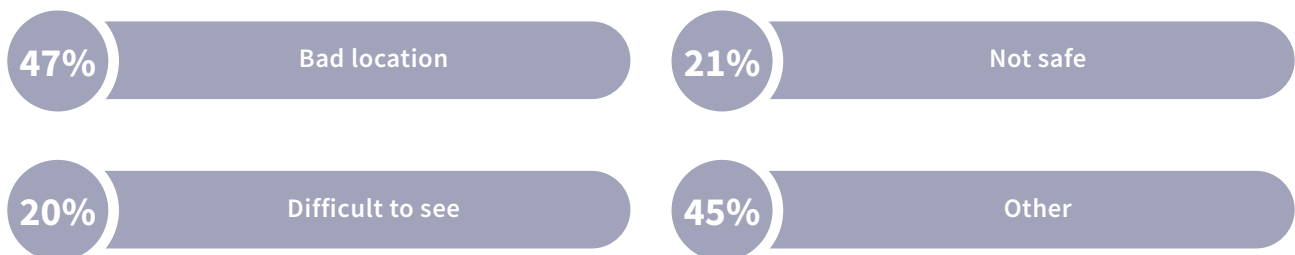
Ninety per cent of residents are satisfied with the standard of pedestrian crossings, while 10% are dissatisfied. This year's results remain similar to last year's but does show slight movement in satisfaction ratings since 2018.

By Residents



Base: 2018 n=177; 2019 n=504; 2020 n=419.

Reasons for Dissatisfaction



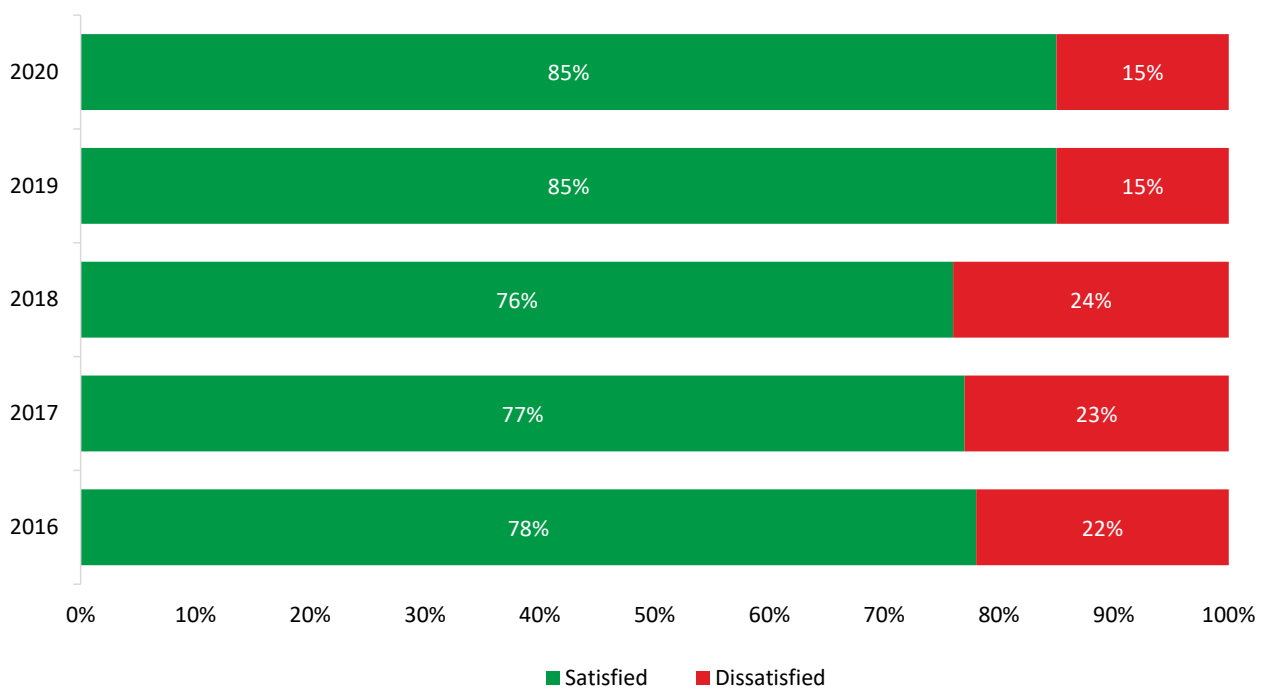
Base: 2020 n=43.

Standard of Public Footpaths Safe and Accessible

Eighty-five per cent of residents are satisfied that the standard of public footpaths are safe and accessible, while 15% are dissatisfied. These results remain on par with last year's results.



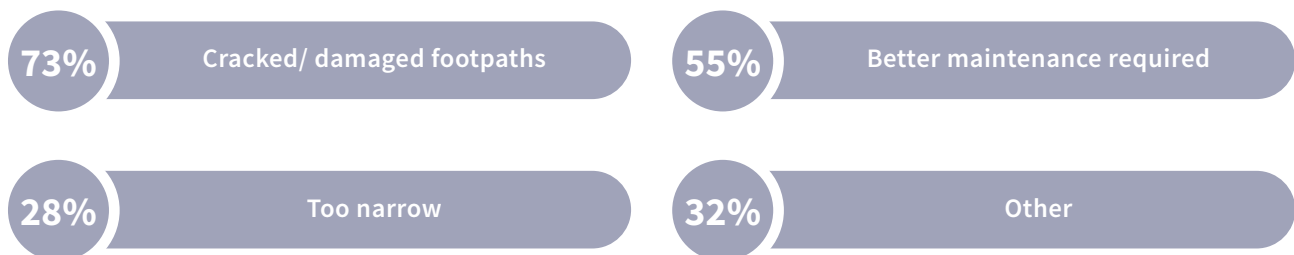
By Residents



Base: 2016 n=318; 2017 n=288; 2018 n=174; 2019 n=504; 2020 n=421.



Reasons for Dissatisfaction



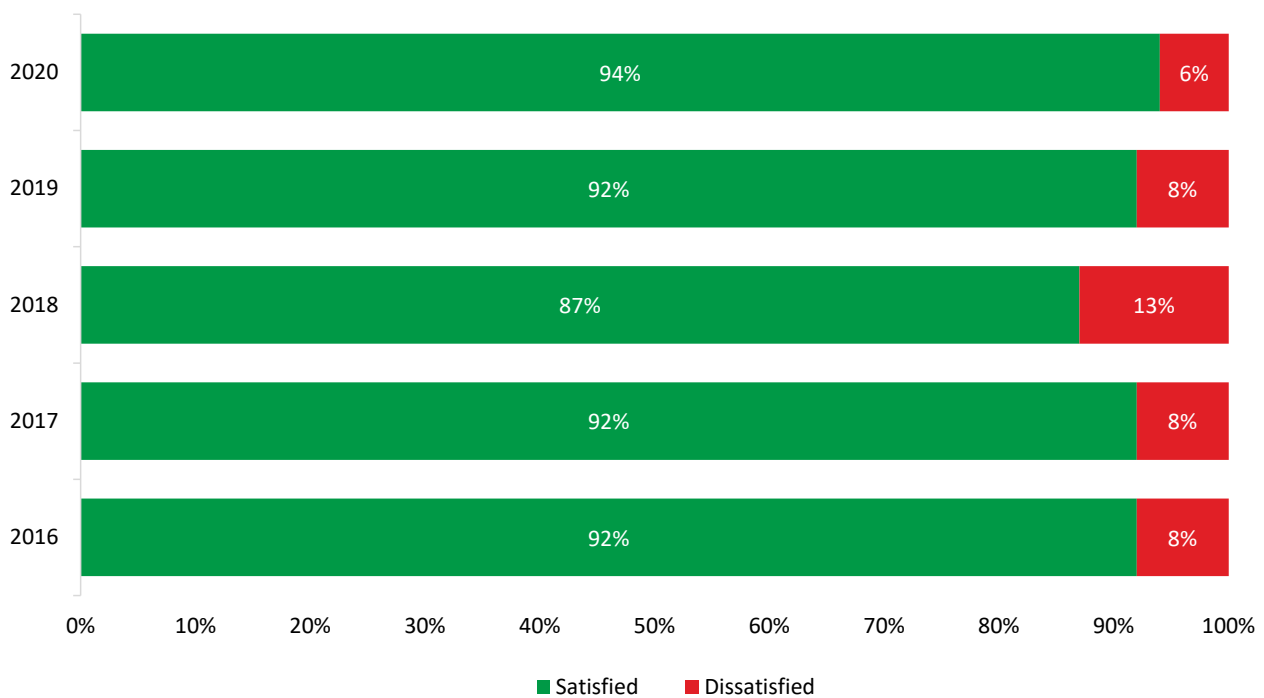
Base: 2020 n=65.

Road Signs and Markings are Visible and Assist Road Safety

Ninety-four per cent of residents are satisfied that road signs and markings are visible and assist road safety, a 2% increase compared with last year (cf. 2019, 92%). Concurrently, 6% of residents are dissatisfied, a slight decrease compared with last year (cf. 2019, 8%).



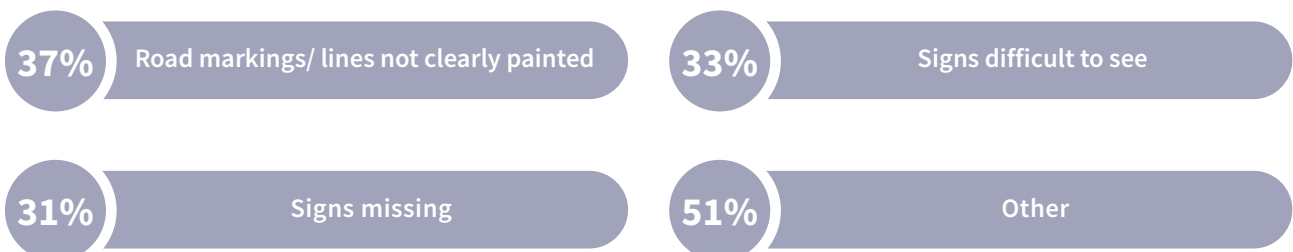
By Residents



Base: 2016 n=318; 2017 n=293; 2018 n=176; 2019 n=504; 2020 n=435.



Reasons for Dissatisfaction



Base: 2020 n=33.

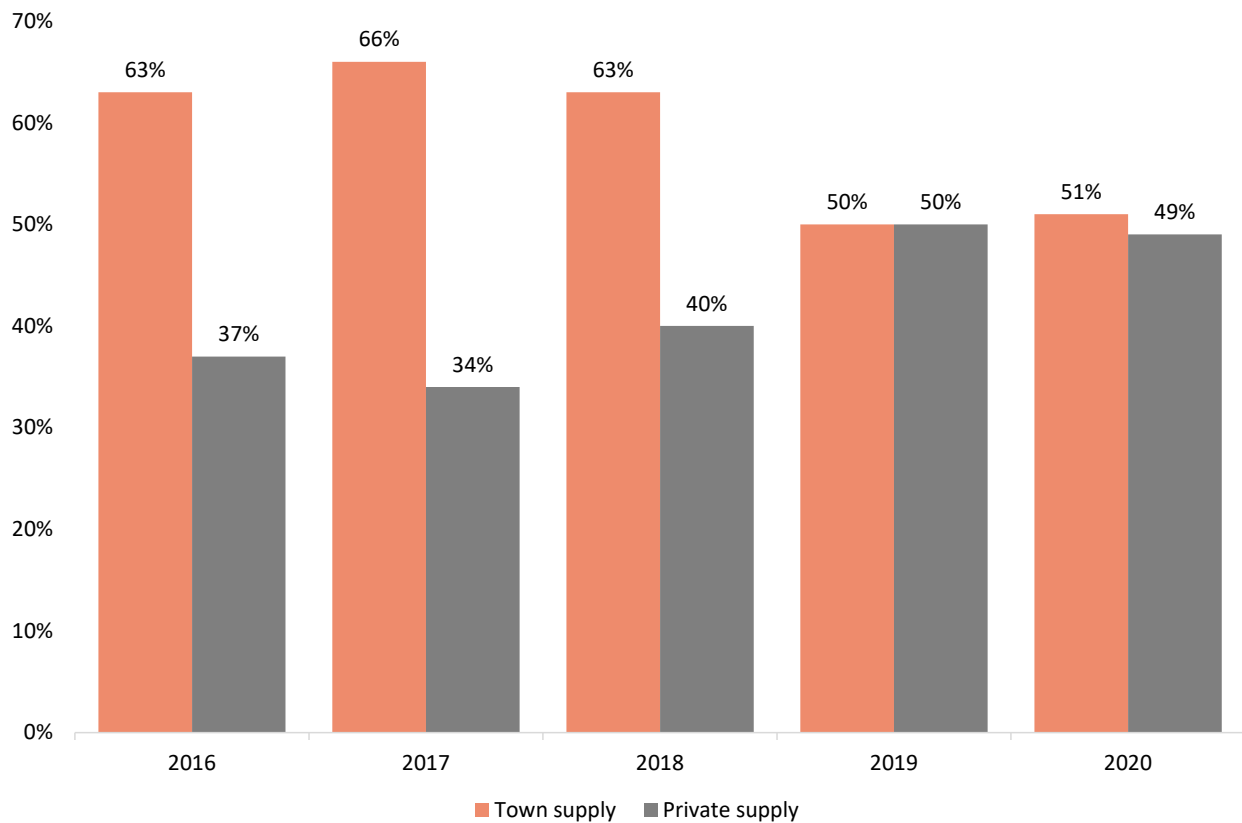
Water Supply

Water Supply Services

In 2020, 51% of the residents surveyed are connected to WDC’s supply of water, while 49% of residents use a private water supply. These results remain similar to last year’s results.



By Residents



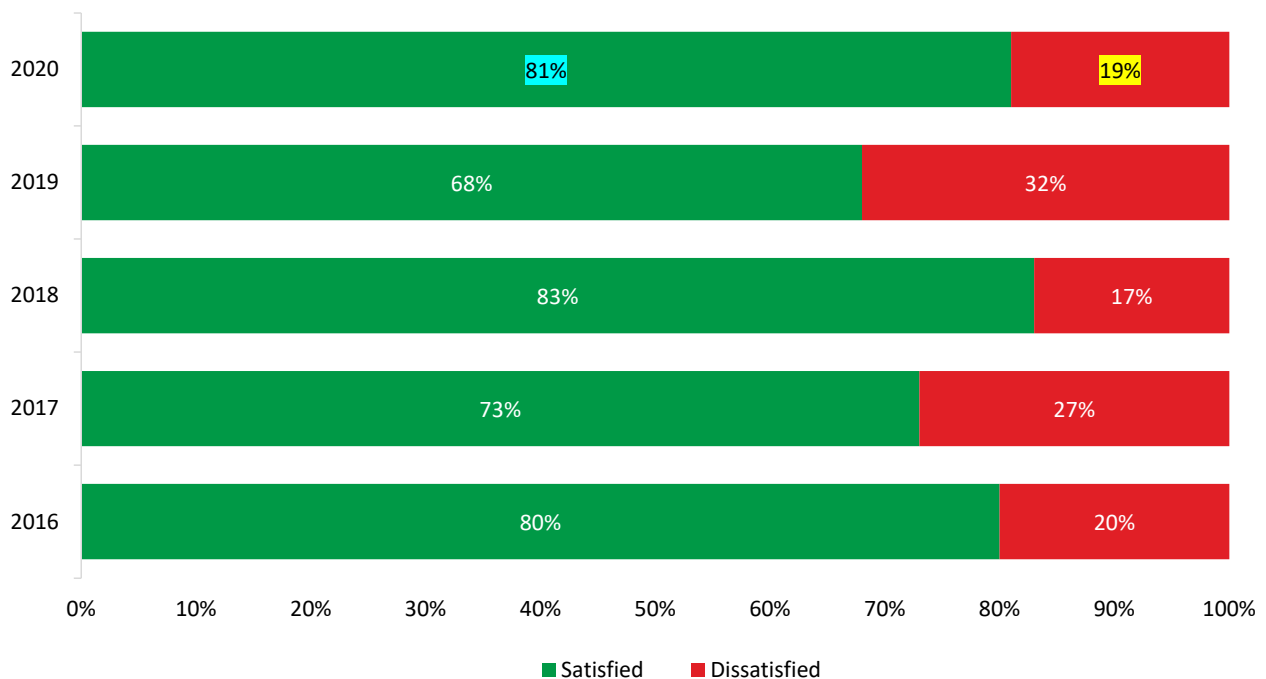
Base: 2016 n=323; 2017 n=303; 2018 n=185; 2019 n=504; 2020 n=444.

Council's Provision of Water Supply Services

Eighty-one per cent of residents who are connected to WDC's supply of water are satisfied with the services, a significant increase compared with last year (cf. 2019, 68%). Concurrently, 19% of residents are dissatisfied, a significant decrease compared with last year (cf. 2019, 32%).



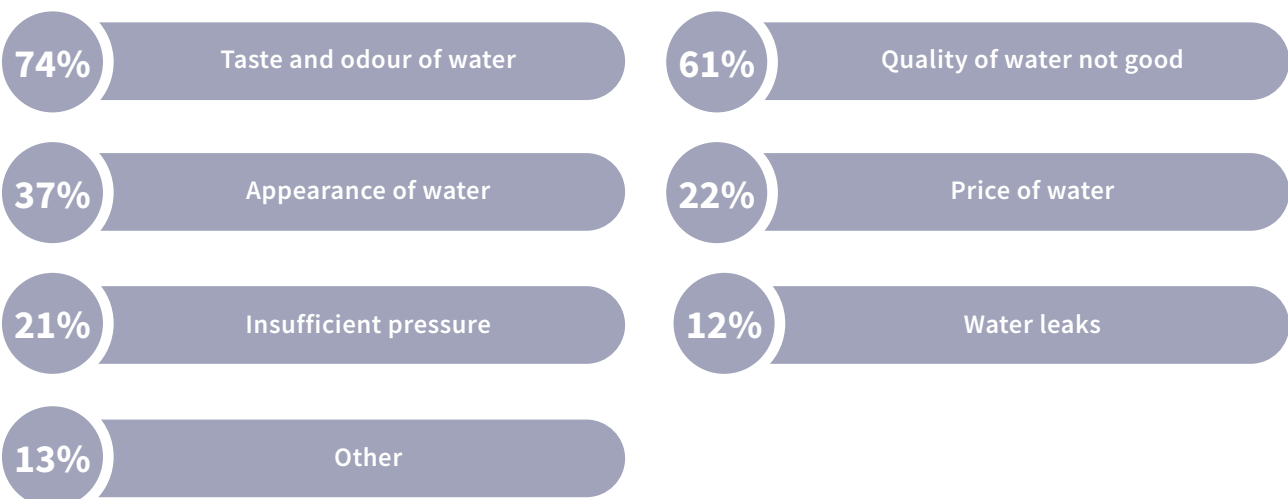
By Residents



Base: 2016 n=205; 2017 n=197; 2018 n=115; 2019 n=256; 2020 n=231.



Reasons for Dissatisfaction



Base: 2020 n=46.

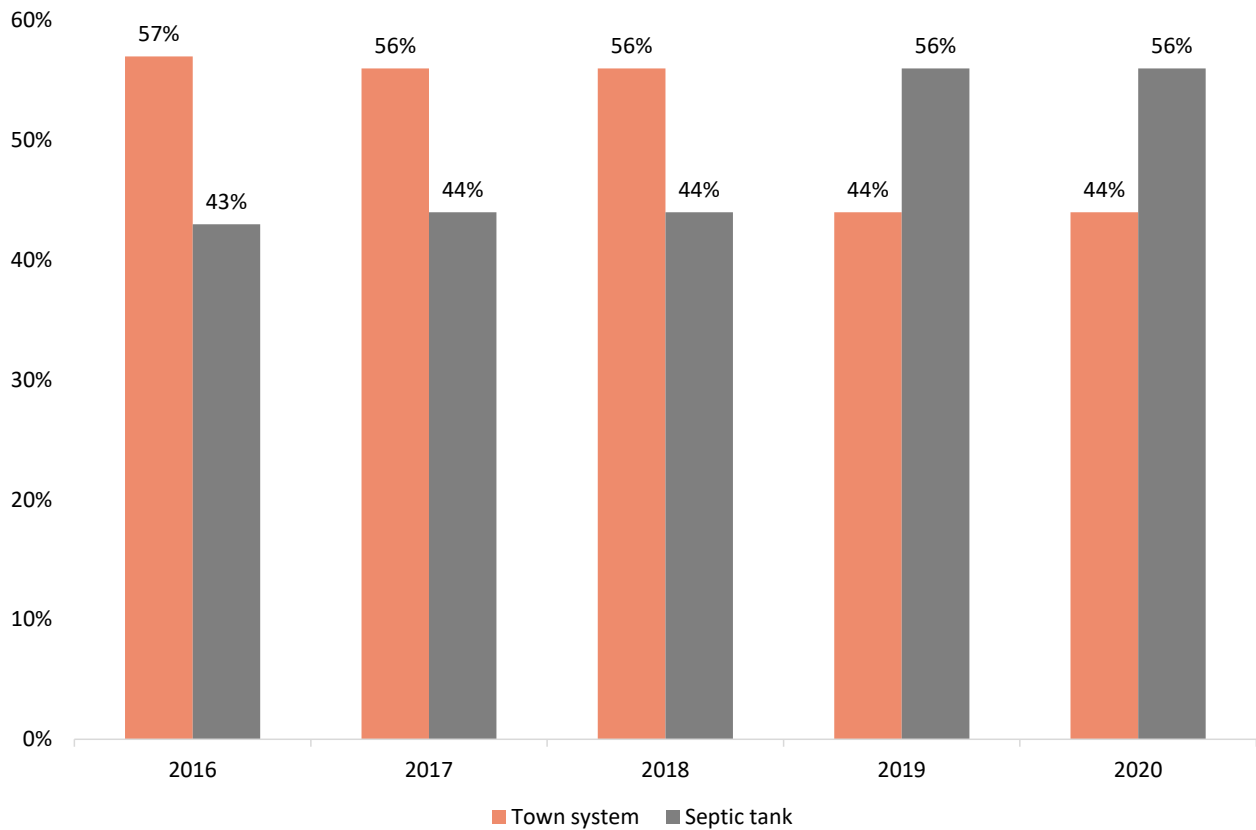
Sewerage - Treatment and Disposal

Sewerage System

In 2020, 44% of residents use WDC's sewerage system, while 56% of residents indicate that they have a septic tank. These results remain on par with last year's results.



By Residents

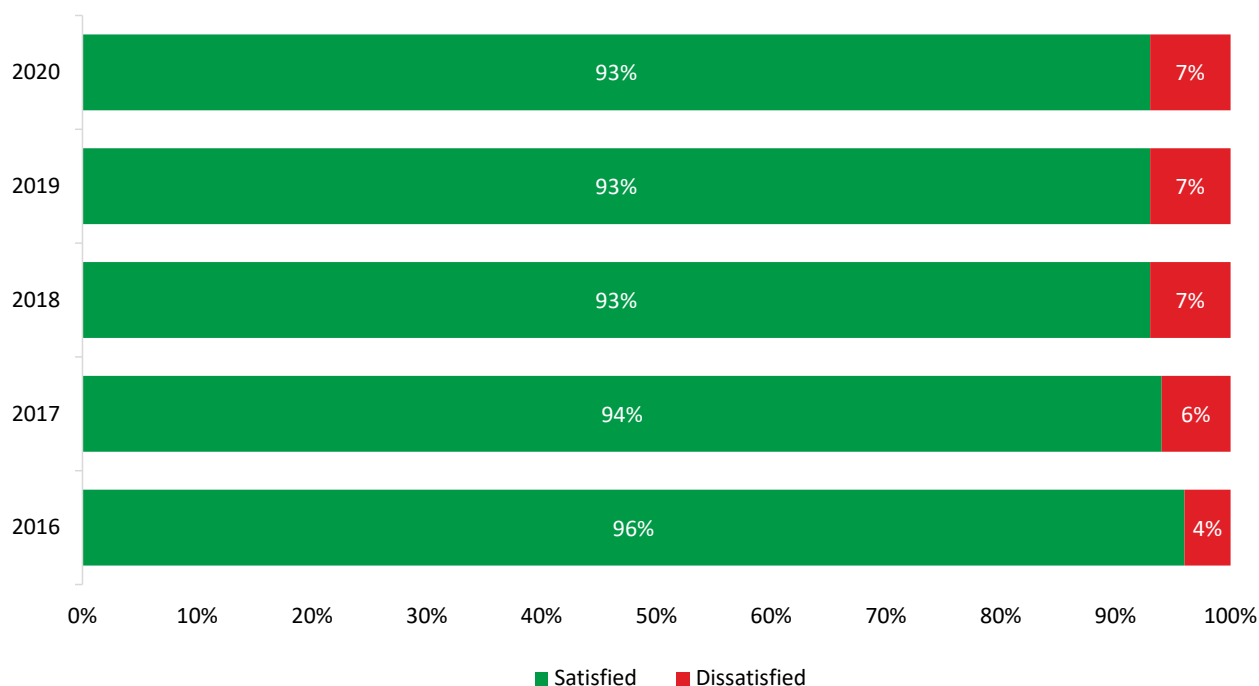


Base: 2016 n=326; 2017 n=303; 2018 n=184; 2019 n=504; 2020 n=444.

Sewerage Treatment Service in the Community

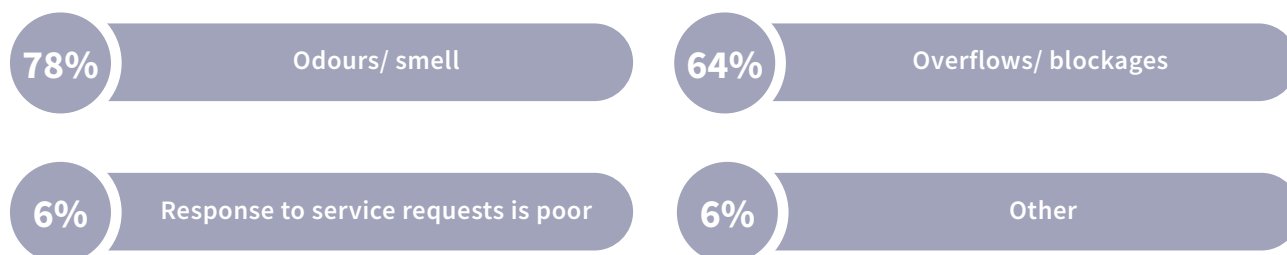
Ninety-three per cent of residents who use WDC’s sewerage system are satisfied with the sewerage treatment service in the community, while 7% are dissatisfied. These results are on par with last year’s results.

By Residents



Base: 2016 n=185; 2017 n=177; 2018 n=107; 2019 n=221; 2020 n=196.

Reasons for Dissatisfaction



Base: 2020 n=12.

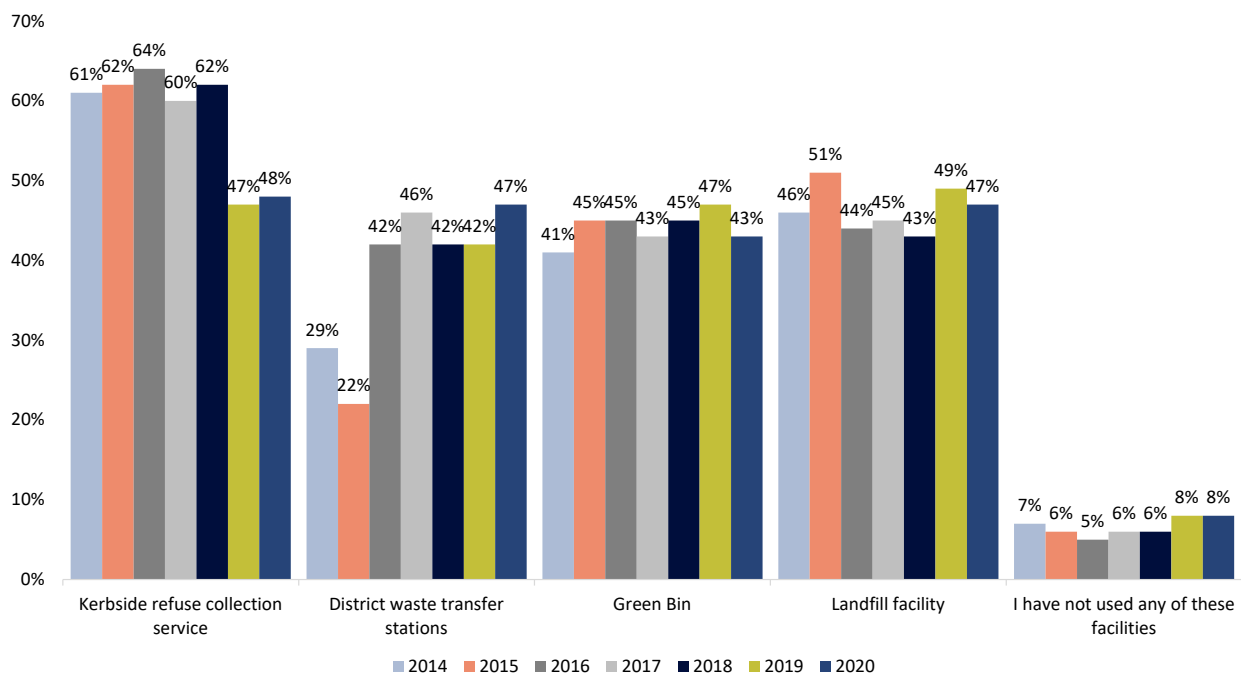
Refuse and Recycling

Council Refuse and Recycling Services

Forty-eight per cent of residents have used the kerbside refuse collection service in the last 12 months. Following this, 47% of residents have each used the district waste transfer stations, or a landfill facility, while 43% have used a green bin. Eight per cent of residents have not used any of these facilities in the last 12 months.



By Residents



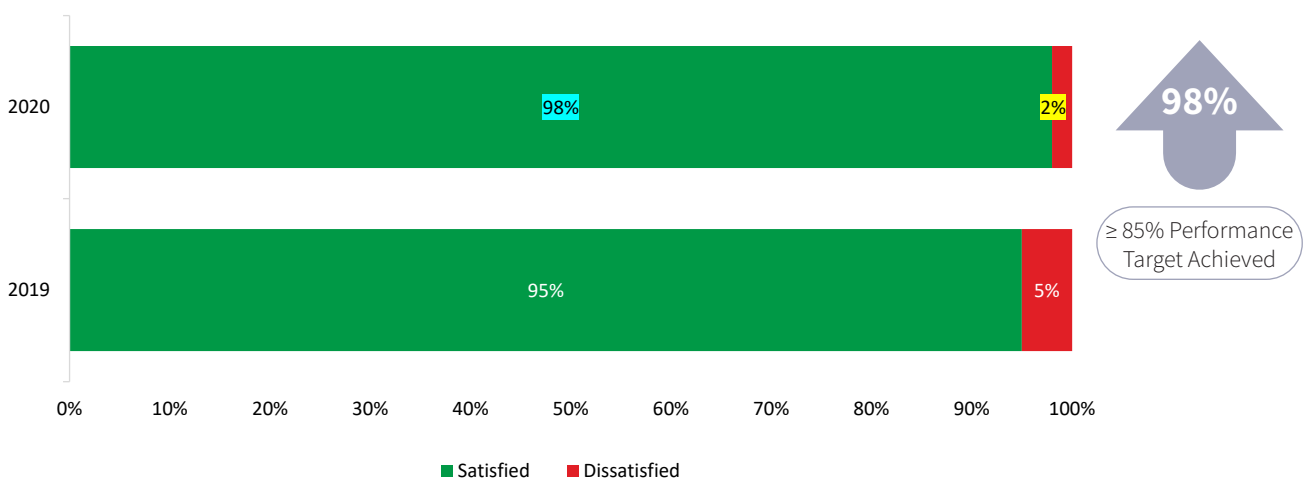
Base: 2014 n=470; 2015 n=439; 2016 n=322; 2017 n=290; 2018 n=178; 2019 n=504; 2020 n=444.

Note: District Transfer Stations (DTS) are provided in: Te Kuiti, Piopio, Marokopa, Kinohaku, Mokau/Awakino, and Benneydale.

Safety of Facilities (Landfill & District Transfer Stations)

The majority of residents (98%) are satisfied with the safety of the facilities at the landfill and district transfer stations*. This is a significant increase compared with last year (cf. 2019, 95%), and exceeds the performance target of ≥ 85% resident satisfaction by 13%.

By Residents

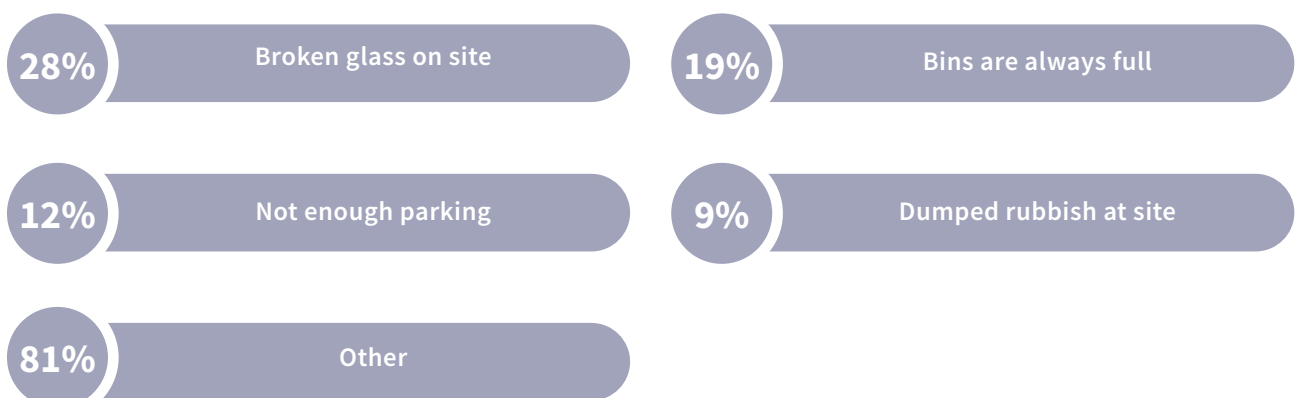


Base: 2019 n=468; 2020 n=398.

*Prior to 2019 this question was previously asked as two separate questions, satisfaction ratings for previous years are tabulated below.

	2014	2015	2016	2017	2018
Satisfaction with safety of the facilities - landfill facility	92%	97%	98%	96%	92%
Satisfaction with safety of the facilities - district transfer stations	90%	95%	95%	91%	95%

Reasons for Dissatisfaction

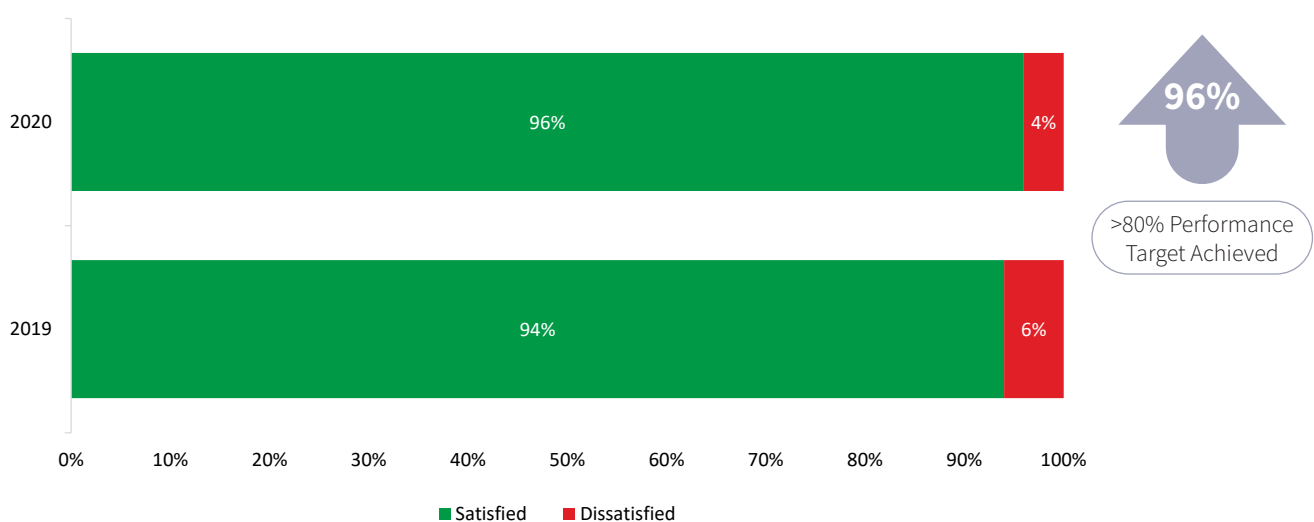


Base: 2020 n=7.

Provision of Waste Management Facilities

Ninety-six per cent of residents are satisfied with the provision of waste management facilities*. This is a 2% increase compared with last year, and exceeds the performance target of > 80% resident satisfaction by 16%.

By Residents

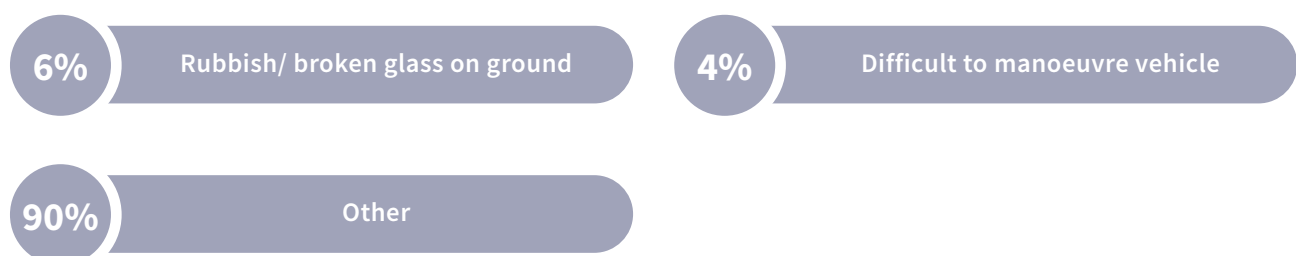


Base: 2019 n=468; 2020 n=384.

*Prior to 2019 this question was previously asked as satisfaction of the provision of waste transfer stations to the community; satisfaction ratings for previous years are tabulated below.

	2014	2015	2016	2017	2018
Provision of waste transfer stations to the community	78%	87%	85%	88%	90%

Reasons for Dissatisfaction



Base: 2020 n=16.

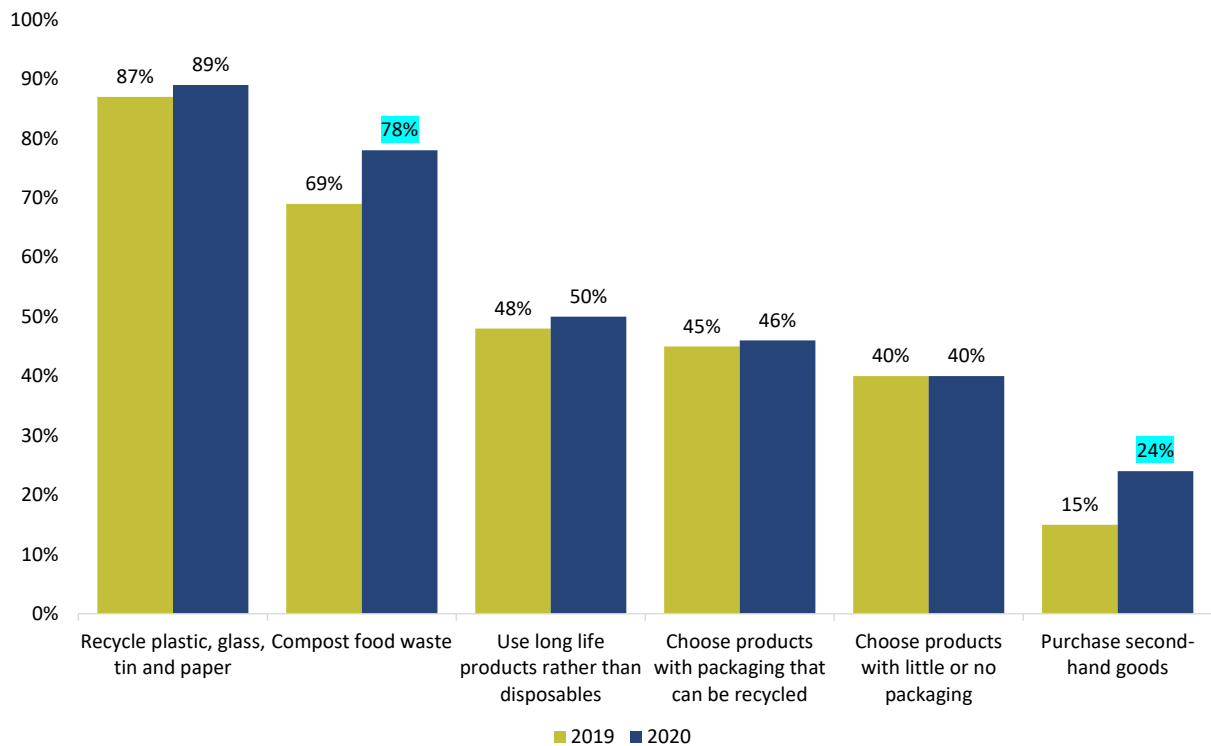
Reducing Waste at Home

When asked how they reduce their waste at home, 89% of residents recycle plastic, glass, tin and paper all of the time (61%), or almost always (28%), while 78% compost food waste all of the time (59%) or almost always (19%). This is a significant increase compared with last year (78% cf. 2019, 69%).

At a lower level, 50% use long life products rather than disposables, 46% of residents choose products with packaging that can be recycled, and 40% choose products with little or no packaging. A further 24% of residents purchase second-hand goods all of the time or almost always, a significant increase compared with last year (cf. 2019, 15%).



By Residents



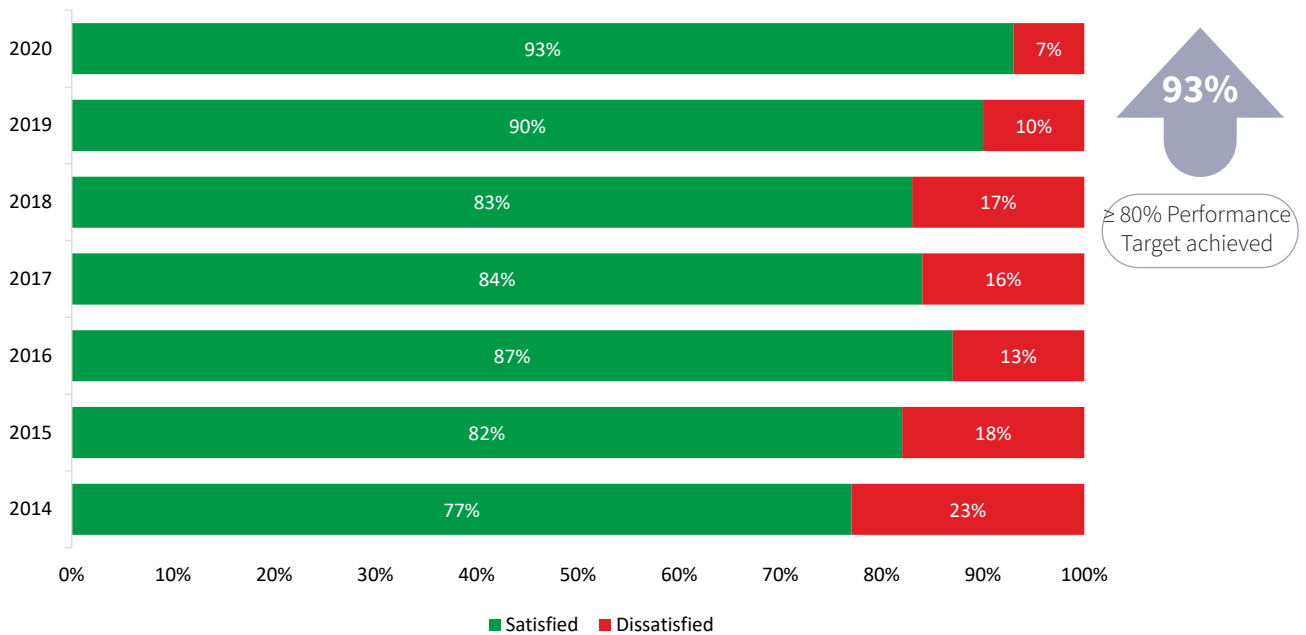
Base: 2019 n=504; 2020 n=433.

Community Services

Quality of Parks and Reserves

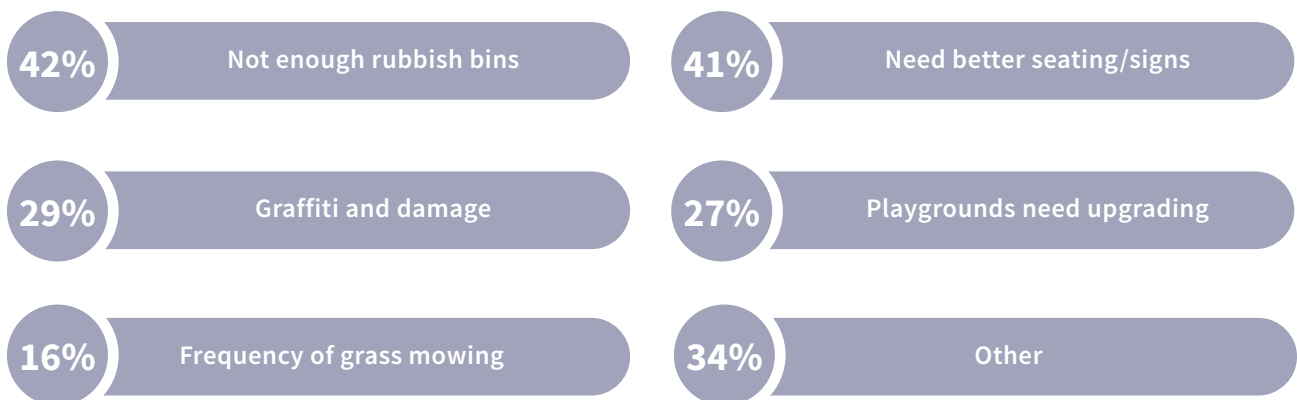
Ninety-three per cent of residents are satisfied with the quality of parks and reserves in the district. This is a 3% increase compared with last year, and exceeds the performance target of $\geq 80\%$ resident satisfaction by 13%.

By Residents



Base: 2014 n=315; 2015 n=363; 2016 n=305; 2017 n=275; 2018 n=181; 2019 n=504; 2020 n=421.

Reasons for Dissatisfaction

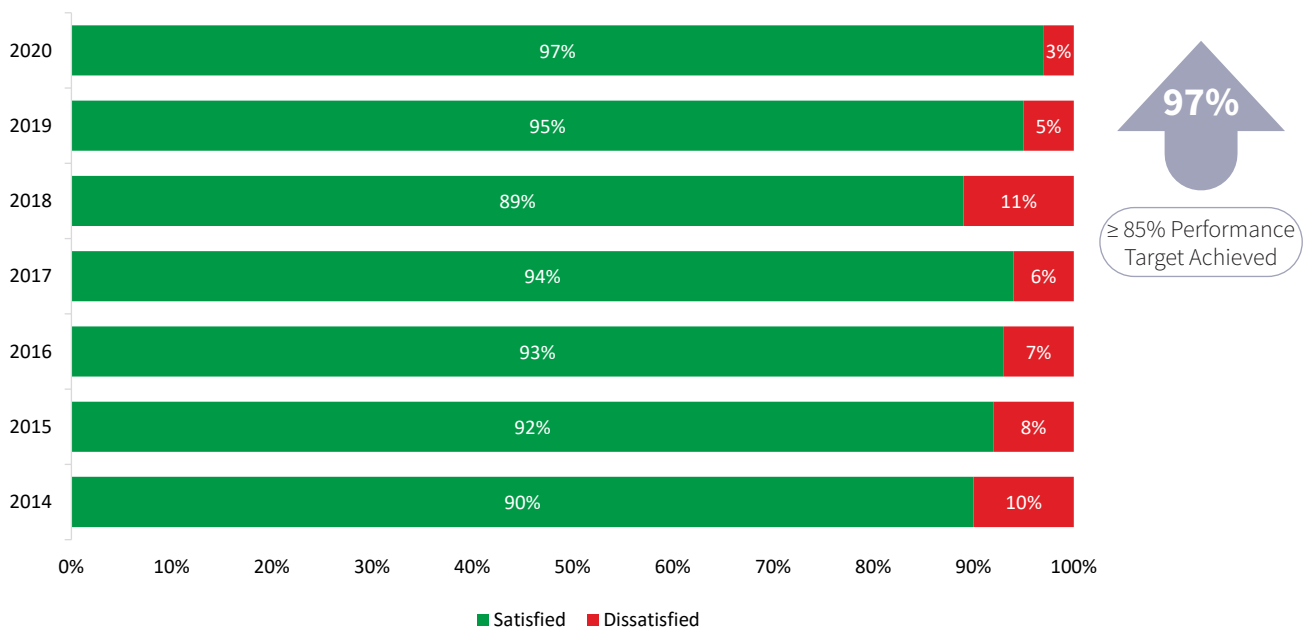


Base: 2020 n=27.

Quality of Library Facilities at Waitomo District Library

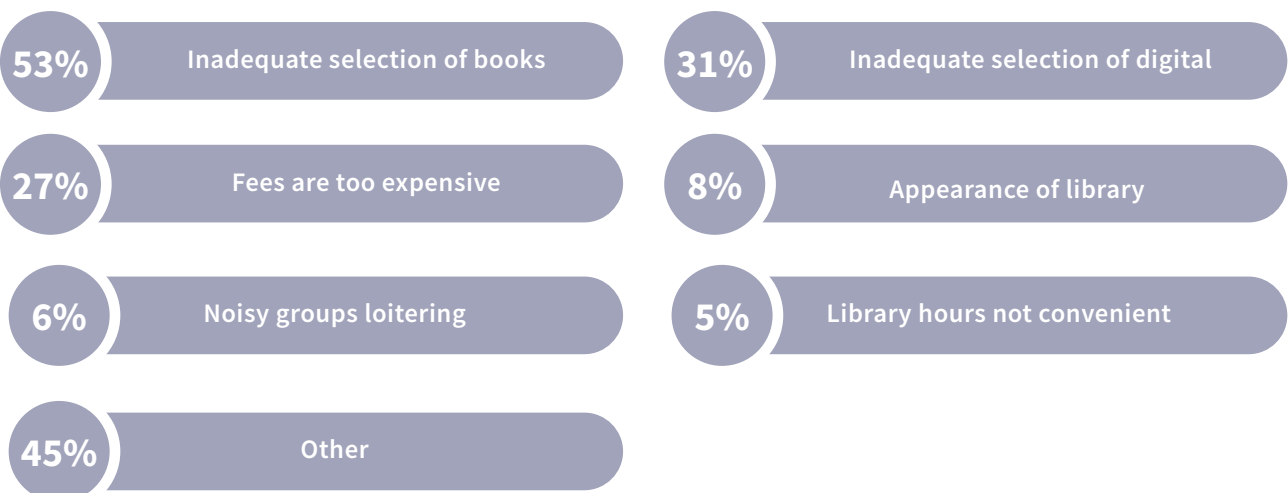
The majority of residents are satisfied with the quality of the library facilities and services at Waitomo District Library (97%). This is a 2% increase compared with last year, and exceeds the performance target of ≥ 85% resident satisfaction by 12%.

By Residents



Base: 2014 n=305; 2015 n=361; 2016 n=292; 2017 n=242; 2018 n=170; 2019 n=504; 2020 n=400.

Reasons for Dissatisfaction

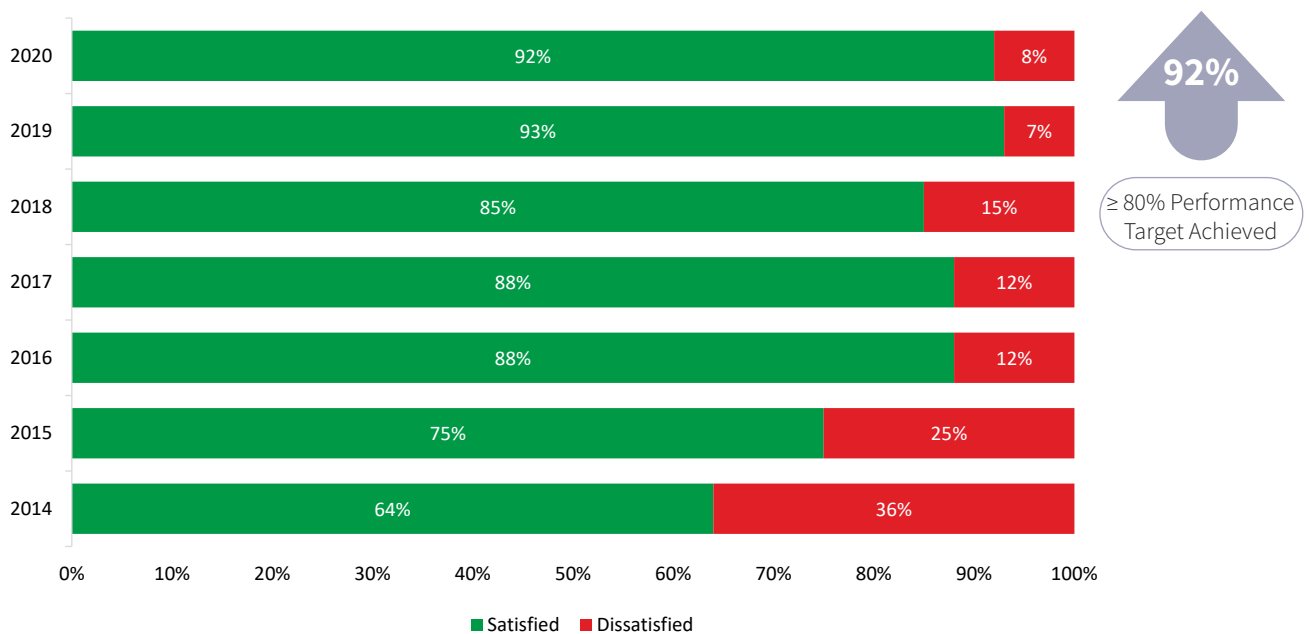


Base: 2020 n=13.

Quality of Pool Facility Meeting Residents' Needs

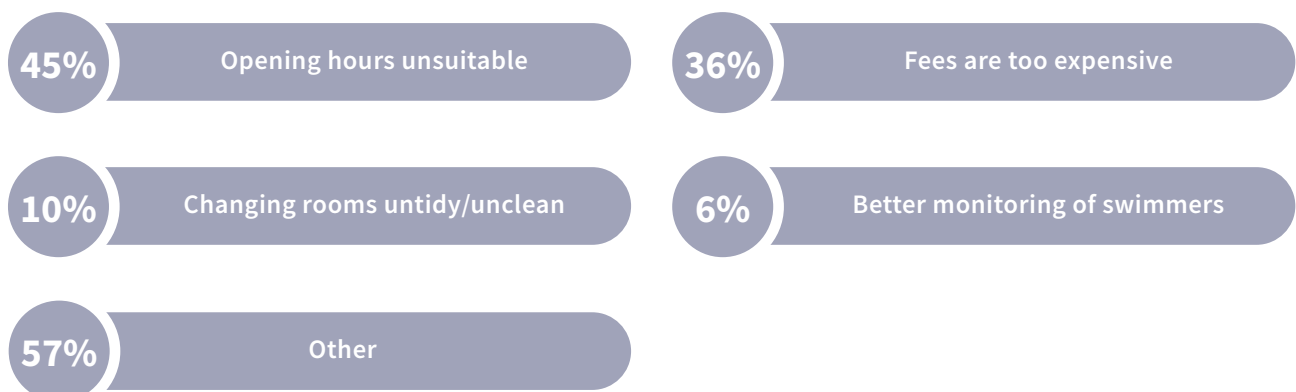
Ninety-two per cent of residents are satisfied that the pool facility (District Aquatic Centre) is of good quality and meets the needs of residents. This exceeds the performance target of $\geq 80\%$ resident satisfaction by 12%.

By Residents



Base: 2014 n=193; 2015 n=259; 2016 n=234; 2017 n=188; 2018 n=136; 2019 n=504; 2020 n=377.

Reasons for Dissatisfaction



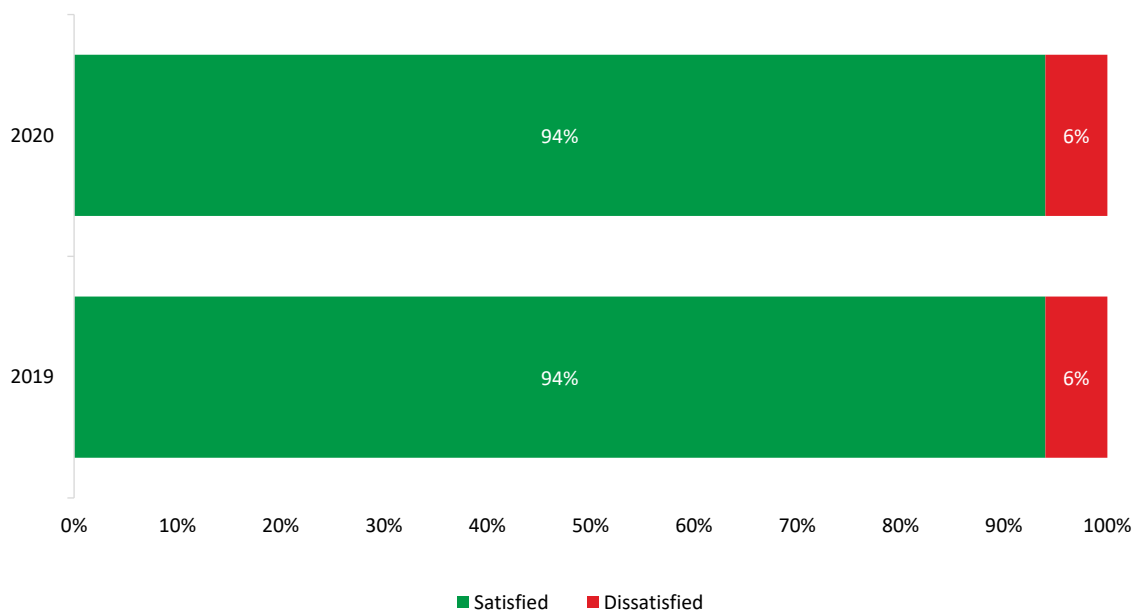
Base: 2020 n=29.

Toilet and Changing Facilities at the District Aquatic Centre

Ninety-four per cent of residents are satisfied with the toilet and changing facilities at the District Aquatic Centre. Concurrently, 6% are dissatisfied with the facilities. These results remain on par with last year's results.



By Residents



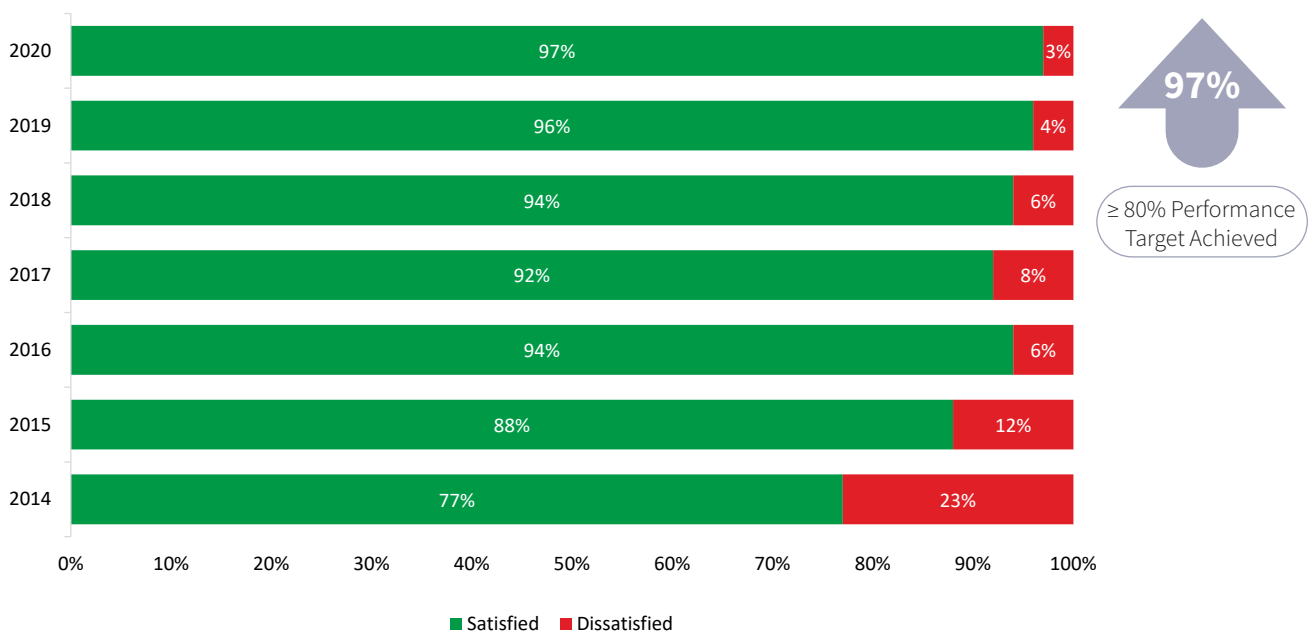
Base: 2019 n=504; 2020 n=368.

Quality of Les Munro Centre (Arts and Culture Facilities)

The majority of residents (97%) are satisfied with the quality of the Les Munro Centre (arts and culture facilities). This is a 1% increase compared with last year, and exceeds the performance target of $\geq 80\%$ by 17%.



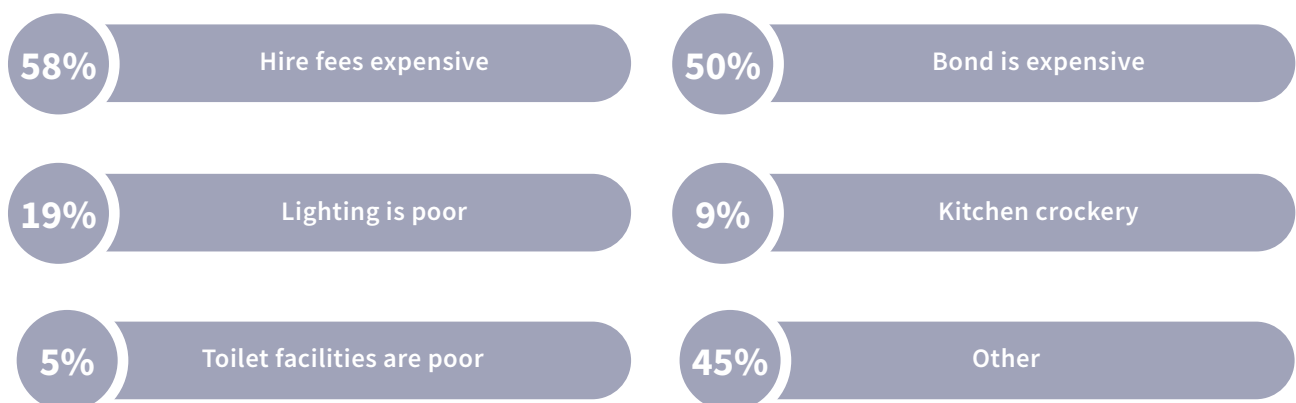
By Residents



Base: 2014 n=261; 2015 n=341; 2016 n=273; 2017 n=237; 2018 n=163; 2019 n=504; 2020 n=398.



Reasons for Dissatisfaction



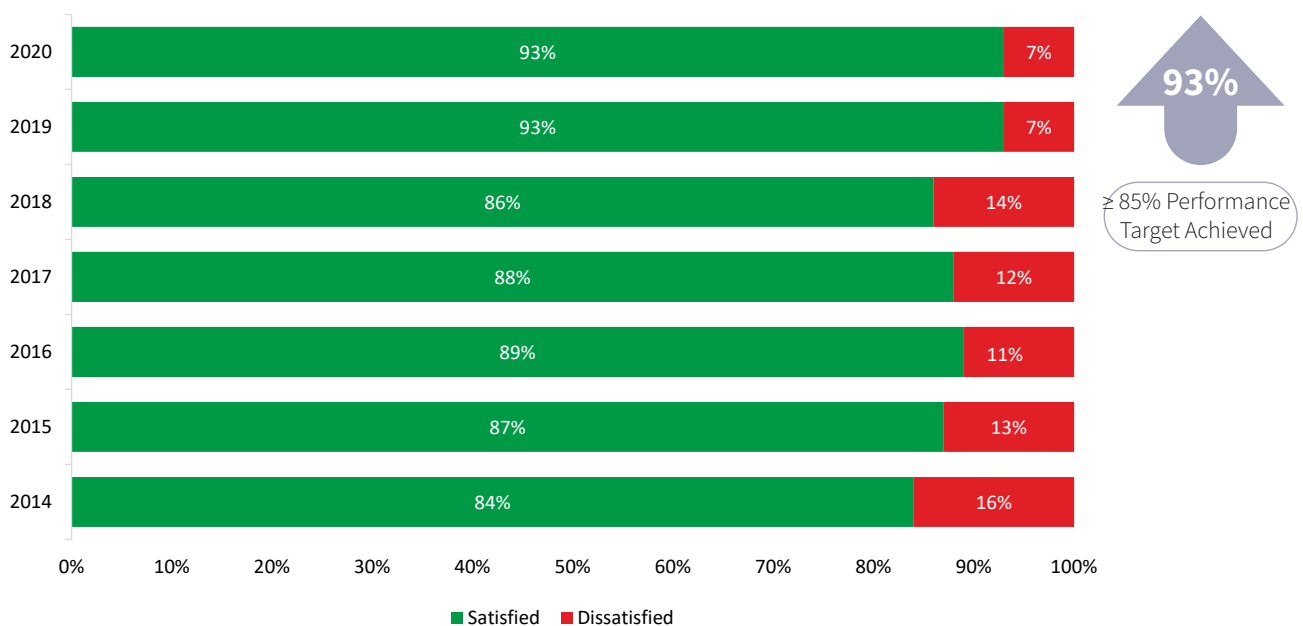
Base: 2019 n=14.

Quality of Public Amenities - Public Toilets and Cemeteries

Ninety-three per cent of residents are satisfied with the quality of public amenities (public toilets and cemeteries). This result is on par with last year, and exceeds the performance target of $\geq 85\%$ resident satisfaction by 8%.



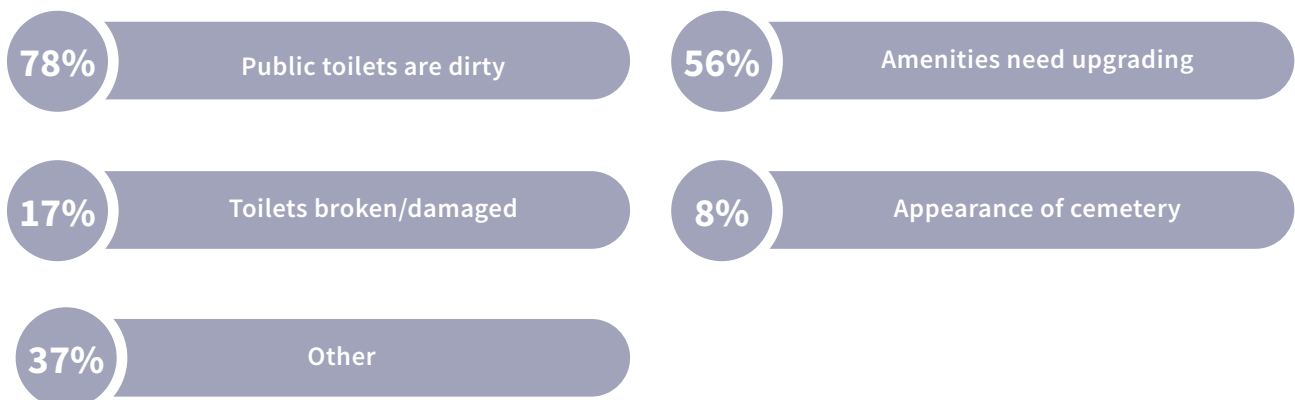
By Residents



Base: 2014 n=261; 2015 n=362; 2016 n=304; 2017 n=271; 2018 n=173; 2019 n=504; 2020 n=433.



Reasons for Dissatisfaction



Base: 2020 n=26.

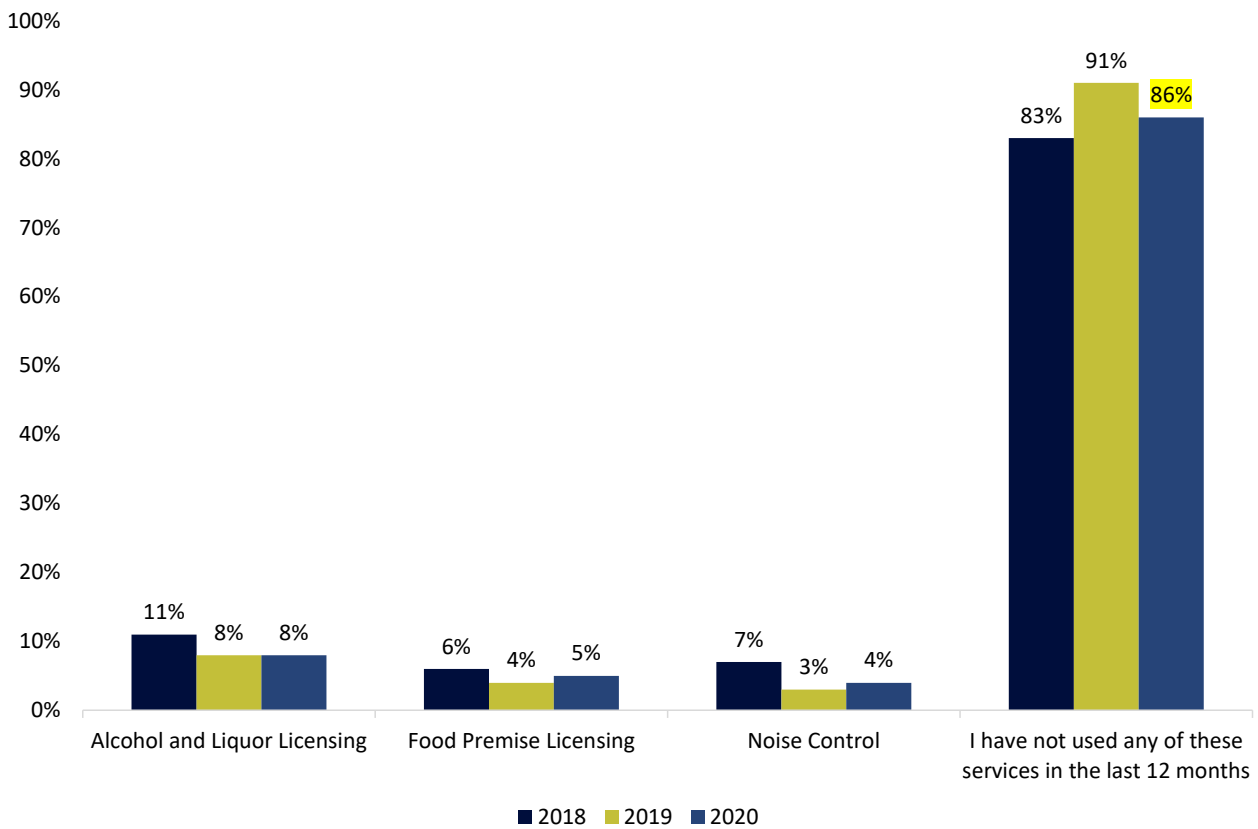
Environmental Health Services

Council Services Used

Regarding WDC services used in the last 12 months, 86% of residents stated they had not used any, a significant decrease compared with last year (cf. 2019, 91%). Of those who had; 8% used alcohol and liquor licensing services, 5% used food premise licensing services, while 4% used noise control in the past 12 months.



By Residents

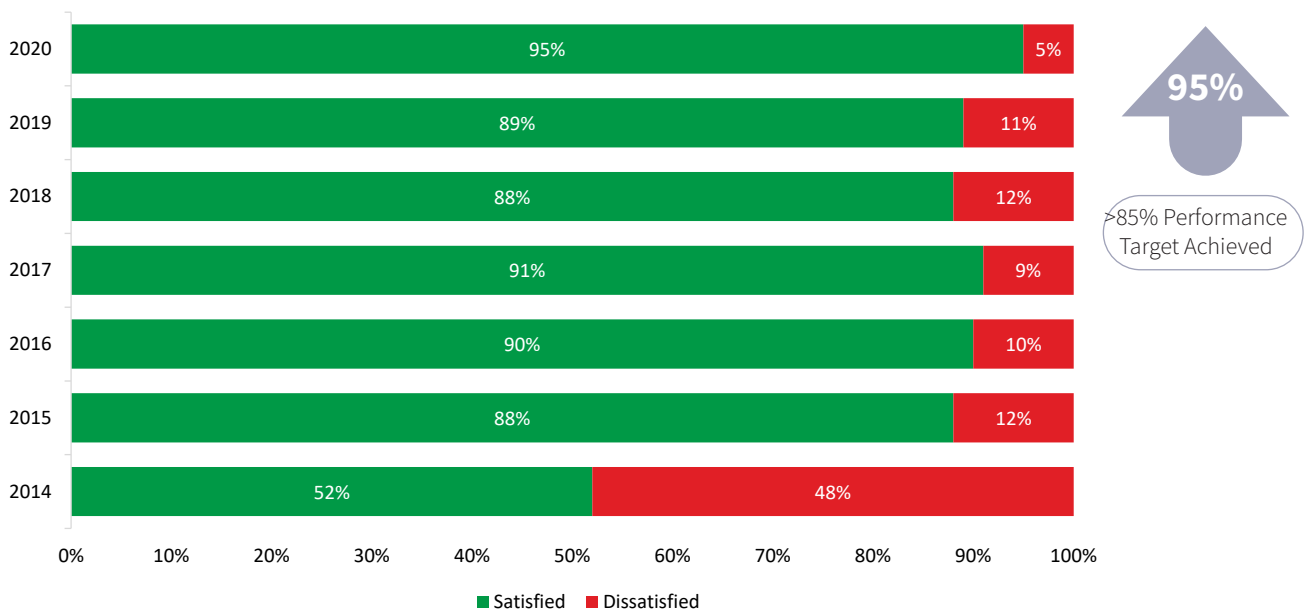


Base: 2018 n=160; 2019 n=504; 2020 n=444.

Provision of an Effective Environmental Health Service

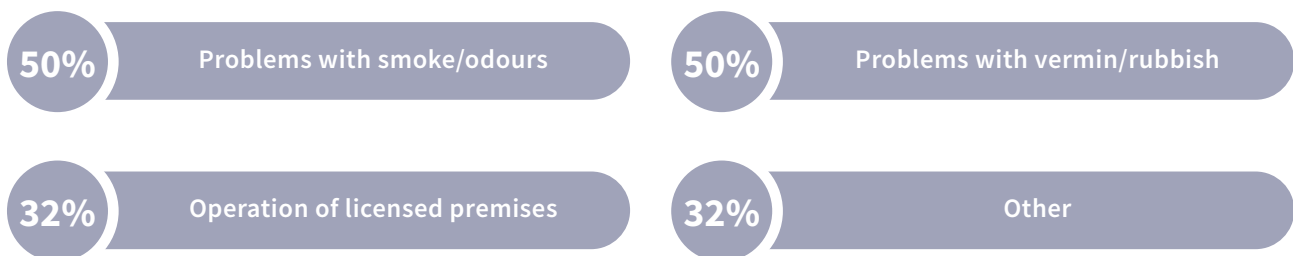
In 2020, 14% of residents used a Council-provided Environmental Health Service. The majority of these residents are satisfied with the provision of an effective Environmental Health Service for the community (95%). While not statistically significant, this is a 6% increase compared with last year, and exceeds the performance target of >85% resident satisfaction by 10%.

By Residents



Base: 2014 n=21; 2015 n=68; 2016 n=60; 2017 n=46; 2018 n=40; 2019 n=47; 2020 n=59.

Reasons for Dissatisfaction



Base: 2020 n=4.

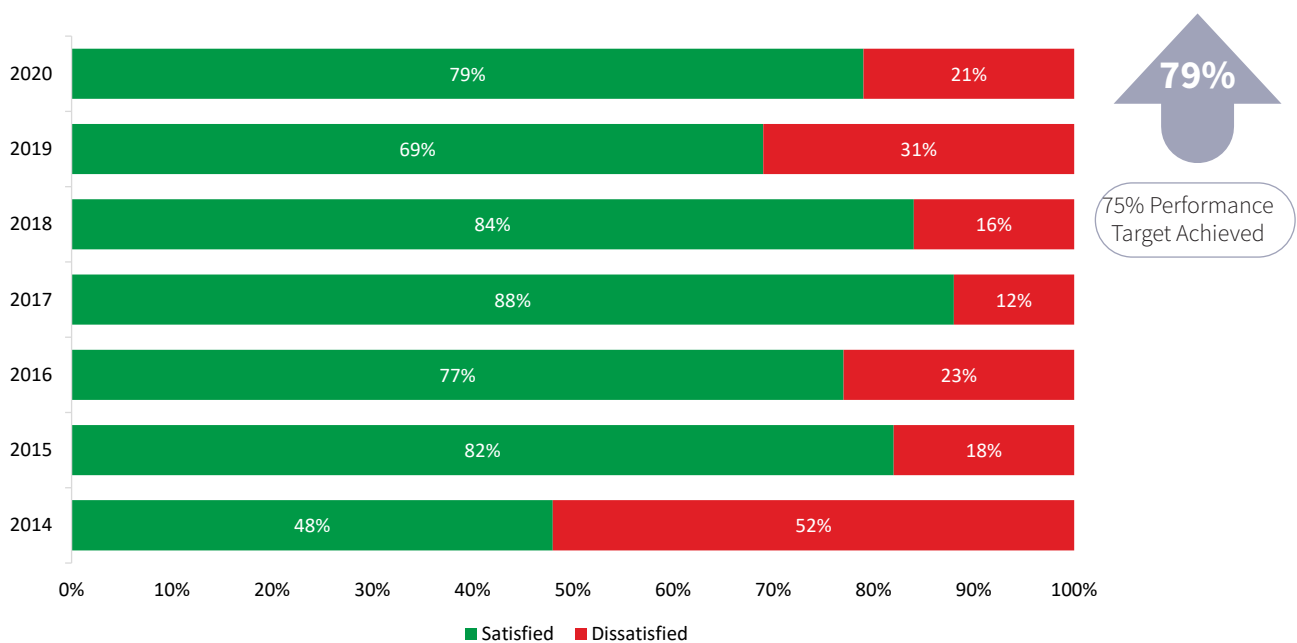
Building Control Service

Provision of Building Control Service for the Community

Eleven per cent of residents used Building Control Services in the last 12 months. Of these residents, 79% are satisfied with the provision of an effective Building Control Service for the community. While not statistically significant, this is a 10% increase compared with last year, and exceeds the performance target of 75% resident satisfaction by 4%.



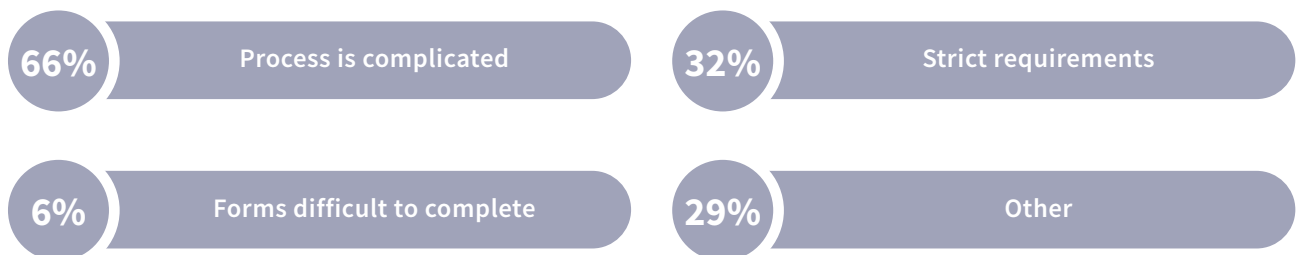
By Residents



Base: 2014 n=23; 2015 n=67; 2016 n=53; 2017 n=41; 2018 n=127; 2019 n=68; 2020 n=46.



Reasons for Dissatisfaction



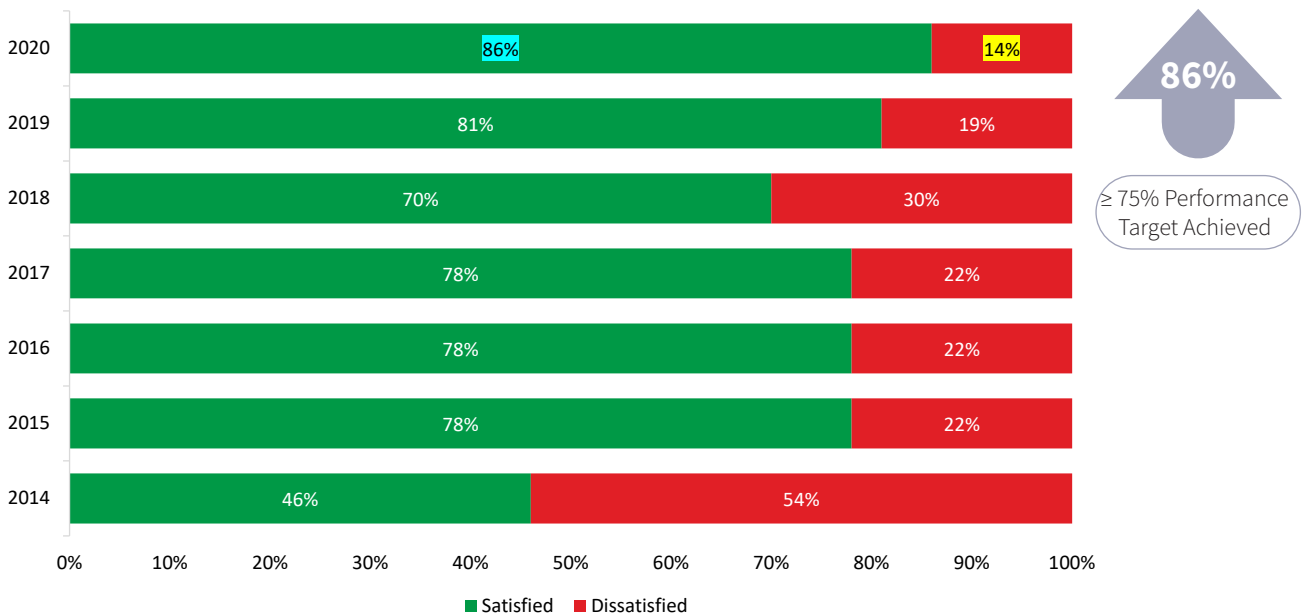
Base: 2020 n=9.

Animal Control Service

Council’s Provision of Effective Animal Control Service

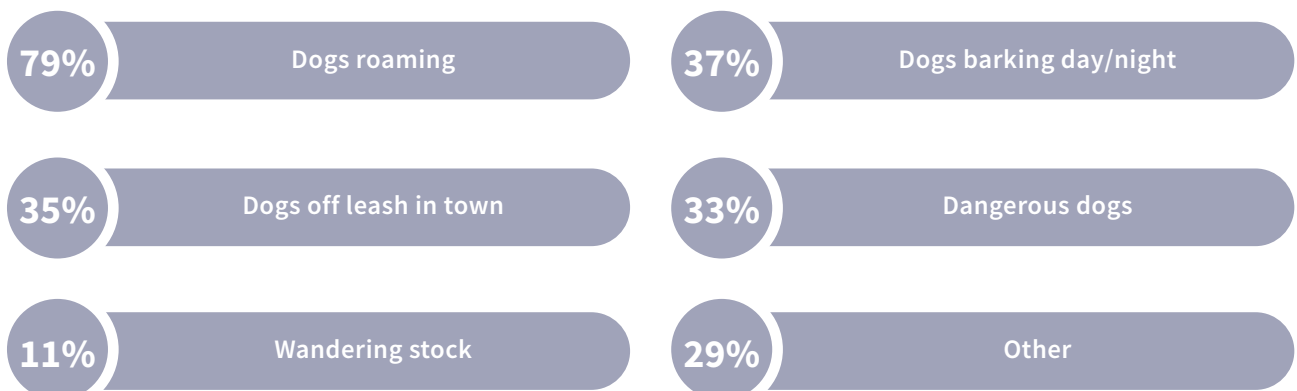
Eighty-six per cent of residents are satisfied with the provision of an effective Animal Control Service for the community. This is a significant increase compared with last year (cf. 2019, 81%), and exceeds the performance target of $\geq 75\%$ resident satisfaction by 11%. Concurrently, there is a significant decrease in the number of residents who are dissatisfied this year (14% cf. 2019, 19%).

By Residents



Base: 2014 n=295; 2015 n=123; 2016 n=292; 2017 n=260; 2018 n=160; 2019 n=504; 2020 n=407.

Reasons for Dissatisfaction



Base: 2020 n=60.

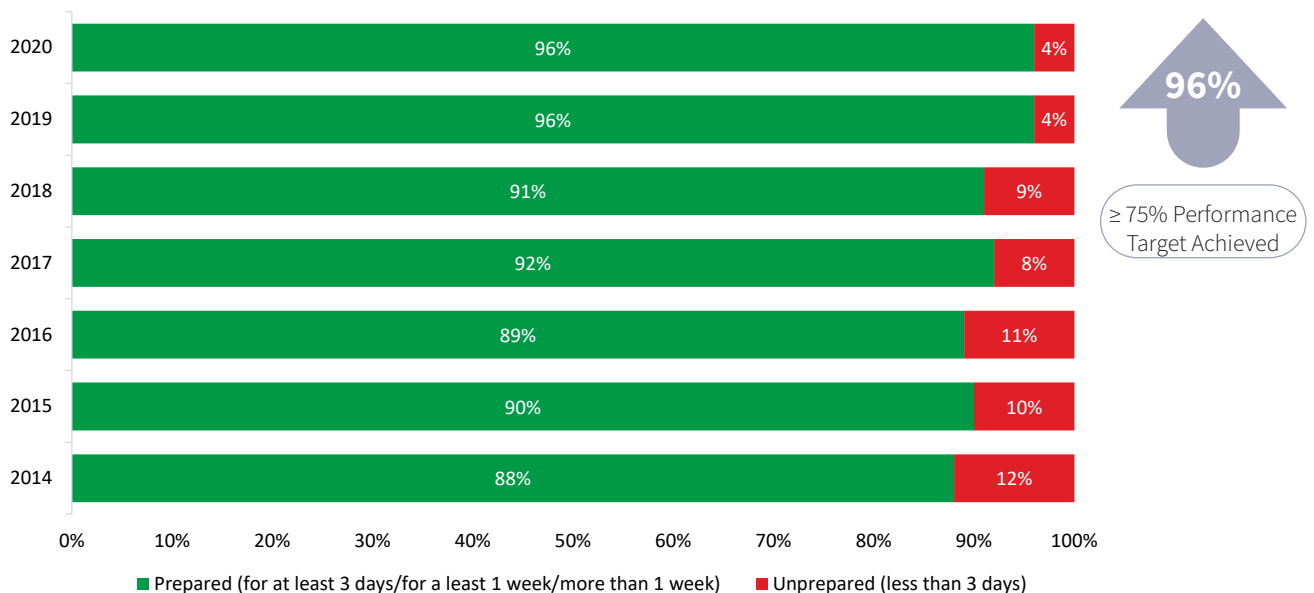
Emergency Management

Preparedness for a Natural Disaster

While 50% of residents have an emergency plan in place, the majority of residents are prepared to survive unaided (without outside assistance) in the event of a natural disaster for at least three days (96%). This is on par with last year's result, and exceeds the performance target of $\geq 75\%$ resident preparedness by 21%.



By Residents



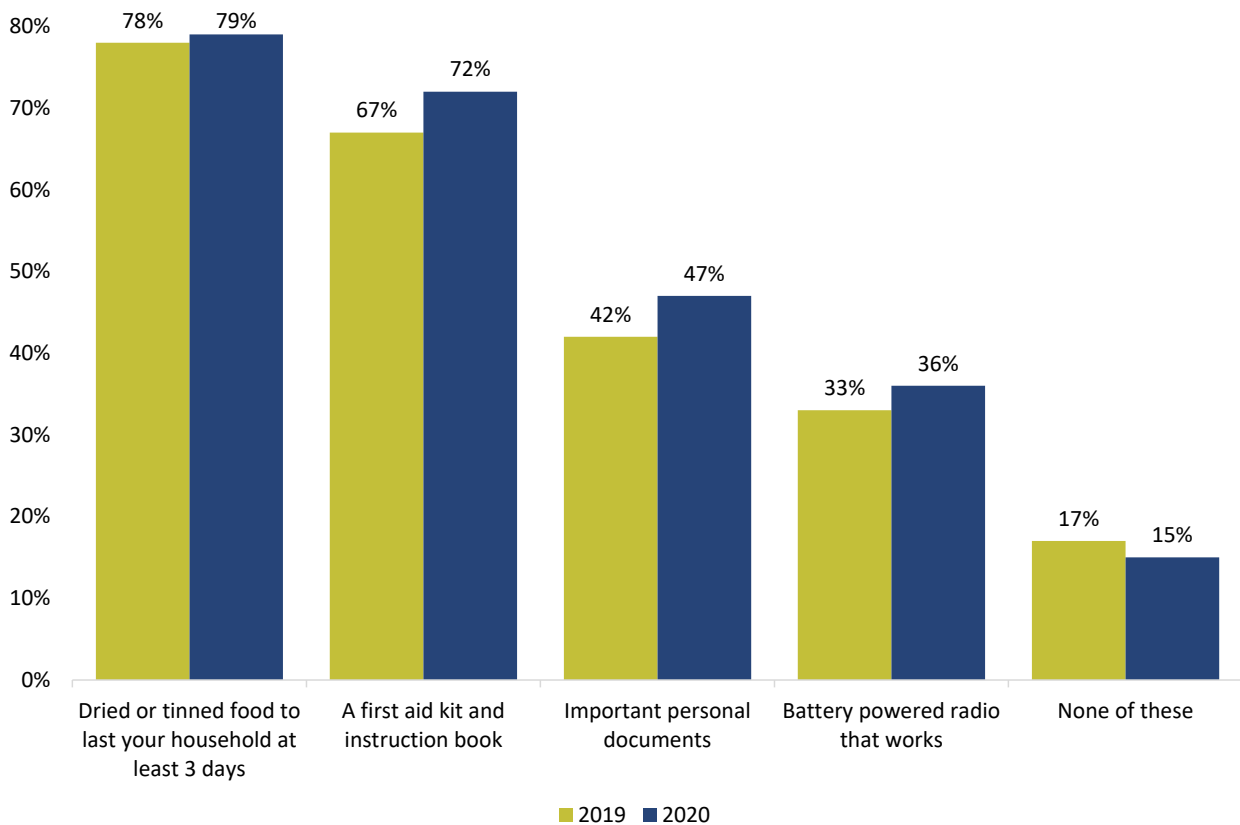
Base: 2014 n= 470; 2015 n=439; 2016 n=303; 2017 n=277; 2018 n=164; 2019 n=504; 2020 n=444.

Emergency Survival Kit

With regards to being prepared for a natural disaster, and what they have in their emergency kit, 79% of residents have dried or tinned food to last their household for at least three days, and 72% have a first aid kit and instruction book. At a lower level, 47% have important personal documents, and 36% have a battery powered radio that works. Fifteen per cent of residents have none of these items.



By Residents



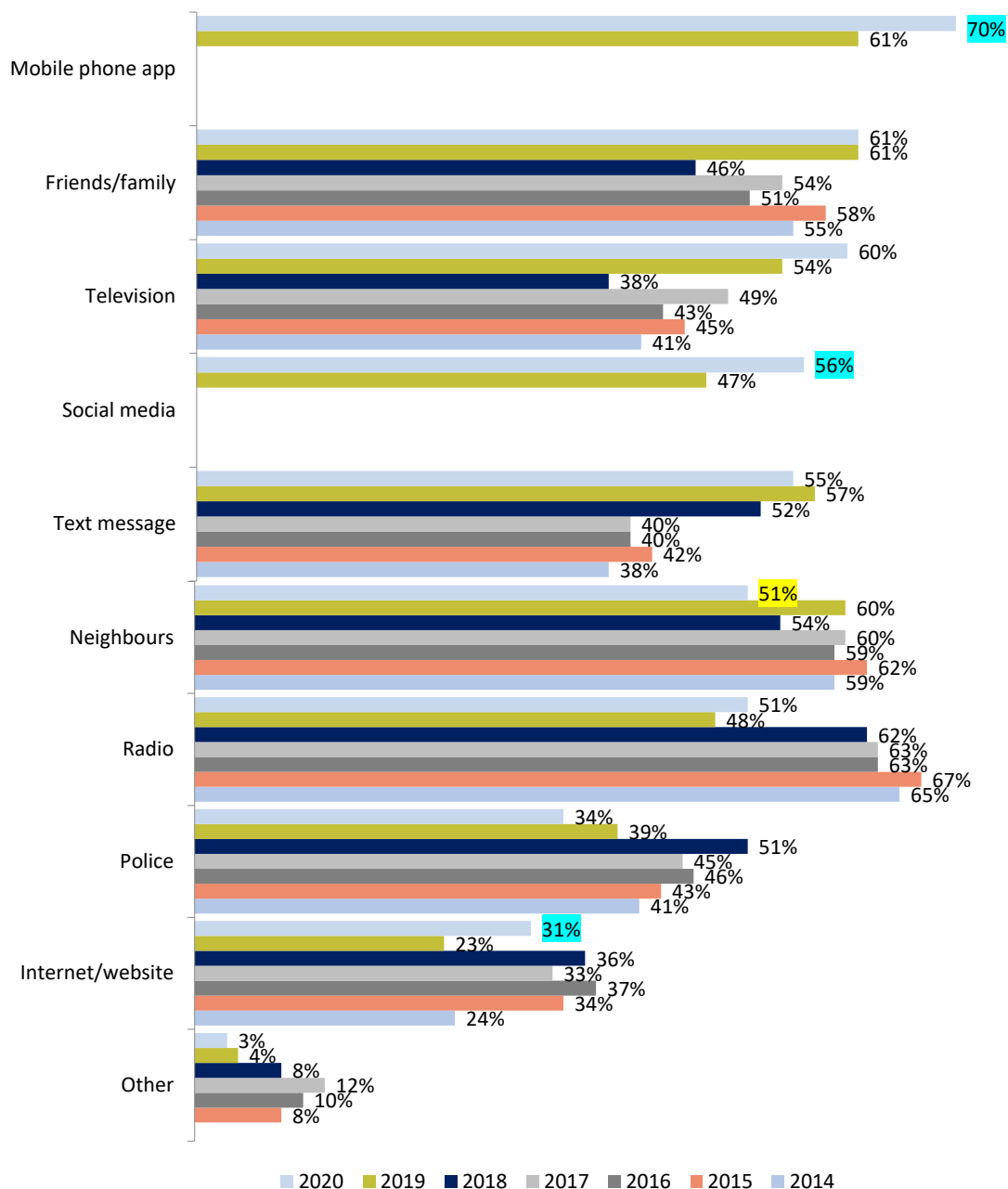
Base: 2019 n=504; 2020 n=444.

Method of Receiving Emergency Messages in a Natural Disaster

Regarding how they would expect to receive emergency messages in the event of a natural disaster, 70% of residents would expect to receive an emergency alert via a mobile phone app. This is a significant increase compared with last year (cf. 2019, 61%). A further 61% would expect to hear from their friends and family, 60% on the television, and 56% via social media, also a significant increase (cf. 2019, 47%).



By Residents



Base: 2014 n=470; 2015 n=439; 2016 n=312; 2017 n=265; 2018 n=165; 2019 n=504; 2020 n=444.

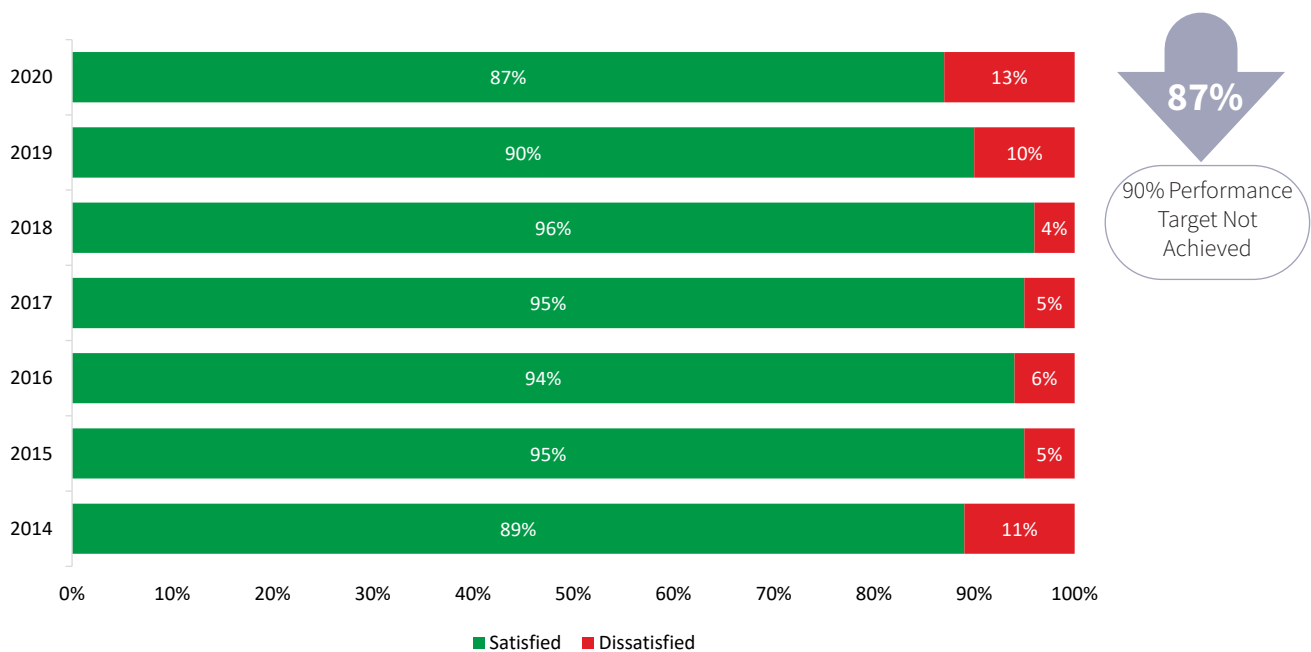
Council Communications

Usefulness and Effectiveness of Council Communications

Eighty-seven per cent of residents are satisfied with the usefulness and effectiveness of Council communications. This is a 3% decrease compared with last year and does not reach the performance target of 90% resident satisfaction.



By Residents



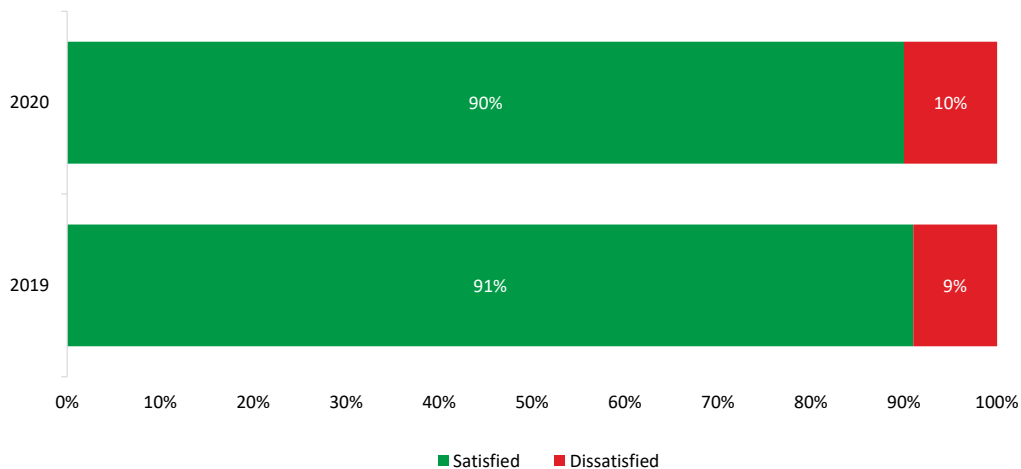
Base: 2014 n=250; 2015 n=366; 2016 n=301; 2017 n=274; 2018 n=180; 2019 n=504; 2020 n=444.

Ease of Accessing Council Information

Ninety per cent of residents are satisfied with the ease of accessing Council information. Concurrently, 10% are dissatisfied with the ease of accessing Council information. These results remain similar to last year's results.



By Residents

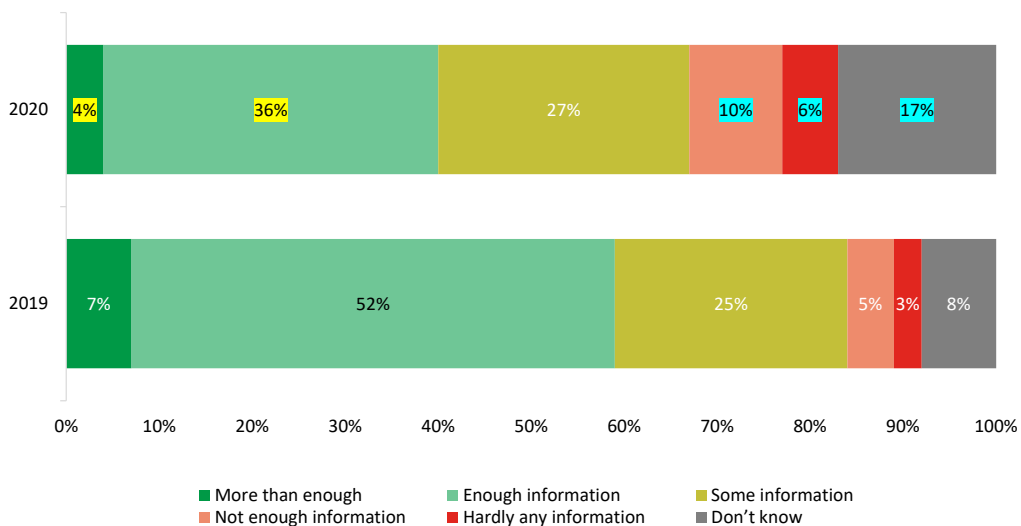


Base: 2019 n=504; 2020 n=444.

Four per cent of residents felt they had more than enough information supplied from WDC in the last 12 months, while 36% felt they had enough information, and 27% felt they had some. Ten per cent of residents felt there was not enough information, 6% felt there was hardly any information, and 17% were unsure how to answer. There is a significant decrease in residents who felt they had more than enough (4% cf. 2019, 7%), and enough information (36% cf. 2019, 52%), Concurrently, there is a significant increase in residents who felt there was not enough information (10% cf. 2019, 5%), hardly any information (6% cf. 2019, 3%), or who are unsure (17% cf. 2019, 8%).



Information Supplied: By Residents



Base: 2019 n=504, 2020 n=444.

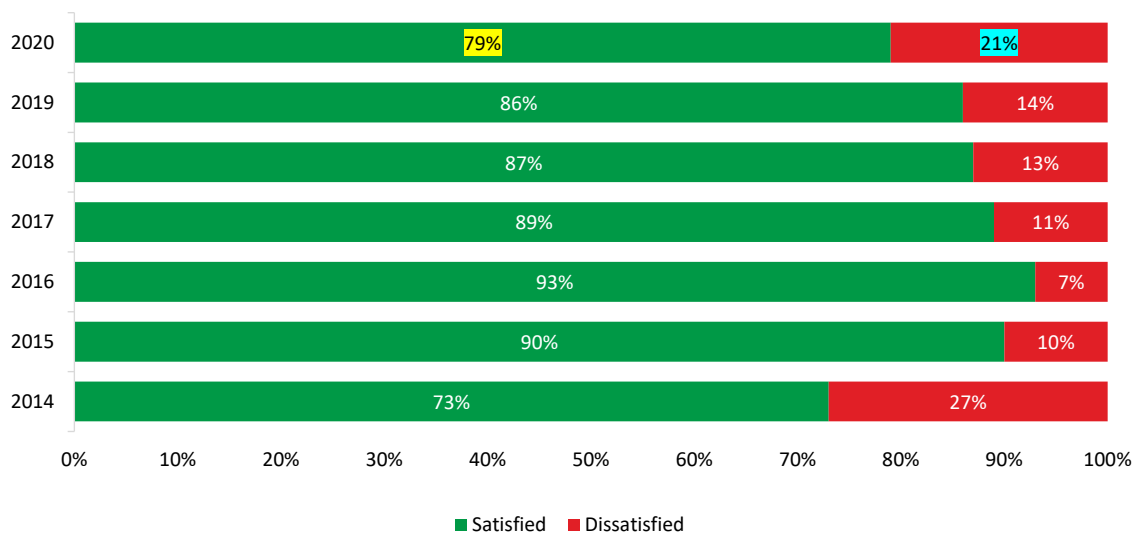
Council's Overall Performance

Council's Efficiency with Resources and Funding

Seventy-nine per cent of residents are satisfied with Council's efficiency with resources and funding, a significant decrease compared with last year (cf. 2019, 86%). Concurrently, 21% are dissatisfied, a significant increase compared with last year (cf. 2019, 14%).



Council's Efficiency: By Residents

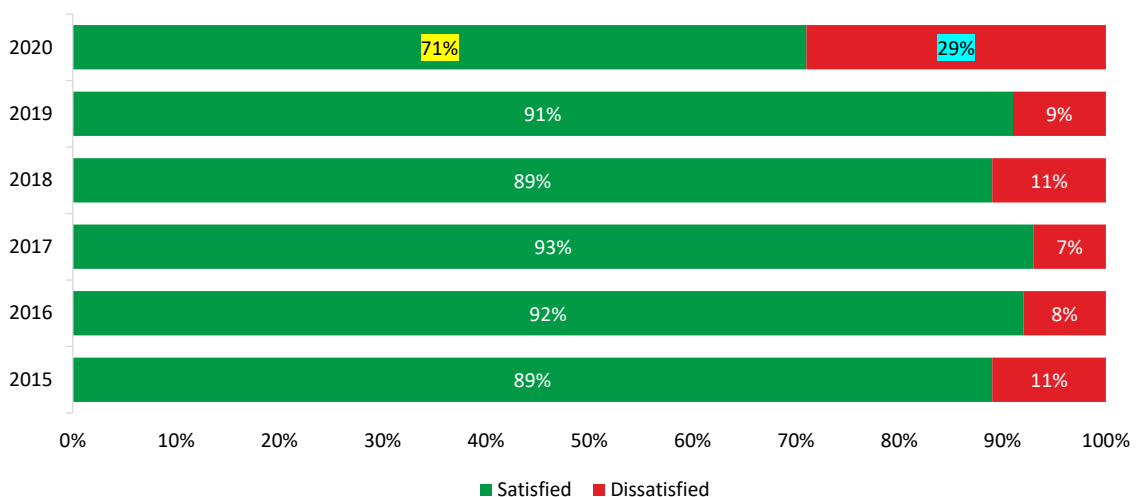


Base: 2014 n=233; 2015 n=386; 2016 n= 301; 2017 n=275; 2018 n=176; 2019 n=504; 2020 n=444.

Seventy-one per cent of residents are satisfied that Councillors (elected Members and Mayor) are approachable and have been working in the best interests of the district, a significant decrease compared with last year (cf. 2019, 91%). Concurrently, 29% of residents are dissatisfied, a significant increase compared with last year (cf. 2019, 9%).



Members Approachable: By Residents



Base: 2015 n=386; 2016 n=302; 2017 n=269; 2018 n=174; 2019 n=504; 2020 n=444.

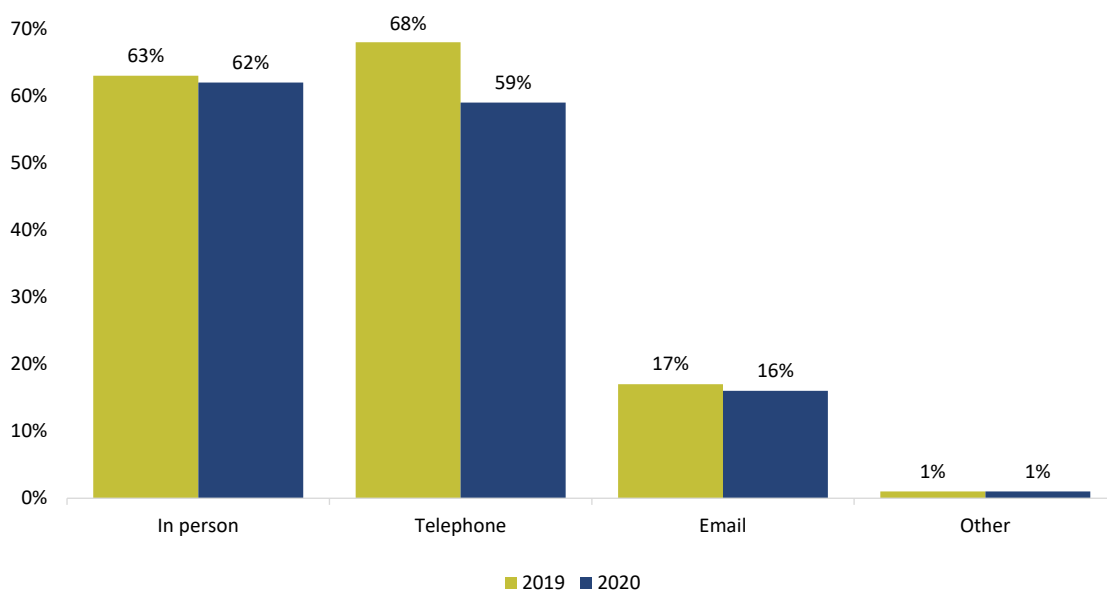
Customer Services

Contact with WDC Customer Services

Fifty-three per cent of residents had contact with WDC Customer Services in the last 12 months. Of these residents, 62% made contact in person, 59% via telephone, and 16% via email.



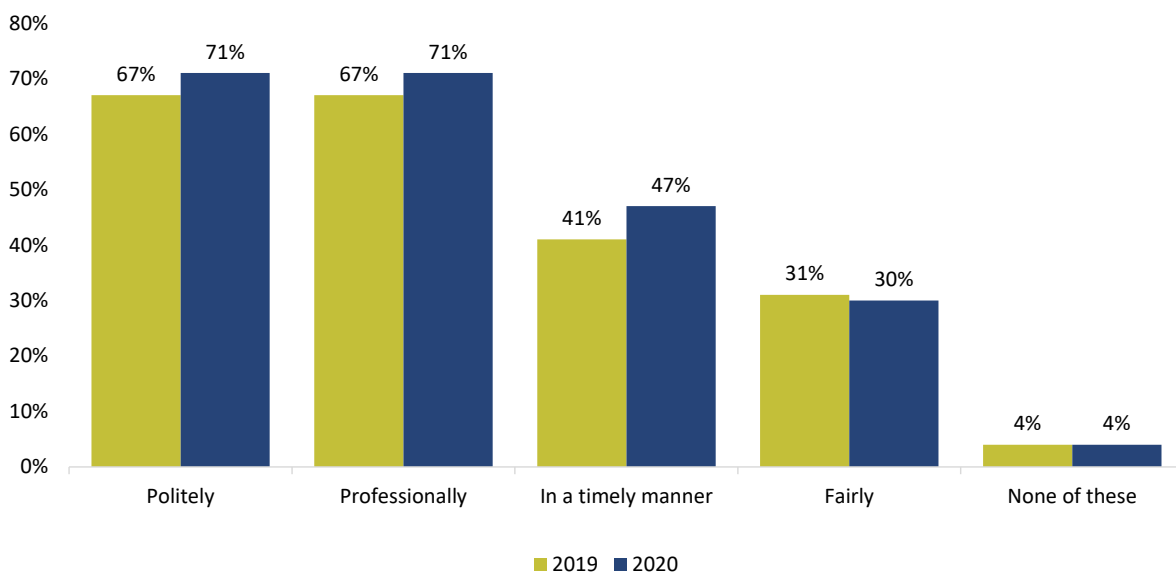
Contact With WDC: By Residents



In terms of impressions of the first point of contact, 71% of residents each agreed their enquiry was handled politely, and professionally. At a lower level, 47% agreed it was timely, and 30% agreed it was fair. Four per cent of residents stated the service they received was none of these.



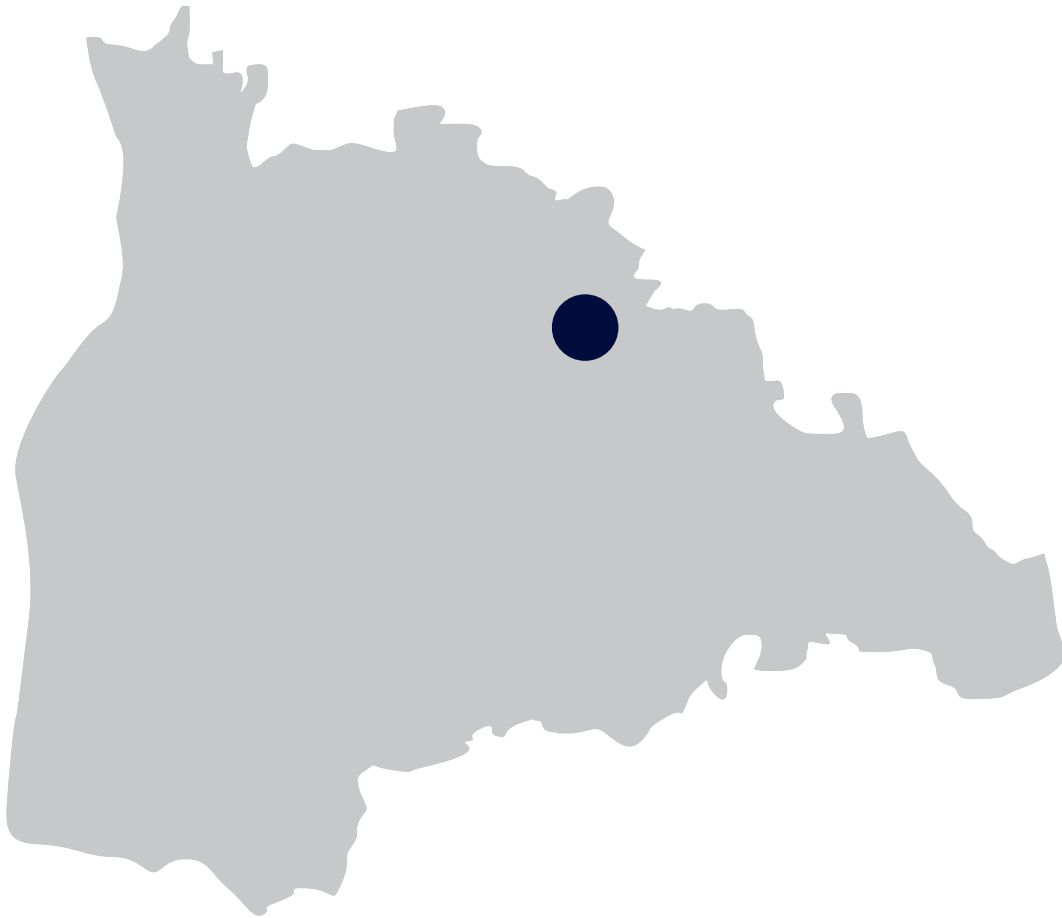
First Point of Contact: By Residents



Base: 2019 n=297; 2020 n=254.

Area Profiles

Te Kuiti



Te Kuiti residents are significantly more likely to be satisfied with the overall condition of unsealed roads in the district (82% cf. total, 70%).

These residents are significantly more likely to be connected to a Council-provided water supply than other residents in the district (81% cf. total, 51%).

This group are significantly more likely to be connected to a Council-provided sewerage system (74% cf. total, 44%), and significantly less likely to have a septic tank (26% cf. total, 56%).

Te Kuiti residents are significantly more likely to have used the kerbside refuse collection service in the last 12 months (66% cf. total, 48%). They are also significantly more likely to have used a green bin (60% cf. total, 43%), and a landfill facility (73% cf. total, 47%).

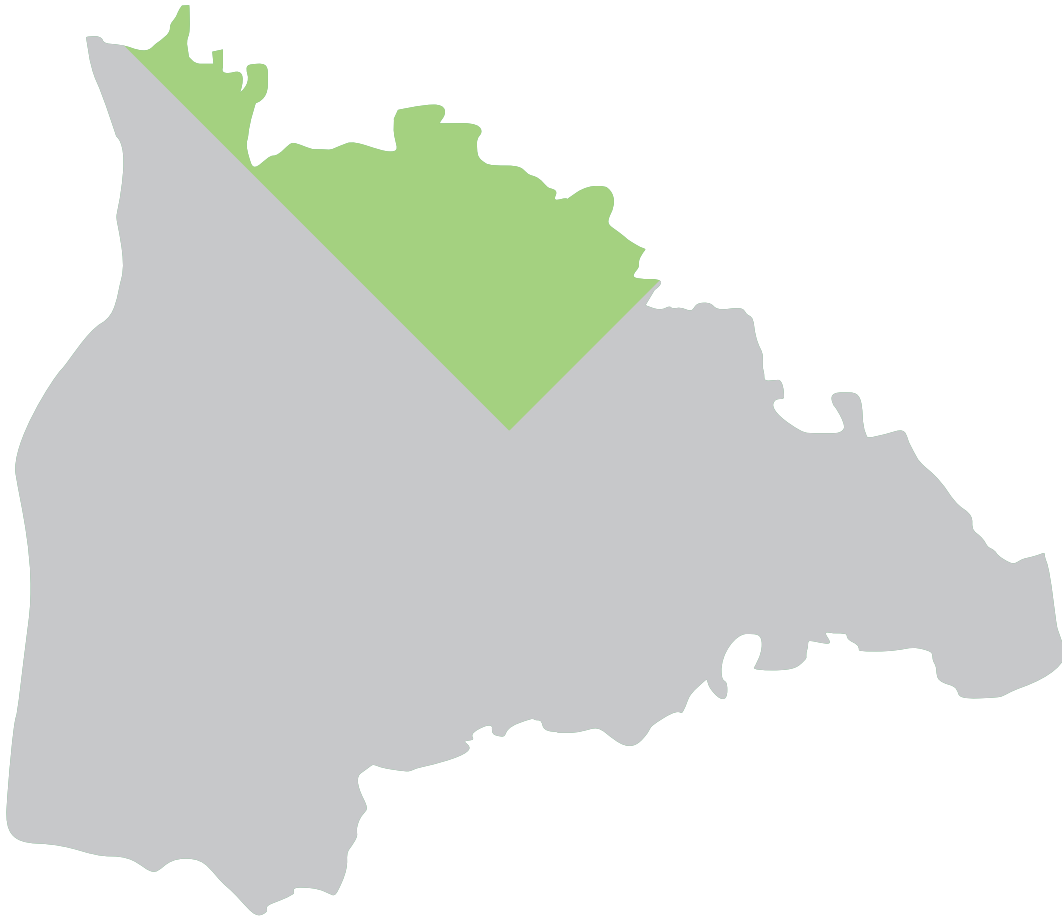
They are significantly more likely to be satisfied with the provision of waste management facilities (99% cf. total, 96%).

These residents are significantly more likely to be dissatisfied with the toilet and changing facilities at the District Aquatic Centre (9% cf. total, 6%).

They are significantly less likely to have used Building Control Services in the last 12 months (5% cf. total, 11%).

Te Kuiti residents are significantly less likely to be unsure about the amount of information supplied by Council (8% cf. total, 17%).

Rural North



Rural North residents are significantly more likely to be satisfied with the overall condition of sealed roads in the district (84% cf. total, 70%).

These residents are significantly less likely to be connected to a Council-provided water supply (1% cf. total, 51%), and significantly more likely to have a private water supply (99% cf. total, 49%).

Rural North residents are significantly less likely to be connected to a Council-provided sewerage system (1% cf. total, 44%), and significantly more likely to have a septic tank (99% cf. total, 56%).

This group are significantly more likely to be satisfied with the parks and reserves in the district (99% cf. total, 93%).

While not statistically significant, Rural North residents are more likely to be satisfied with the usefulness and effectiveness of Council communications (94% cf. total, 87%).

These residents are significantly more likely to be satisfied with Council's efficiency – doing things well with the resource and funding available (93% cf. total, 79%).

While not statistically significant, this group are more likely to be satisfied that Councillors (elected Members and Mayor) are approachable and have been working in the best interests of the Waitomo district (82% cf. total, 71%).

Rural Central



Rural Central residents are significantly less likely to be satisfied with the overall condition of sealed roads in the district (45% cf. total, 70%).

These residents are also significantly less likely to be satisfied with the overall condition of unsealed roads in the district (61% cf. total, 75%).

Rural Central residents are significantly less likely to be connected to a Council-provided water supply (28% cf. total, 51%), and significantly more likely to have a private water supply (72% cf. total, 49%).

This group are significantly less likely to be connected to a Council-provided sewerage system (20% cf. total, 44%), and significantly more likely to have a septic tank (80% cf. total, 56%).

These residents are significantly more likely to have used a district transfer station (70% cf. total, 47%).

Rural Central residents are significantly more likely to be satisfied with the quality of the parks and reserves in the district (99% cf. total, 93%).

These residents are significantly more likely to be satisfied with the toilet and changing facilities at the District Aquatic Centre (99% cf. total, 94%).

Rural Central residents are significantly more likely to be have used Building Control Services in the last 12 months (19% cf. total, 11%).

Rural South and East



Rural South and East residents are significantly less likely to be connected to a Council-provided sewerage system (25% cf. total, 44%), and significantly more likely to have a septic tank (75% cf. total, 56%). These residents are significantly less likely to be satisfied with Council's provision of an adequate sewerage service (66% cf. total, 93%), and significantly more likely to be dissatisfied (34% cf. total, 7%).
This group

Demographics

Demographics

Sample Profile

This section outlines the sample composition of the residents surveyed.

Age, unweighted

	2014	2015	2016	2017	2018	2019	2020
Under 18	0%	1%	0%	1%	0%	2%	0%
18-39 years old	16%	18%	16%	16%	11%	16%	16%
40-59 years old	34%	35%	31%	28%	26%	36%	32%
60 years and older	49%	46%	53%	55%	63%	46%	52%

Gender, unweighted

	2014	2015	2016	2017	2018	2019	2020
Male	-	-	-	-	-	40%	42%
Female	-	-	-	-	-	60%	58%

Employment, unweighted

	2014	2015	2016	2017	2018	2019	2020
Employed	-	-	61%	57%	53%	61%	58%
Unemployed	-	-	39%	43%	47%	39%	42%

Property ownership, unweighted

	2014	2015	2016	2017	2018	2019	2020
Yes	78%	78%	83%	83%	84%	80%	79%
No	18%	22%	17%	7%	16%	20%	21%

Questionnaire

RESIDENTS' SURVEY 2020

Disclaimer Notice to Survey Respondents:

- This survey is specifically for residents of the Waitomo district who are not employees of/ or contracted to Waitomo District Council.
- Waitomo District Council is solely responsible for this survey and its contents. Your response to the survey is voluntary. Personal information provided by respondents will not be made publicly available.
- As this is a resident survey, please contribute to its usefulness by responding only once.

PLEASE ENTER YOUR DETAILS:

Full Name:

Postal Address:

Contact Phone Number:

Email Address:

What town or area do you reside in?

Te Kuiti <input type="radio"/>	Te Waitere <input type="radio"/>	Awakino <input type="radio"/>	Kopaki <input type="radio"/>
Waitomo Caves <input type="radio"/>	Mapiu <input type="radio"/>	Kinohaku <input type="radio"/>	Mokauiti <input type="radio"/>
Maniaiti/Benneydale <input type="radio"/>	Aria <input type="radio"/>	Marokopa <input type="radio"/>	Waipa Valley <input type="radio"/>
Piopio <input type="radio"/>	Mahoenui <input type="radio"/>	Taharoa <input type="radio"/>	Other (specify) <input type="radio"/>
Mokau <input type="radio"/>	Waikawau <input type="radio"/>	Te Anga <input type="radio"/>

Do you own a property in the Waitomo district? Yes No

Are you currently employed? Yes No

Which age bracket do you belong to?

18 years and under 18 - 39 years of age 40 - 59 years of age 60 years and over

Which of the following do you identify as...

Male Female Gender diverse Prefer not to say

A. ROADS AND FOOTPATHS

Q1. How satisfied are you with the overall condition of the sealed roads in the district?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Better maintenance required <input type="radio"/>	Need for lower/variable speed zones in urban areas <input type="radio"/>
Need better construction <input type="radio"/>	Not appropriate for my travel needs <input type="radio"/>
Other <input type="radio"/>	

Q2. How satisfied are you with the overall condition of unsealed roads in the district?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Not properly repaired <input type="radio"/>	Potholes/rough surfaces <input type="radio"/>
Roads not wide enough <input type="radio"/>	Overhanging vegetation/poor line of sight <input type="radio"/>
Other <input type="radio"/>	

Q3. How satisfied are you with the standard of the pedestrian crossings in the district?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Difficult to see	<input type="radio"/>	Not safe	<input type="radio"/>
Bad location	<input type="radio"/>	Other	<input type="radio"/>

Q4. How satisfied are you that the standard of the public footpaths are safe and accessible?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Better maintenance required	<input type="radio"/>	Cracked/damaged footpaths	<input type="radio"/>
Too narrow	<input type="radio"/>	Other	<input type="radio"/>

Q5. How satisfied are you that the road signs and markings are visible and assist road safety?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Signs difficult to see	<input type="radio"/>	Road markings/lines not clearly painted	<input type="radio"/>
Signs missing	<input type="radio"/>	Other	<input type="radio"/>

B. WATER SUPPLY

Q6. Do you have a private water supply (i.e. roof water, natural spring or bore supply) or are you connected to a Council provided supply?

Town (Council) supply	<input type="radio"/>	Private supply <i>(Move onto Section C: Sewerage)</i>	<input type="radio"/>
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Q7. How satisfied are you with Council's provision of your water supply service?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Quality of water not good	<input type="radio"/>	Appearance of water	<input type="radio"/>
Price of water	<input type="radio"/>	Water leaks	<input type="radio"/>
Taste and odour of water	<input type="radio"/>	Insufficient pressure	<input type="radio"/>
Other	<input type="radio"/>		<input type="radio"/>

C. SEWERAGE - TREATMENT AND DISPOSAL

Q8. Do you have a septic tank or are you on a Council provided reticulated sewerage disposal system?

Town (Council) supply	<input type="radio"/>	Septic tank <i>(Move onto Section D: Refuse and Recycling)</i>	<input type="radio"/>
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Q9. How satisfied are you with Council's overall provision of an adequate Sewerage treatment and disposal service for the community where you live?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Odour/smell	<input type="radio"/>	Response to service requests is poor	<input type="radio"/>
Overflows/blockages	<input type="radio"/>	Other	<input type="radio"/>

D. REFUSE AND RECYCLING

Q10. Which of the following Council provided refuse (rubbish) and recycling facilities have you used in the last 12 months? (Tick relevant box / you can have more than one response).

Kerbside Refuse Collection Service - weekly collection of WDC blue rubbish bags from outside your home	<input type="checkbox"/>
Green bin - weekly collection of recyclables from outside your home	<input type="checkbox"/>
District Transfer Stations in Te Kuiti, Piopio, Marokopa, Kinohaku, Mokau/Awakino and Maniaiti/Benneydale	<input type="checkbox"/>
Landfill facility - refuse and recycling facilities provided at Waitomo District Landfill	<input type="checkbox"/>
I have not used any of the Council provided refuse and recycling facilities in the last 12 months <i>(Move onto Question 13).</i>	<input type="checkbox"/>

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Trip hazard	<input type="checkbox"/>	Dumped rubbish at site	<input type="checkbox"/>
Bins are always full	<input type="checkbox"/>	High traffic area	<input type="checkbox"/>
Broken glass onsite	<input type="checkbox"/>	Not enough parking	<input type="checkbox"/>
Other	<input type="checkbox"/>		

Q12. How satisfied are you with the provision of waste management facilities (Landfill and District Transfer Stations)?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Rubbish/broken glass on ground	<input type="checkbox"/>	Trip hazard	<input type="checkbox"/>
High-traffic area	<input type="checkbox"/>	Difficult to manoeuvre vehicle around site	<input type="checkbox"/>
Other	<input type="checkbox"/>		

Q13. Thinking about how you reduce waste at home, which of the following do you do at home?

(Please select one rating for each option).

	Never	Rarely	Sometimes	Almost always	All the time
Compost food waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycle plastic, glass, tin and paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose products with little or no packaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose products with packaging that can be recycled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use long life products rather than disposables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E. COMMUNITY SERVICES

Q14. How satisfied are you with the quality of the parks and reserves?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Playgrounds need upgrading	<input type="checkbox"/>	Needs better seating or signs	<input type="checkbox"/>
Frequency of grass mowing	<input type="checkbox"/>	Graffiti and damage	<input type="checkbox"/>
Not enough rubbish bins	<input type="checkbox"/>	Other	<input type="checkbox"/>

Q15. How satisfied are you with the quality of the library facilities and services provided at the Waitomo District Library?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Inadequate selection of books <input type="radio"/>	Noisy groups loitering <input type="radio"/>
Inadequate selection of digital material/devices <input type="radio"/>	The library hours are not convenient <input type="radio"/>
Fees are too expensive <input type="radio"/>	Appearance of the library <input type="radio"/>
Other <input type="radio"/>	

Q16. How satisfied are you that the pool facility (District Aquatic Centre) is of quality and meets the needs of residents?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Opening hours are unsuitable <input type="radio"/>	Changing rooms are untidy/unclean <input type="radio"/>
Water quality is not good <input type="radio"/>	Need better monitoring of swimmers <input type="radio"/>
Fees are expensive <input type="radio"/>	Other <input type="radio"/>

Q17. How satisfied are you with the toilet and changing facilities at the Aquatic Centre?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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Q18. How satisfied are you with the quality of the Les Munro Centre (arts and culture facilities and services)?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Hire fees are expensive <input type="radio"/>	Lighting is poor <input type="radio"/>
Bond is expensive <input type="radio"/>	Follow up on complaints <input type="radio"/>
Kitchen crockery <input type="radio"/>	Toilet facilities are poor <input type="radio"/>
Other <input type="radio"/>	

Q19. How satisfied are you with the quality of public amenities (public toilets and cemeteries)?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Toilets broken/damaged <input type="radio"/>	Appearance of the cemetery <input type="radio"/>
Public toilets are dirty <input type="radio"/>	Cemetery signs <input type="radio"/>
Amenities need upgrading <input type="radio"/>	Other <input type="radio"/>

F. ENVIRONMENTAL HEALTH SERVICES

Council ensures a healthy and safe environment for residents by providing Environmental Health Services, which involves the provision for the licencing and inspection of food premises, liquor licencing and noise control.

Q20. Which of the following Council services have you used in the last 12 months? (Tick relevant box).

Alcohol Licencing <input type="radio"/>	Food Premise Licencing <input type="radio"/>	Liquor Licencing <input type="radio"/>	Noise Control <input type="radio"/>
I have not used any of these services in the last 12 months (Move onto section G: Building Control Service). <input type="radio"/>			

Q21. How satisfied are you with the provision of an effective Environmental Health Service for the community?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Problems with vermin/rubbish issues <input type="checkbox"/>	Food premises dirty/untidy <input type="checkbox"/>
Operation of licenced premises (sale and supply of alcohol) <input type="checkbox"/>	Problems with smoke/odours <input type="checkbox"/>
Other <input type="checkbox"/>	

G. BUILDING CONTROL SERVICE

Q22. Have you used Building Control Services in the last 12 months? If yes, how satisfied are you with the provision of an effective Building Control Service for the community? (If no, move onto Section H: Animal Control Service).

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Process is complicated <input type="checkbox"/>	Process takes a long time <input type="checkbox"/>
Strict requirements <input type="checkbox"/>	Forms difficult to complete <input type="checkbox"/>
Other <input type="checkbox"/>	

H. ANIMAL CONTROL SERVICE

Q23. How satisfied are you with Council's provision of an effective Animal Control Service?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

People walking dogs off leash in town <input type="checkbox"/>	Dangerous dogs <input type="checkbox"/>
Dogs roaming <input type="checkbox"/>	Wandering stock on roads/public places <input type="checkbox"/>
Dogs barking during the day/night <input type="checkbox"/>	Other <input type="checkbox"/>

I. EMERGENCY MANAGEMENT

Q24. How long do you think your household could survive unaided (without outside assistance) in the event of a natural disaster?

Less than 3 days <input type="checkbox"/>	For at least 3 days <input type="checkbox"/>	For at least one week <input type="checkbox"/>	More than one week <input type="checkbox"/>
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Q25. Thinking about planning for a natural disaster (flood or earthquake), has your household got an Emergency Plan in place?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Q26. Thinking about being prepared for a natural disaster, which of the following do you have in your emergency kit?

Battery powered radio that works <input type="checkbox"/>	Important personal documents <input type="checkbox"/>
A first aid kit and instruction book <input type="checkbox"/>	None of these <input type="checkbox"/>
Dried or tinned food to last your household at least 3 days <input type="checkbox"/>	

Q27. If there was a natural disaster tonight, how would you expect to receive emergency messages?

(Tick relevant box / you can have more than one response).

Radio <input type="checkbox"/>	Website <input type="checkbox"/>	Television <input type="checkbox"/>
Mobile Phone App (Emergency Alert) <input type="checkbox"/>	Text Message <input type="checkbox"/>	Friends/family <input type="checkbox"/>
Social Media <input type="checkbox"/>	Police <input type="checkbox"/>	Neighbours <input type="checkbox"/>
Other <input type="checkbox"/>		

J. COUNCIL COMMUNICATIONS

Q28. How satisfied are you with the usefulness and effectiveness of the Council communications?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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Q29. How satisfied are you with the ease of accessing Council information?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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Q30. Thinking about the amount of information supplied by Council in the past 12 months, do you think Council has supplied...

More than enough information	<input type="radio"/>	Not enough information	<input type="radio"/>
Enough information	<input type="radio"/>	Hardly any information	<input type="radio"/>
Some information	<input type="radio"/>	Don't know	<input type="radio"/>

K. COUNCIL'S OVERALL PERFORMANCE

Q31. How satisfied are you with Councils efficiency - doing things well with the resource and funding available?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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Q32. How satisfied are you that Councillors (elected Members and Mayor) are approachable and have been working in the best interests of the Waitomo district?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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L. CUSTOMER SERVICES

Q33. In the last 12 months, have you had contact with WDC Customer Services? (If no, or don't know, move onto Q36).

Yes	<input type="radio"/>	No	<input type="radio"/>	Don't know	<input type="radio"/>
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Q34. How was this contact made?

Telephone	<input type="radio"/>	Email	<input type="radio"/>
In person	<input type="radio"/>	Other (specify).....	<input type="radio"/>

Q35. We are interested in your feedback on our Customer Services Team. How was your enquiry handled:

Politely	<input type="radio"/>	In a timely manner	<input type="radio"/>
Professionally	<input type="radio"/>	None of these	<input type="radio"/>
Fairly	<input type="radio"/>		

Q36. Is there anything else you would like to add based on this survey...

.....

.....

THANK YOU FOR HAVING YOUR SAY



Document No: A463509

Report To: Council



Meeting Date: 29 September 2020

Subject: Waikato Regional Economic Development Agency - Te Waka - Six Monthly Report (1 January 2020 to 30 June 2020)

Type: Information Only

Purpose of Report

- 1.1 The purpose of this business paper is to present to Council the Waikato Regional Economic Development Agency (Te Waka) Six Monthly Report (1 January 2020 to 30 June 2020).

Commentary

- 2.1 In accordance with the Partnership Agreement, Te Waka report to Council twice per annum.
- 2.2 Attached to and forming part of this business paper is a copy of the Te Waka Six Monthly Report (1 January 2020 to 30 June 2020).

Suggested Resolution

1. The business paper on Waikato Regional Economic Development Agency - Te Waka - Six Monthly Report (1 January 2020 to 30 June 2020) be received.

A handwritten signature in blue ink, appearing to read "H. Beever".

HELEN BEEVER
GENERAL MANAGER – COMMUNITY SERVICES

September 2020

Attachment: Te Waka - Six Monthly Report (A484793)



Te Waka 6 Monthly Stakeholder Report January – June 2020

Introduction

The initial vision was clear

- Waikato Means Business was a great tag line, the fundamentals underpinning the formation of Te Waka remain as valid today as ever
- **A joined-up regional approach supported by localised delivery has significant benefit**

But the world has changed, and our focus must now shift

- We **learnt a lot** over the last six months – and Covid will have a once in a generation impact
- We must now **focus our attention** on where we can achieve material economic impact
- And on how we best focus limited resource to **add the most value**

We continue to engage widely on our new Strategic Plan – the focus our efforts moving forward.

Te Waka is:

- The Economic Development Agency for the Waikato Region, serving as a **Champion for and the Collective Voice of the region's** Economic and Business Needs and Opportunities

We exist to:

- **Lift Economic Performance** across the Waikato Region
- Support and **Enable Business & Industry Growth**
- **Attract Business and Investment**

We will achieve this by:

- **Gathering Intelligence, Sharing Insights, Advocate** on behalf of the region and its businesses
- Building Connections, Creating **Partnerships & Driving Collaboration**
- Being **well managed and financially sustainable**

And by living our Values:

- Collaborative, Inclusive, Outcome Focused, Agile / Nimble, Responsive, Courageous

This report updates and builds on the 6-month report to December 2019.



Executive Summary

Much has been achieved to date

- Despite being in establishment mode, we have **met the KPIs set by our council stakeholders**
- Real support delivered in volume to business across the region, plus **some decent regional wins**
- We doubled down during Lockdown and significantly **extended our support** and engagement

Business Support & Business Attraction

- Waikato **Business Support Centre** established, and staff doubled in response to Covid
- Delivered **\$4.4m in funding to 1373 businesses**, with ~\$4m more to come
- Successfully spearheaded the **NZIST head office bid** alongside Hamilton City Council, Waikato Tainui and the Waikato Chamber of Commerce
- Supported delivery of **\$110m in inwards investment** (PGF & CIP)
- Attracted further support from TPK for **Maori ED** and from MSD to support **job redeployment**
- Supported the **Waikato Plan** refresh plus the establishment of the **interim Regional Skills Leadership Group**

Regional Collaboration & Stakeholder Engagement

- Established **Regional Communities of Learning** – enabling localised engagement, understanding of needs
- Launched **Mighty Local** with Hamilton Waikato Tourism and started discussions with others re collaboration
- **Re-engaged** with local stakeholders, and lifted engagement with large business
- Launched the new **Waikato.com** website as a one-stop destination

Market Intelligence & Advocacy

- **Expert groups** mobilised to gather/interpret intelligence - **Economic Radar** launched
- **Targeted advocacy** on a range of issues and opportunities

And lastly, we acknowledge and celebrate Dallas Fisher who was instrumental in the establishment of Te Waka and getting it operational, Dallas stepped down as Chair in March 2020.



The functions and services outlined in our Partnership Agreement with our 10 funding councils remain relevant and are reported on in the sections below.

Contribute to operationalising the Waikato Regional Economic Development Strategy

Te Waka continues to coordinate alignment between regional agencies. The need for this was magnified during COVID-19 with several hosted forums per week to ensure alignment in response efforts. We continue to host forums for Local Authority economic development staff to increase alignment and economic development capability across the region.

Craig Barrett was appointed as Iwi representative to the Board in early 2020. Craig was selected by Tainui Waka Iwi and nominated by the Waikato Mayoral Forum as allowed for by the Te Waka constitution. This appointment has already resulted in improved engagement with Iwi and increased momentum with delivery of the Māori economic development agenda.

Aside from deviations in work priorities caused by the response to COVID-19, Te Waka has met all key performance indicators agreed under the partnership agreement with 10 Waikato councils.

Te Waka's role as a connector with central and local government about economic development priorities in the region has continued to strengthen. Currently four government agencies have active partnerships supporting regional delivery with resourcing aligned with Te Waka.

Hamish Bell was appointed Acting Chair in March and permanent Chair in June following the resignation of previous Chair, Dallas Fisher in March. With stewardship from Hamish, the board has undertaken a refresh of the Te Waka Strategy to incorporate experience gained during the first two years of operation and learning from COVID-19 response efforts. Engagement continues with key stakeholders on the refreshed strategy.

Te Waka has continued to provide resource and support to the Regional Housing Initiative and Waikato Wellbeing Project. We seek to link the critical function of housing as an enabler to economic growth, linking and connecting the Wellbeing agenda to Economic agenda is a critical and important function for Waikato leaders and leadership.

Provide contracted Business Growth Advisory, Innovation and Mentoring Services

Business support has dominated the work of Te Waka with the equivalent of nearly three years of business engagements completed in the period from April to June supported by a doubling of staff numbers during lockdown. Over \$4.4 million in support funding has been allocated to 1373 Waikato businesses during the year comprising capability development vouchers, COVID-19 support funding, and research and development funding. **Waikato continues to be the leading region nationally for R&D funding per SME business.**



With recent expansion into the Matamata-Piako district, we have now completed the hub and spoke model of delivery that has permanent locations in towns around the region for monthly visits. This represents seven years of working with Local Authority partners to provide joint services across 10 districts and city.

A highlight during COVID-19 was the establishment of a regional business response framework comprising an Eastern, Southern and Central economic communities of learning. These cross-functional groups of business support agencies work together to support businesses and garner intelligence. Looking ahead these groups will continue to develop, building a network to:

- Enable a common voice and advocacy channel for sub-regional and regional projects/opportunities;
- Growing capability of the network to ensure local businesses thrive; and
- Developing, designing and collaborating on shared work programmes.

Deliver and continue to develop the Waikato Story

The Waikato Story supported the Mighty Local initiative by telling the stories of businesses who have innovated during the COVID-19 lockdown. Eight businesses were profiled across hospitality and tourism, services for the deaf and children's entertainment.

The Waikato Story had 9,500 story views between January and June 2020 with 42 new stories published.

A focus for the last year has been the development of a new website to act as a platform to better tell Waikato's story. It is now live and the Waikato Story toolkit has updated infographics available using 2019 data.

Develop and deliver a Sector and Industry Development Programme

Sector development has been a focus of COVID-19 recovery efforts. The strength of relative sectors has been assessed alongside their traditional contribution to the Waikato Economy. Sector resilience, ability to respond and provide growth in a time of recession, potential contribution to employment and collaborative opportunities across business in industry were considered, together with Te Waka's ability to influence the sector and industry. Key sectors prioritised as part of our future work plan include:

- | | |
|--|------------------|
| 1. Logistics and Distribution | 4. Agriculture |
| 2. Technology and Innovation | 5. Manufacturing |
| 3. Construction | 6. Healthcare |
| 7. Education (with an emphasis on international education) and education as an enabler of sector development | |



We recognise the significant role of Hamilton & Waikato Tourism, Destination Coromandel and Enterprise Great Lake Taupo in the Tourism sector and will continue to support these organisations with development of this important sector.

Sector development has a strong connection to labour market and workforce planning. Work programmes for each priority sector are being developed, with recent work including:

- Supported construction sector leaders to develop a comprehensive bid for Waikato to host the Centre of Vocational Education (CoVE) for Construction. Whilst unsuccessful in the bid, initiatives developed during the bid preparation will proceed.
- Working with Hamilton City Council on an innovation workstream with initial traction developed with tech sector leaders with actions currently being progressed.

Support Māori Enterprise and co-facilitate the implementation of the Iwi Economic Development Plans

20 out of 22 economic goals have been achieved in Te Whare Ohaoha (Māori Economic Action Plan Refresh) launched by Minister Mahuta in mid-2019, with two actions still in progress. The action plan celebrates collaboration with Iwi, Te Hūmeka, Te Puni Kōkiri, the Ministry for Social Development, Ministry for Business Innovation and Employment and Tainui Waka Tourism to deliver outcomes for Māori Collectives and Whānau Enterprises, including support for regional projects and land development.

Whānau Enterprise remains the heart of the Māori economy. Te Waka continues to prioritise Māori enterprise through business growth engagement and partnering to deliver business support events, for which Waikato is recognised as a national leader in this space. **More than 100 Māori enterprises** received funding, coaching and mentoring, and in-market connections in their pursuit of financial independence through enterprise.

Just before lockdown and in conjunction with Te Hūmeka and He Waka Eke Noa, we hosted a social procurement event for suppliers in Waikato to promote and encourage business entry into diverse supply chains across the region. We work closely alongside Te Ahikōmako to foster enterprise start-up and acceleration through focussed capability programming and resourcing.

Iwi engagement continues under the guidance of our Kaumaatua, Tame Pokaia. Critical to success is understanding Tainui Waka Iwi economic recovery plans and ongoing engagement to identify and monitor how we can support the delivery of outcomes, in these plans.



Support and Facilitate, as agreed, a Waikato Regional Labour Market Strategy, actions and Initiatives

Te Waka continued to lead the Regional Labour Market Working Group as it explored forums and trends in education and workforce development. COVID-19 dramatically changed New Zealand's workforce landscape, moving the Waikato from less than 4% unemployment with themes of skills shortages to projected 10-15% unemployment with a focus on redeployment and skills shortage in a changing economic context.

We partnered with Cambridge Chamber of Commerce to launch the Waikato Nxtstep job redeployment website, support by funding from WEL Energy Trust. The Ministry for Social Development has aligned redeployment focused resources alongside the Te Waka team.

Te Waka provided guidance to the Ministry for Business, Innovation and Employment in the formation of the interim Regional Skills Leadership Group, part of the Review of Vocational Education. Te Waka holds a position on the group alongside industry sector leaders and aims to find better ways of meeting future skills and workforce needs, and a joined-up approach to labour market planning.

Develop, support and promote proposals to local regional and national funding programmes including Provincial Growth Fund

Te Waka continues its advocacy on regional priority projects including projects to the Provincial Growth Fund and the Crown Infrastructure Partners "shovel ready" initiative. We have **assisted to develop 15 successful funding applications alongside project owners and advocated for an additional 10 successful projects for a total of \$110 million** of government investment into the region. Many more projects are still being considered by government.

Momentum has continued with businesses interested in establishing in Waikato. The successful NZIST head office bid is a great example of how regional leaders rally in support of common objectives. It follows the Rabobank head office announcement in Hamilton. There are many other business attraction opportunities underway that will transpire over the coming months and years.

Te Waka will continue to develop its relationship with Waikato LASS in support of council-initiated projects.



Deliver a communications and engagement programme to inform stakeholders of the Te Waka programme and information on the state of the economy.

Prior to the COVID-19 lockdown Te Waka had been working with councils and other partners to consider effective ways to bring meaningful economic data to inform investment decisions. During lockdown we established the Waikato Economic Radar collating weekly live information on consumer spending, employment, business leases and sales, residential consents and property sales, financial indicators (interest rates, exchange rates and trade data). We will continue to evolve this report to track and monitor Waikato Economic progress.

In partnership with Waikato Regional Council, we released quarterly economic reports that focused on GDP, labour market, international markets and tourism in relation to COVID-19. We will continue to partner with Waikato Regional Council, Waikato Wellbeing Project and Waikato LASS to align intelligence and insights for the region.

To guide and support the establishment and enablement of regional insights we formed an Intelligence Network. It includes senior partners from PWC, KPMG and Deloitte, and Waikato Regional Council senior economists. Regular insights and advice are sourced from national economic specialists Brad Olsen and Cameron Bagrie.

During COVID-19, business support communications grew significantly, encompassing newsletters, social media news and events. A total of 30 webinars were developed and presented in partnership with various business advisory experts. These webinars had more than 2,000 attendees and are available on Waikato.com to view on-demand.

Document No: A446604

Report To: Council



Meeting Date: 29 September 2020

Subject: **Provision of Services Grant Fund 2019-2020 Annual Reports**

Type: Information Only

Purpose of Report

- 1.1 The purpose of this business paper is to provide Council with the 2019/2020 Annual Reports from the recipients of the Provision of Services Grant Fund.

Background

- 2.1 The Provision of Services (POS) Grant Fund forms part of Waitomo District Council's (WDC) broader Community Development Fund.
- 2.2 The POS grants are in place to provide funding to not for profit organisations who undertake to provide services or facilities that complement WDC's Long Term Plan objectives. These organisations offer services or facilities that make a significant contribution to the achievement of WDC's community outcomes and improve well-being within the District.
- 2.3 Council considered applications to the POS Grant Fund at the Council meeting held on 21 August 2018.

Commentary

- 3.1 In accordance with Grant Agreements, enclosed separately and forming part of this business paper are copies of Annual Reports received from Grant recipients, as follows:
- Maniapoto Rugby Sub Union Inc
 - Pinetree No 5 Trust
 - Te Kuiti & District Historical Society
 - Piopio Community Swimming Pools Charitable Trust
 - Tainui Historical Society
- 3.2 Sport Waikato and Waitomo Caves Museum Society, in accordance with the Grant Agreements, present their reports to Council via presentation twice per year.

Suggested Resolution

The business paper on Provision of Services Grant Fund 2019-2020 Annual Reports be received.

A handwritten signature in blue ink, appearing to read 'H. Beever'.

HELEN BEEVER
GENERAL MANAGER – COMMUNITY SERVICES

September 2020

Enclosure Community Development – Provision of Services Combined 2019/2020 Annual Reports (A488713)

Document No: A480251

Report To: Council



Meeting Date: 29 September 2020

Subject: **2020 Community Partnership Fund – Consideration of Funding Applications**

Type: Decision Required

Purpose of Report

- 1.1 The purpose of this business paper is for Council to consider the 2020 Community Partnership Fund Applications and to allocate funding.

Background

- 2.1 The Community Partnership Fund (CPF) forms part of Waitomo District Council's broader Community Development Fund (CDF).
- 2.2 The CPF fund aims to "help our community help itself" through making positive contributions to the community they live in. To enable this, WDC offers access to seed funding and in-kind support to groups and organisations in developing new community initiatives.
- 2.3 Of particular interest for Council is those projects and initiatives that have strong links to the Vibrant Safe Waitomo strategy. The projects will complement a collaborative community approach to strengthen or increase safety for residents in the district. Settings to focus on are spaces where families live, where residents work, where recreation takes place and within collaborative spaces. Across these settings priority areas of work could include but are not limited to:
- Young People (20-24)
 - Maori Populations
 - Drug and Alcohol Harm Reduction
- 2.4 WDC supports resource sharing by community groups and organisations and encourages, where possible, a collaborative approach to achieving positive community outcomes.

Commentary

- 3.1 The assessment and allocation of the CPF is at the discretion of the elected members.
- 3.2 The amount available for allocation is \$52,000.00.
- 3.3 Twelve applications were received, as follows:
- 1 Te Kuiti Fire Brigade
 - 2 Maniapoto Maori Trust Board
 - 3 Te Kuiti BMX Club Incorporated

- 4 MenzShed
- 5 Piopio Primary School PTA
- 6 Te Kuiti and Districts Pony Club
- 7 Maniapoto Netball Association Incorporated
- 8 Te Kuiti Development Incorporated/Legendary Te Kuiti
- 9 Waitomo Indoor Sports Centre Incorporated
- 10 Te Kuiti Primary School
- 11 Tainui Wetere Domain Incorporated Society
- 12 Awakino Hall Incorporated

3.4 To maintain the integrity of the assessment process elected members independently completed an Application Assessment for each of the applications received. The assessments were undertaken in accordance with the CDF Policy.

3.5 At a Workshop held on 24 September 2020, Council reviewed and discussed the applications and independent assessments were undertaken. Average scores and recommended grant values independently assigned by elected members were reviewed to reach agreed funding allocations.

Considerations

4.1 Risk

4.2 If Council does not consider the applications to the Community Partnership Fund, it will not be meeting its obligation under the Community Development Fund Policy.

4.3 Consistency with Existing Plans and Policies

4.4 The consideration of funding applications has been undertaken consistently in accordance with the Community Development Fund Policy.

4.5 Significance and Community Views

4.6 This decision is not a significant decision in terms of Council's Significance and Engagement Policy.

Suggested Resolutions

1. The business paper on 2020 Community Partnership Fund – Consideration of Funding Applications be received.
2. Council approve/not approve the allocation of Community Partnership Fund Grants and associated conditions, where applicable, as follows:

Name of Applicant	Allocation
1. Te Kuiti Volunteer Fire Brigade	\$350.00
2. Maniapoto Maori Trust Board <i>Condition: The Applicant be informed that funding is conditional on sufficient funds being obtained from other benefactors to cover all project costs.</i>	\$4,000.00
3. Te Kuiti BMX Club Incorporated <i>Condition: The Applicant be informed that funding is conditional on sufficient funds being obtained from other benefactors to cover all project costs.</i>	\$14,000.00

Name of Applicant	Allocation
4. MenzShed <i>Condition: The Applicant be informed that funding is conditional on WDC receiving a copy of Te Kuiti MenzSheds Certificate of Incorporation.</i>	\$2,500.00
5. Piopio Primary School PTA <i>Condition: The Applicant be informed that funding is conditional on sufficient funds being obtained from other benefactors to cover all project costs.</i>	\$6,500.00
6. Te Kuiti and Districts Pony Club <i>Conditions:</i> <ul style="list-style-type: none"> • <i>The Applicant be informed that funding is conditional on sufficient funds being obtained from other benefactors to cover all project costs.</i> • <i>Evidence is supplied of the commitment to have a club member become qualified to use the measuring stand.</i> 	\$2,000.00
7. Maniapoto Netball Association	\$3,400.00
8. Te Kuiti Development Inc/Legendary Te Kuiti <i>Conditions:</i> <ul style="list-style-type: none"> • <i>The Applicant be informed that funding is conditional on sufficient funds being obtained from other benefactors to cover all project costs.</i> • <i>The Applicant has received written approval from family/whanau of the content to be displayed on the boards.</i> • <i>WDC is provided with a copy of the draft design details and agreement is reached regarding placement of the Gallery.</i> 	\$16,000.00
9. Waitomo Indoor Sports Centre Incorporated	\$1,450.00
10. Te Kuiti Primary School	\$600.00
11. Tainui Wetere Domain Incorporated Society	\$0.00
12. Awakino Hall Incorporated	\$1,200.00

HELEN BEEVER
GENERAL MANAGER – COMMUNITY SERVICES

SEPTEMBER 2020

Document No: A488464

Report To: Council



Meeting Date: 29 September 2020

Subject: **Adoption of Community and Partnerships Fund Policy (previously named Community Development Fund Policy)**

Type: Decision Required

Purpose of Report

- 1.1 The purpose of this business paper is to present to Council the Community and Partnerships Fund Policy for adoption.
- 1.2 The Policy, previously named the Community Development Fund Policy has been renamed to align with the new Waitomo District Council Group of Activities which will come into effect on 1 July 2021.

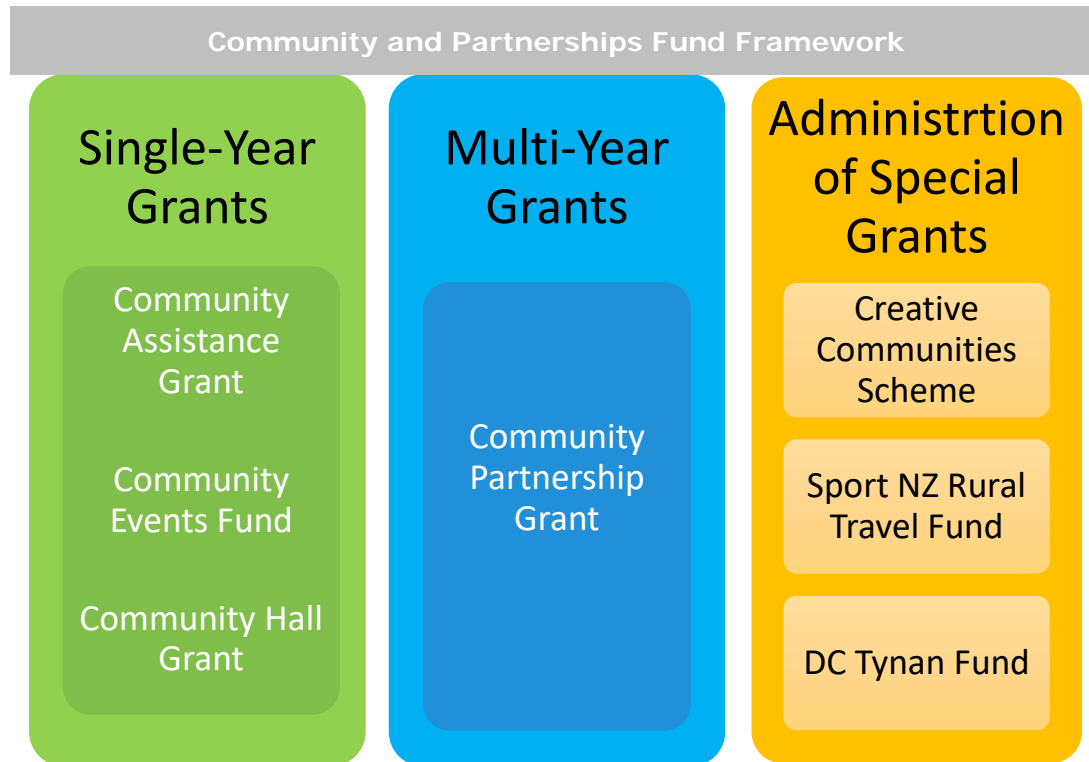
Background

- 2.1 The Community Development Fund Policy (the Policy) was first adopted by Council in August 2009 and subsequently reviewed in October 2011, August 2014 and August 2017.
- 2.2 The focus of the Policy is the provision of community assistance for the 'not for profit' sector in order to meet local needs and create a strong social base within the community.
- 2.3 The Policy allows Council to clearly document the way in which it delivers funding assistance to the community. The Policy needs to be transparent around distribution and accountability.
- 2.4 The Policy identifies all the areas of funding support that Council provides to the community.
- 2.5 The total grant fund is considered by Council during development of the 10 Year Plan and Annual Plan processes.

Commentary

- 3.1 In accordance with WDC's Roadmap Work Programme, the Policy was presented to Council at its Workshop on 8 September 2020 for review and consideration.
- 3.2 A revised Policy framework was discussed with Council, introducing 3 proposed funding streams – Single-Year Grants, Multi-Year Grants and Special Grants.
- 3.3 Discussion also took place in regard to the nature of contestability, frequency of the funding rounds, fund criteria and funding timelines.

- 3.4 The following diagram outlines the new Community and Partnerships Fund Framework as discussed with Council at the Workshop.



3.5 **SINGLE-YEAR GRANTS**

3.6 **Community Assistance Grant**

3.7 The Single-Year Grant category amalgamates the previous Community Partnership Fund and Discretionary Grant Fund into one Annual Grant category, titled Community Assistance Grant.

3.8 Community Assistance Grants focus on providing assistance for not-for-profit community organisations that support community led projects. These projects are aligned with Council Plans and Strategies and contribute and support the social, cultural, economic and environmental well-being of the Waitomo District.

3.9 Priority for funding will be given to community organisations that are delivering projects in collaboration with other organisations.

3.10 The Single-Year Community Assistance Grant supports one-off projects or initiatives that will be completed within a 12 month period from receiving the grant.

3.11 **Community Events Fund**

3.12 The Community Events Fund supports community organisations that wish to partner with Council for the delivery of district events, such as the Waitomo District Christmas Parade and the Great New Zealand Muster.

3.13 Consideration will also be given to community-led events or cultural celebrations open to the wider community participation.

3.14 **Community Hall Grant**

3.15 Community Hall Grants are included in the Single-Year Grant category. These grants are distributed on an annual basis and are non-contestable.

3.16 **MULTI-YEAR GRANTS**

3.17 **Community Partnership Grant**

3.18 The Multi-Year Grant category amalgamates the previous Triennial Grant and Provision of Service Grant Fund into one Grant category, titled Community Partnership Grant.

3.19 Multi-Year Community Partnership Grants support not-for-profit organisations whose work is aligned with Council plans and strategies and contribute to the social, economic and community well-being of the Waitomo District.

3.20 The Multi-Year Community Partnership Grant supports community organisations that offer services or facilities that make a significant contribution and improved well-being in the Waitomo District.

3.21 The Multi-Year Community Partnership Grants will cover a three-year period, with grants paid annually.

3.22 **SPECIAL GRANTS**

3.23 The Special Grants funding stream incorporates grants that are administered by Waitomo District Council on behalf of external organisations.

3.24 These grants are made up of the Creative Communities Scheme, Sport NZ Rural Travel Fund and the DC Tynan Trust.

3.25 As the Special Grants have external governing entities, no changes to the grant funding processes was proposed as part of the review.

3.26 **ADOPTION OF COMMUNITY AND PARTNERSHIPS FUND POLICY**

3.27 Attached to and forming part of this business paper is a copy of the Community and Partnerships Fund Policy for Councils consideration and adoption.

3.28 Minor amendments have been made to the Policy following feedback received from Council at the Workshop including:

- The name of the Policy amended to Community and Partnerships Fund Policy to align with Council's new Group of Activities coming into effect on 1 July 2021.
- Reference to an indicative application timeline for the Community Assistance and Community Partnership Grants.
- A maximum grant value included for the Community Assistance Grant.
- The requirement for a Grant Agreement for the Community Assistance Grant where the grant value exceeds \$5,000.

3.29 The Community and Partnerships Fund Policy will come into effect on 1 July 2021.

Analysis of Options

- 4.1 The Community and Partnerships Fund Policy is reviewed every 3 years in conjunction with the 10 Year Plan development process.
- 4.2 A review of the Policy has been completed and presented to Council at a Workshop held on 8 September 2020. Recommended amendments following the Workshop are reflected in the attached Policy, as highlighted (underline/strike through).
- 4.3 The Policy is considered to be fit for purpose and will achieve desired outcomes.

Considerations

5.1 **RISK**

- 5.2 No significant risks have been identified.

5.3 **CONSISTENCY WITH EXISTING PLANS AND POLICIES**

- 5.4 This decision is consistent with existing plans and policies.
- 5.5 The Policy is consistent with the Council's vision of creating a better future with vibrant communities and thriving business.

5.6 **SIGNIFICANCE AND COMMUNITY VIEWS**

- 5.7 This decision is not a significant decision in terms of Council's Significance and Engagement Policy.

Suggested Resolutions

- 1 The business paper on Adoption of Community and Partnerships Fund Policy (previously named Community Development Fund Policy) be received.
- 2 Council adopt/not adopt the Community and Partnerships Fund Policy (Effective 1 July 2021).



HELEN BEEVER
GENERAL MANAGER – COMMUNITY SERVICES

September 2020

Attachment: Community and Partnerships Fund Policy



DRAFT – Community
Development and Partnerships
Fund Policy

DRAFT

Created	August 2009
Reviewed Policy Adopted	
Next Review Date	
Policy Effective	1 July 2021

Contents

1.0	Introduction	1
2.0	Purpose	1
3.0	Definitions	1
4.0	Community Outcomes.....	2
5.0	Policy.....	3
	Schedule 1 – Single-Year Community Assistance Grant	5
	Schedule 2 – Multi-Year Community Partnership Grant	6
	Schedule 3 – Community Events Fund.....	7
	Schedule 4 - Community Halls Grant – Non-Contestable.....	8
	Schedule 5 – Special Grants.....	9

DRAFT

1.0 Introduction

- 1.1 Waitomo District Council (WDC) seeks to facilitate and support strong and sustainable partnerships and to seek co-funding arrangements to support improved social outcomes of our community. This in turn supports WDC's Vibrant Safe Waitomo Strategy.
- 1.2 The focus of the policy is the provision of community assistance for the 'not for profit' sector in order to create a strong social base and to meet local needs.
- 1.3 This Policy sets out the funding and allocation process for assistance provided through grants to community organisations and community groups.
- 1.4 This Policy does not apply to rates remissions or any other type of assistance provided by WDC.

2.0 Purpose

- 2.1 The purpose of this policy is to establish funding policies and principles, which form the basis for the provision of funding grants to assist organisations and funding partners who provide projects, activities, services and facilities that benefit communities within the Waitomo District.
- 2.2 This policy provides a guide as to how funding can be obtained from WDC and assists Elected Members and WDC staff with guidance when making decisions and recommendations about funding applications.
- 2.3 This policy ensures the distribution of funding:
 - occurs in a consistent, efficient, effective manner; and
 - is transparent, fair and accountable.

3.0 Definitions

10 Year Plan	Council's adopted Long Term Plan (LTP) as defined by the Local Government Act 2002.
Capital Expenditure	Expenditure that will provide benefits to the applying organisation for periods greater than one year and considered an asset to the organisation.
Community Events Fund	An annual contestable fund to support community organisations that may wish to partnership with Council for the delivery of district events.
Community Organisations	A not-for-profit that has the primary objective to provide programmes, services or activities that benefit the social, cultural and environmental wellbeing of communities in the Waitomo District.
Multi-Year Partnership Grant	A Multi-Year contestable fund. Multi-Year Partnership Grants have a term of 3 years, aligning with the Long-Term Planning cycle.
Single-Year Community Assistance Grants	An annual contestable fund.

4.0 Community Outcomes

4.1 The Community Development Fund (CDF) aims to ensure that projects undertaken make a positive contribution to achieving WDC's strategic community outcomes.

4.2 The following community outcomes contribute to the Community Development Activity:

<i>Vibrant Communities</i>	
1.	A place where the multicultural values of all its people and, in particular, Māori heritage and culture is recognised and valued.
2.	A place where all age groups have the opportunity to enjoy social, cultural and sporting activities within our District.
3.	A place where young people have access to education, training and work opportunities.
4.	A place where young people feel valued and have opportunities for input into the decisions for the District.
<i>Thriving Business</i>	
6.	A place that attracts more people who want to live, work and play, and raise a family.
7.	A place where wealth and employment are created through local businesses and tourism opportunities and facilities are developed, facilitated and encouraged.
<i>Effective Leadership</i>	
8.	A place where the development of partnerships for the delivery of programmes and services is encouraged and pursued.

5.0 Policy

5.1 Funding Allocation

5.2 The total funding assistance provided to the community through grants and funding, in accordance with this Policy, is confirmed by Council at adoption of the 10 Year Plan.

5.3 Grants

5.4 This Policy comprises of the following contestable grants:

- Single-Year Community Assistance Grant
- Multi-Year Community Partnership Grant
- Community Events Fund

5.5 Decision Making

5.6 Grants will be awarded through a contestable process (excluding Community Hall Grants). This process is the best process to enable decision-makers (i.e. Elected Members) to compare the relative merits of the funding applications they receive and to allocate grants from the funding pools as fairly as possible.

5.7 In this context contestable means that:

- applications are invited during scheduled funding rounds, with publicly advertised opening and closing dates;
- any eligible organisation has an equal opportunity to be considered for a grant;
- clearly defined processes will be applied to all applications; and
- final allocation decisions are made in a public forum.

5.8 Grant Misuse by Recipients

5.9 Grants are to be spent in accordance with the purpose for which they are allocated.

5.10 Failure to account for the use of a past grant will be sufficient cause for any subsequent application to be declined.

5.11 Using a past grant for any purpose other than that approved may result in future applications being declined.

5.12 WDC reserves the right to request the repayment of any funds allocated to a group or organisation where grant misuse is identified.

5.13 Level of Financial Reserves

5.14 It is acknowledged that it is prudent for organisations to carry financial reserves for their operations. However, if an organisation is carrying reserves greater than a year of operating costs with funding not tagged for special projects, Council may not approve a grant to the organisation or group.

5.15 Funding Considerations

5.16 Applications will be considered that:

- Align and support WDC's Community Outcomes
- Contribute to and support the Vibrant Safe Waitomo Strategy
- Strengthen participation across diverse communities
- Work collaboratively across the community sectors
- Facilitate and support strong and sustainable partnerships

5.17 Eligible Applicants

5.18 Non-profit incorporated organisations (including Charitable Trusts, Trusts, Incorporated Societies) and Maori Trust Boards. These groups are referred to collectively as 'community organisations'. Most community organisations have a formal legal structure and founding documents (e.g. a constitution).

5.19 To be eligible for funding, one application per annum, per community organisation will apply.

5.20 The CDF will not fund education-based activities which should, in the view of a reasonable person, be the responsibility of their primary funder e.g. Ministry of Education. The fund only supports projects sponsored by education providers where there is a clear general community benefit that will be derived from such a project.

5.21 Groups with no Formal Legal Structure

5.22 Groups with no formal legal structure may apply for grants via nominating an 'umbrella' non-profit incorporated organisation which has agreed to receive and administer the grant on their behalf. The umbrella organisation would be legally accountable to WDC for the expenditure of the grant.

Ineligible Applicants

- For-profit Groups
- Individuals
- Political Organisations
- Social Clubs
- Internal Applicants
- Other local authorities, government agencies or public sector entities

5.23 How Must an Application be Made?

5.24 All applications:

- Must be made via the appropriate WDC Application Form
- Be fully completed with all accompanying information attached
- Must be submitted before the closing date

5.25 Incomplete or late applications will be deemed ineligible and therefore not be considered for funding.

5.26 Accompanying Information

5.27 All applications to the Single-Year Community Assistance Grant and the Multi-Year Community Partnership Grant must include the following:

- Proof of incorporation
- The applicants latest annual financial accounts
- Verified bank account details for the applicant

5.28 In addition to the above, Multi-Year Partnership Grants will be subject to providing further supporting documentation.

Schedule 1 – Single-Year Community Assistance Grant

1.0 Scope

- 1.1 Waitomo District Council’s Single-Year Community Assistance Grant focuses on providing assistance for not-for-profit community organisations that support community led projects. These projects are aligned with Council Plans and Strategies and contribute and support the social, cultural, economic and environmental well-being of the Waitomo District.
- 1.2 Priority for funding will be given to community organisations that are delivering projects in collaboration with other organisations.
- 1.3 The Single-Year Community Assistance Grant is for one-off projects or initiatives that will be completed within a 12-month period from receiving the grant.

2.0 Single-Year Community Assistance Grant

When can I apply? <u>(Indicative Timeline)</u>	Fund Opens: 1 July Fund Closes: 1 August
When will I know?	Applicants will be advised September/October
How much can I apply for?	<u>A maximum of \$10,000</u>

3.0 What can be funded?

- 3.1 The following costs will be considered for funding:
- Resources that support the project or organisation
 - Programme development and implementation
 - Applications for capital projects may be accepted for grant requests over \$2,000

4.0 What will not be funded?

- 4.1 The following will not be considered for funding:
- Projects that have commenced or have been completed
 - Loan / Debt Repayment
 - Wages or Salary
 - Where the applicant has received a Multi-Year Community Partnership Grant
 - Organisations with outstanding projects from previous funding rounds

5.0 What are the requirements that will have to be met?

~~5.0~~5.1 A Grant Agreement between WDC and the successful applicant will be in place where the grant value exceeds \$5,000. Conditions of the grant will be outlined in the Agreement.

5.2 Projects must be completed within a 12-month period from receiving the grant.

5.3 Successful applicants will be required to complete an Accountability Report upon completion of the project.

5.4 Failure to complete the project within the 12-month period may result in funding being reimbursed to WDC.

Schedule 2 – Multi-Year Community Partnership Grant

1.0 Scope

- 1.1 Waitomo District Council’s Multi-Year Community Partnership Grant supports the not-for-profit organisations whose work is aligned with Council plans and strategies and contribute to the social, cultural, economic and community well-being of the Waitomo District.
- 1.2 The Multi-Year Community Partnership Grant supports community organisations that offer services or facilities that make a significant contribution and improved well-being in the Waitomo District.
- 1.3 The Multi-Year Community Partnership Grant is for a three-year period.

2.0 Multi-Year Community Partnership Grant

When can I apply? <u>(Indicative Timeline)</u>	Fund Opens: 1 July Fund Closes: 1 August
When will I know?	Applicants will be advised September/October

3.0 What will be funded?

- 3.1 Operational Costs relating to services or facilities that complement WDC’s 10 Year Plan objectives.

4.0 What will not be funded?

- 4.1 The following costs will not be considered for funding:

- Capital Projects
- Loan / Debt Repayment

5.0 What are the requirements that will have to be met?

- 5.1 Applicants will need to demonstrate within the application process how they will:
- Strengthen participation across diverse communities
 - Build the capability of communities to become sustainable
 - Work collaboratively across the community sectors
- 5.2 Applicants must have a proven record of accomplishment in their area of service and previous history of service delivery.
- 5.3 Applicants must be financially sustainable and be able to demonstrate a history of working collaboratively with other organisations.
- 5.4 A Grant Agreement between WDC and the successful applicant will be in place. Conditions of the grant will be outlined in the Agreement.

Schedule 3 – Community Events Fund

1.0 Scope

- 1.1 Waitomo District Council's Community Events Fund supports community events that create opportunities to build and celebrate community pride and for the community to connect and celebrate.
- 1.2 Priority for funding will be given to community organisations that wish to partner with WDC for the delivery of district events, such as the Waitomo District Christmas Parade and the Great NZ Muster.
- 1.3 Consideration will also be given to community-led events or cultural celebrations open to the wider community participation.

2.0 Community Events Fund

When can I apply?	Calls for Registration of Interest will be advertised in July/August of each year
When will I know?	By September of each year

3.0 What will be funded?

- 3.1 Costs relating to the delivery of community events, where the event is to take place within the Waitomo District.

4.0 What will not be funded?

- 4.1 The following costs will not be considered for funding:
- Capital costs
 - Loan / Debt Repayment
 - Applications for events that have already taken place

5.0 What are the requirements that will have to be met?

- 5.1 A grant agreement between WDC and the successful applicant will be in place. Conditions of the grant will be outlined in the agreement and will include health and safety requirements.

Schedule 4 - Community Halls Grant – Non-Contestable

1.0 Scope

- 1.1 Council currently supports 13 community halls within the Waitomo District by way of an annual grant, with each hall receiving \$1,000. Hall grants are paid in August of each year.

Community Halls that receive funding are:

- Aria
- Awakino
- Benneydale
- Kinohaku
- Mahoenui
- Mairoa
- Marokopa
- Mokau
- Mokauiti
- Mapiu
- Te Anga
- Waitanguru
- Rangitoto

2.0 What are the requirements that have to be met?

- 2.1 An Accountability Report is required to be submitted annually by June of the following year. Hall Committees/Trusts are required to report on expenditure of the grant.

Schedule 5 – Special Grants

The following grants are administered by WDC on behalf of external organisations.

1.0 Creative Communities Scheme

- 1.1 Creative Communities NZ provides a grant to Council to encourage promotion of the arts within the district. Organisations may apply to Council's Creative Communities Scheme Assessment Committee for funds based on the criteria supplied by Creative Communities NZ. The funds objective is to support arts and cultural activities that encourage participation in a wide range of arts activities.
- 1.2 WDC administers two Creative Community Scheme funding rounds per year. They fall in May and November of each year. The Creative Communities Scheme Assessment Committee consists of two Councillors, one Iwi representative and up to 8 community representatives.

2.0 Sport NZ – Rural Travel Fund

- 2.1 Sport NZ provides a grant to Council.
- 2.2 The funds objective is to assist youth of the district living in a rural area, with the cost of travel to local sports competitions.
- 2.3 The allocation of the fund is based on a population density formula for territorial authorities that have fewer than 10 people per square kilometre.
- 2.4 WDC administers one Sport NZ Rural Travel Fund per year. This falls in October each year. Applications to the Sport NZ Rural Travel Fund are determined by an Assessment Committee.

3.0 DC Tynan Grant

- 3.1 The late Daniel Circuit Tynan left a bequest to the Borough of Te Kuiti for the purpose of supporting organisations within the Te Kuiti Urban Ward that are involved with social, cultural, educational or recreational activities. The priority of this funding is given to projects of a capital nature.
- 3.2 The funds of the Trust are held and administered by Forgeson Law and WDC provides the administrative support associated with the funding application process.
- 3.3 The income from the Trusts capital investment is available for distribution. Distribution occurs in July/August each financial year.

Document No: A484739

Report To: Council



Meeting Date: 29 September 2020

Subject: Waitomo District Council Grant Allocations
2019/2020

Type: Information Only

Purpose of Report

- 1.1 The purpose of this business paper is to provide Council with details of grants made by Waitomo District Council for the 2019/2020 financial year.

Background

- 2.1 Waitomo District Council (WDC) is committed to annually allocating funds and resources to support community initiatives through grants managed in accordance with Council's Community Development Fund Policy.

- 2.2 For clarification purposes, set out below is a description of each of the grants contained in Council's Community Development Fund Policy.

2.3 DISCRETIONARY GRANT

- 2.4 The focus of the Discretionary Grant Fund is in providing community assistance for the 'not for profit' sector in order to create a strong social base and meet local needs. The dollar value of each grant is determined on a case by case basis during each funding round.

- 2.5 The Discretionary Grant Fund is advertised and administered via four rounds per annum.

2.6 TRIENNIAL GRANT

- 2.7 The focus of the Triennial Grant Fund is in providing support to 'not for profit' organisations whose work can be shown to support the social and cultural well-being goals of the Waitomo District.

- 2.8 Council, as part of the Long Term Plan process, considers applications to the Triennial Grant Fund. Grants are allocated for a period of three years with funding distributed annually.

2.9 PROVISION OF SERVICES GRANT

- 2.10 The Provision of Services Grant provides funding to 'not for profit' organisations who undertake to provide services that compliment Council's Long Term Plan objectives.

2.11 These organisations offer services that make a significant contribution to the achievement of Waitomo District Council's Community Outcomes and improve well-being within the District but are outside the scope of services provided by Waitomo District Council.

2.12 The value of each of these grants are determined on a case by case basis and developed with the recipient as a Provision of Services Grant Agreement.

2.13 COMMUNITY PARTNERSHIP FUND

2.14 The Community Partnership Fund seeks to facilitate and support strong and sustainable partnerships and to seek co-funding arrangements to support improved social outcomes of our community.

2.15 The fund aims to provide opportunities by offering access to funding and in kind support to groups working on community initiatives. Of particular interest is those projects and initiatives that demonstrate strong links to Vibrant Safe Waitomo.

2.16 COMMUNITY HALLS GRANT

2.17 The Community Halls Grant provides funding to assist with the maintenance of 13 Community Halls throughout the district.

2.18 SPECIAL GRANTS - CREATIVE COMMUNITIES, SPORT NZ RURAL TRAVEL FUND AND DC TYNAN TRUST FUND

2.19 There are two special grants administered by Council on behalf of central government; Creative Communities New Zealand and the Sport NZ Rural Travel Fund. Funding for both of these grants is provided by central government and each is administered by WDC in alignment with their own specific criteria.

2.20 WDC administers the DC Tynan Trust Fund which is a generous bequest left by the late Daniel Circuit Tynan to the Borough of Te Kuiti. The purpose of the grant fund is to support organisations within the Te Kuiti Urban Ward that are involved with social, cultural, educational or recreational activities.

2.21 Forgeson Law directs the funds of the DC Tynan Trust. Waitomo District Council provides the administrative support associated with the funding application process. Applications are invited annually to this fund.

Commentary

3.1 Attached to and forming part of this business paper is a summary setting out details of grants allocated by WDC for the 2019/2020 financial year under each of the grant types, including:

- Discretionary Grants
- Triennial Grants
- Provision of Services Grants
- Community Partnership Fund
- Community Halls Grants
- Creative Communities
- Sport NZ Rural Travel Fund
- DC Tynan Trust Fund

Suggested Resolution

1. The business paper on Waitomo District Council Grant Allocations for 2019/2020 be received.



HELEN BEEVER
GENERAL MANAGER – COMMUNITY SERVICES

September 2020

Attachment 1. Summary of WDC Grant Allocations 2019/2020 (A488816)

Summary of Grants 2019/2020

Discretionary Grant Fund Allocations 2019/2020

Date: September 2019

Name of Applicant	Project Description	Amount Granted
The Parkinson's New Zealand Charitable Trust	Training and development costs for the Waikato Community Educator	\$300.00
St Joseph's Catholic School Parent Support Group	Hire of the Les Munro Centre for Annual School Fundraiser	\$700.00
TOTAL		\$1,000.00

Date: December 2019

Name of Applicant	Project Description	Amount Granted
Piopio Lions Club	Hall hire for Senior Citizens of Piopio and Aria Christmas lunch	\$277.00
Te Kuiti and District Highland Pipe Band Inc	Operating costs for hall	\$1,400.00
TOTAL		\$1,677.00

Date: March 2020

Name of Applicant	Project Description	Amount Granted
Friends of the Timber Trail	Administration and volunteer expenses	\$640.00
Te Kuiti Amateur Swimming Club Inc	Administration costs for the interschool's swimming sports	\$390.00
TOTAL		\$1,030.00

Date: June 2020

Name of Applicant	Project Description	Amount Granted
Mathematics for a Lifetime (MFAL)	Administration and operational costs for mathematics education programme	\$2,688.00
Te Kuiti Netball/Tennis Pavilion Society Inc	Administration costs for building upgrades	\$5,000.00
Maniapoto Family Violence Intervention Network (MFVIN)	Operational and initial project costs for White Ribbon Art Exhibition	\$3,000.00
TOTAL		\$10,688.00

Summary of Grants 2019/2020

Triennial Grant Allocation 2019

Name of Applicant	Project Description	Amount Granted
Benneydale & District Historical Display	Assist with operational costs to provide historical display	\$500.00
Citizens Advice Bureau Te Kuiti Inc	Assist with operational costs to provide a facility for volunteers and clients to acquire a range of information	\$4,000.00
New Zealand Shearing Championships Inc	Hall Hire - Les Munro Centre	\$6,000.00
Number 12	Assist with operational costs for provision of Youth Centre	\$10,000.00
Te Kuiti Community House Trust	Support of the provision of community based services and facilities	\$10,000.00
Te Kuiti Kaumatua Games	Assist with administrative and promotional expenses	\$500.00
Mokau School	Assist with pool operation costs	\$2,800.00
Project Piopio Trust	Assist with operational costs associated with community projects	\$3,000.00
Te Kuiti Development Incorporated	Assist with administrative expenses	\$6,000.00
	TOTAL	\$42,800.00

Provision of Services Grant Allocation 2019

Name of Applicant	Project Description	Amount Granted
Maniapoto Rugby Football Sub-Union Incorporated	Assist with operational costs to maintain facility	\$13,700.00
Pinetree No.5 Trust	Assist with operational and promotional costs to provide exhibition	\$5,000.00
Piopio Community Swimming Pools Charitable Trust	Assist with operational costs for pool operations	\$10,500.00
Sport Waikato	Support the provision of sport and recreation related services	\$75,728.15
Tainui Historical Society Incorporated	Assist with operational costs to provide museum services	\$10,000.00
Te Kuiti & District Historical Society Incorporated	Assist with operational costs and facility upgrades	\$15,000.00
Waitomo Caves Museum Society Incorporated	Support provision of tourist information and other related services at Waitomo Village	\$41,697.00
	TOTAL	\$171,625.15

Summary of Grants 2019/2020

Community Partnership Fund Allocation 2019/2020

Date: October 2019

Name of Applicant	Project Description	Amount Granted
Te Kuiti Police	Pool hire for rewards day at the Waitomo District Aquatic Centre	\$400.00
The Hillview Trust Incorporated	Residents Room upgrades	\$13,000.00
Piopio Community Gym and Recreation Centre	Adventure fitness zone	\$15,000.00
Te Kuiti Development Incorporated	Room hire for Santa's Grotto	\$843.00
St Joseph's Catholic School Parent Support Group	Installation of AstroTurf	\$5,000.00
Piopio Bowling Club	Purchase of water tanks	\$2,000.00
Maniapoto Maori Trust Board	Operating costs for Kawenata Awards	\$2,000.00
Tainui Wetere Domain Incorporated Society	Kitchen upgrade	\$9,000.00
	TOTAL	\$47,243.00

Community Halls Fund Allocation 2019/2020

Date: July 2019

Name of Applicant		Amount Granted
Awakino	Operational costs	\$1,000.00
Benneydale	Operational costs	\$1,000.00
Kinohaku	Operational costs	\$1,000.00
Mahoenui	Operational costs	\$1,000.00
Mairoa	Operational costs	\$1,000.00
Marokopa	Operational costs	\$1,000.00
Mokau	Operational costs	\$1,000.00
Mokauiti	Operational costs	\$1,000.00
Te Anga	Operational costs	\$1,000.00
Waitanguru	Operational costs	\$1,000.00
Rangitoto	Operational costs	\$1,000.00
	TOTAL	\$11,000.00

Summary of Grants 2019/2020

Creative Communities Scheme 2019/2020

Date: Round One November 2019

Name of Applicant	Project Description	Amount Granted
Aria Primary School	Annual School Production	\$750.00
Mokau Bone Carving	Easter Workshop	\$2,545.00
TOTAL		\$3,295.00

Date: Round Two June 2020

Name of Applicant	Project Description	Amount Granted
Encore	Encore Concerts	\$1,000.00
Maniapoto Family Violence Intervention Network	White Ribbon Art Exhibition 'THE JOURNEY : from hurt to heal'	\$10,665.00
Rangitoto School	Rangitoto Centenary Music	\$2,275.43
TOTAL		\$13,940.43

Sport NZ Rural Travel Fund 2019/2020

Date: October 2019

Name of Applicant	Project Description	Amount Granted
Aria Primary School	To subsidise travel expenses	\$1,000.00
Piopia College Sport Executive Committee	To subsidise travel expenses	\$2,600.00
Piopia Youth Sports Committee	To provide petrol vouchers	\$2,000.00
Te Kuiti High School	Contribute towards running and hire of vans	\$2,500.00
Rangitoto Primary School	Reimbursement of travel costs	\$500.00
Waitomo District Junior Cricket	To subsidise travel costs	\$500.00
TOTAL		\$9,100.00

DC Tynan Trust 2019/2020

Date: August 2019

Name of Applicant	Project Description	Amount Granted
Waitomo Indoor Sports Centre	Kitchen refurbishment	\$7,194.28
Te Kuiti Squash Racquets Club Incorporated	New LED lighting	\$2,341.00
TOTAL		\$9,535.28

Document No: A484719

Report To: Council



Meeting Date: 29 September 2020

Subject: **Progress Report: Mayor's Taskforce for Jobs – Community Recovery Programme**

Type: Decision Required

Purpose of Report

- 1.1 The purpose of this business paper is to brief Council on discussions with the New Zealand Local Government Association regarding the Draft Mayor's Taskforce for Jobs Agreement and to seek a decision on whether or not to enter into the Agreement.

Background

- 2.1 The Mayor's Taskforce for Jobs (MTFJ) holds a Memorandum of Understanding (MoU) with the Government, which outlines the joint intention to achieve better employment outcomes for young New Zealanders and the recognition that barriers to employment are best addressed at a local level.
- 2.2 A Pilot Programme was launched by the MTFJ in mid-2020 in an effort to link vulnerable youth with employment opportunities in their regions.
- 2.3 The programme was developed in response to the COVID-19 pandemic crisis providing for collaboration between the MTFJ, the Ministry of Social Development (MSD) and four identified rural Councils. The four Councils involved were Central Hawkes Bay District Council, Opotiki District Council, South Wairarapa District Council and Rangitikei District Council.
- 2.4 The intent was for the Councils, via the programme, to assist local businesses with recruitment, training, guidance and in some cases subsidies. This in turn would assist small businesses to take on young workers.
- 2.5 It was noted at the time that the pilot programme would lead the way for expanding the reach to include up to 23 rural Councils with a population of 20,000 or less.
- 2.6 On 6 July 2020 it was announced that the pilot programme would be rolled out to an additional 23 Councils, providing up to \$500,000 per rural Council to create a minimum of 50 sustainable employment positions.
- 2.7 An application to the Mayor's Taskforce for Jobs Community Recovery Programme was lodged in July 2020, to support young workers in the Waitomo District with sustainable employment opportunities.
- 2.8 The application for funding was subsequently approved and a draft Agreement received on 12 August 2020. Upon signing of the Draft Agreement, WDC would initially receive \$250,000 with provision for a further \$250,000 once fifty percent of the target was met.

- 2.9 In accordance with best practice, the Draft Agreement was legally reviewed and discussed by Council at the 25 August 2020 meeting.
- 2.10 The legal review had identified some concerns in regard to terms and conditions of the Draft Agreement, as follows:
1. The Draft Agreement stated an expiry date of 30 June 2021.

With the funding application approved, the next step would be to appoint a service provider, in accordance with WDC's Procurement Policy.

The short timeframe to appoint a suitable service provider and effectively deliver the programme was raised as a concern.
 2. The Agreement was silent on what would occur if delivery of the programme was delayed, or unable to be provided, due to the effects of COVID-19 Alert Level control measures, including potential lockdown. It was noted a further lockdown event(s) would significantly impact the ability of a service provider to meet the milestones within the limited timeframe.
 3. The Draft Agreement referred to the ability of either party to terminate the Agreement, for any reason, with one months' notice, and the associated consequences.

If terminated for any reason, or upon expiry, MTFJ could request reimbursement of a portion of the funding where the outcomes had not been delivered. It was noted that, due to the tight timeframe imposed this could very well occur.
- 2.11 The potential financial risk should WDC not meet the required Sustainable Employment Outcomes within the stated timeframe was discussed by Council. The required Employment Outcomes are:
- 25 sustainable employment outcomes within the first tranche of funding; and
 - 50 sustainable employment outcomes if a second tranche of funding is secured
- 2.12 Council delegated authority to the Mayor and Chief Executive to negotiate, and if negotiations were successful, enter into the Mayor's Taskforce for Jobs Agreement.

Commentary

- 3.1 The Mayors' Taskforce for Jobs Community Recovery Programme provides an avenue to support young people to be retained or placed into employment and to support small to medium sized enterprises with initiatives that promote recruitment.
- 3.2 The opportunity to secure external funding to deliver the programme locally has strong merit.
- 3.3 Following the August Council meeting, contact was made with the New Zealand Local Government Association (NZLGA) to discuss details of the Agreement. NZLGA were responsive to discussions and supportive of reaching a consensus on a way forward.

- 3.4 Consensus has been reached to include a Force Majeure clause in the Agreement. This will address WDC's concerns regarding the omission of a clause relating to any potential liability, to either party, for any failure to perform its obligations by reason of any cause or circumstance beyond either party's control.
- 3.5 Consensus has also been reached to extend the termination clause, allowing either party to terminate the Agreement for any reason upon three month's written notice to the other party.
- 3.6 Consensus has not been reached to remove the 'reimbursement' clause from the Agreement.
- 3.7 NZLGA have recommended that WDC sign up for the First Tranche Funding of \$250,000 for 25 sustainable employment outcomes.
- 3.8 The MTFJ will monitor WDC's progress on a month-by-month basis, in conjunction with MSD, via the monthly reporting system.
- 3.9 MSD have advised they will work collaboratively with WDC to endeavour to achieve a successful outcome.
- 3.10 Should WDC be successful in achieving 25 sustainable employment outcomes, application for the Second Tranche Funding can proceed, however it is not compulsory.
- 3.11 NEXT STEPS**
- 3.12 There is confidence that the MTFJ and MSD will work in collaboration with WDC to deliver the programme locally and deliver against the outcomes.
- 3.13 Regrettably, Council's concern regarding the potential transfer of financial risk to WDC remains unaddressed if 25 sustainable employment outcomes are not achieved within the required timeframe.
- 3.14 Although every effort will be made to achieve the required Outcomes, a guarantee cannot be provided.
- 3.15 Councils approval to enter into the Agreement with NZLGA, or not, is sought.

Considerations

4.1 RISK

- 4.2 Risks relating to entering into the Mayors' Task Force for Jobs Draft Agreement as presented have been identified as follows:
 - 1 There is an identified risk that the Mayors Task Force for Jobs Community Recovery Programme cannot be delivered within the timeframe stipulated in the Draft Agreement.
 - 2 There is an identified risk that a service provider may not be secured due to the obligation to accept a potential transfer of financial risk in having to reimburse a portion of the funding received.
 - 3 There is an identified risk that Council may be required to reimburse a portion of the funding to MTFJ.

4.3 CONSISTENCY WITH EXISTING PLANS AND POLICIES

- 4.4 Consideration of the Mayors' Task Force for Jobs Community Recovery Programme and associated Funding Agreement is undertaken in accordance with Councils Long Term Plan 2018-2028.

4.5 SIGNIFICANCE AND COMMUNITY VIEWS

- 4.6 This decision is not a significant decision in terms of Council's Significance and Engagement Policy.

Suggested Resolutions

1. The business paper on Progress Report: Mayor's Taskforce for Jobs – Community Recovery Programme be received.
2. Council agree / not agree to enter into the Mayors' Task Force for Jobs Draft Agreement.



HELEN BEEVER
GENERAL MANAGER – COMMUNITY SERVICES

September 2020

Document No: A484839

Report To: Council Meeting



Meeting Date: 29 September 2020

Subject: **Citizens Awards – Consideration to Defer Awards Ceremony**

Type: Decision Required

Purpose of Report

- 1.1 The purpose of this business paper is to brief Council on planning considerations for the 2020 Citizens Awards and present a recommendation from the Citizens Awards Working Party to defer the date of the Awards Ceremony.

Background

- 2.1 In 2011, Council agreed that it wished to recognise the contribution that individuals make in the achievement of improved community well-being and positive community outcomes.
- 2.2 The Citizens Awards concept was identified as a way to recognise the significant contribution made to the Waitomo District by individuals within the community.
- 2.3 Council, at its meeting on 13 December 2011, adopted a Citizens Awards Policy. The Policy identified two award types, the Lifetime Achievement Award and the Citizen of the Year Award.
- 2.4 The Citizens Awards Policy was reviewed by Council at its meeting on 13 December 2016. The frequency of the Awards was discussed, and it was agreed that a bi-annual event would be introduced.
- 2.5 The last Citizen Awards Ceremony was held on Sunday 27 May 2018, at the Les Munro Centre, Te Kuiti.

Commentary

- 3.1 The WDC Roadmap Work Programme outlines the process and associated timelines for the Waitomo District Citizens Awards, including the call for nominations and hosting of the Awards Ceremony.
- 3.2 Nominations for the 2020 Awards closed on 10 August 2020, with six nominations received.
- 3.3 On 1 September 2020 the Citizens Awards Working Party (CaWP) met to consider nominations for both the Citizen Award and Lifetime Achievement Award.
- 3.4 The CaWP comprises three community representatives and Councillor New.
- 3.5 The CaWP discussed at length the impact of COVID-19 Alert Level control measures on events, including restrictions at public gatherings. It was noted

numerous events are being postponed, or cancelled, due to the control measures and the uncertainty that arises in regard to event planning.

- 3.6 At the time the Working Party met, the Region was in Alert Level 2. Discussions took place regarding potential alternative acknowledgement methods that could be recommended to Council for consideration as a one-off, such as private gatherings with restricted numbers. It was felt this did not acknowledge the considerable effort and contributions made by the award nominees.
- 3.7 It was noted the Awards Ceremony celebrates and recognises the significant achievements of individuals, who through their outstanding community focus and dedication, have made a significant contribution to the Waitomo District
- 3.8 With the above in mind, the CaWP requested a recommendation be made to Council to consider a postponement of the 2020 Citizen's Awards Ceremony to April/May 2021.
- 3.9 It was further recommended by the CaWP that, due to the impacts of COVID-19 and the recommended deferment of the Awards Ceremony, Council may wish to consider an extension to the nomination period.
- 3.10 For the purpose of clarity it is recommended, should Council agree to an extension, that the nomination period remains open until 1 March 2021.
- 3.11 Council's guidance is sought.

Considerations

4.1 **RISK**

4.2 No significant risks have been identified.

4.3 **CONSISTENCY WITH EXISTING PLANS AND POLICIES**

4.4 This decision is consistent with existing plans and policies.

4.5 **SIGNIFICANCE AND COMMUNITY VIEWS**

4.6 Under the Significance and Engagement Policy 2014 this matter is of low significance.

Suggested Resolutions

- 1 The business paper on the Citizens Awards – Consideration to Defer Awards Ceremony be received.
- 2 Council approve/not approve deferment of the Waitomo District Citizens Awards Ceremony to March/April 2021.
- 3 Council approve/not approve an extension to the nomination period, with nominations closing on 1 March 2021.



HELEN BEEVER
GENERAL MANAGER – COMMUNITY SERVICES

Document No: A488764

Report To: Council



Meeting Date: 29 September 2020

Subject: Progress Report: Funding Opportunities - Lawrence Street, Te Kuiti

Type: Decision Required

Purpose of Report

- 1.1 The purpose of this business paper is to brief Council on progress made regarding enquiries to seek external funding to enable Council to undertake a Feasibility assessment for potential future uses of Waitomo District Council's (WDC) property located at Lawrence Street, Te Kuiti.

Background

- 2.1 WDC owns/administers three properties located at Lawrence Street, Te Kuiti.
- 2.2 The land is held in two (2) Records of Title and a Local Purpose Reserve (Road) pursuant to section 239a of the Resource Management Act 1991 and vested in Council. The details of the Records of Title and Local Purpose Reserve are set out below:
 - a) 412404 – owned by WDC in fee simple land tenure;
 - b) SA36C/845 - WDC is the owner of these fee simple titles; and
 - c) Property ID 4332625 – Local Purpose Reserve (Road)
- 2.3 Information available indicates that the Records of Title 412404 and SA36C/845 were purchased from the Crown in 2008 and 1986 respectively, where SA36C/845 was the site of a former Ministry of Works depot. No historical information has been identified at this time in relation to Property ID 4332625.
- 2.4 The land has, in the past, been used for grazing, and in 1998 a Licence to Occupy (LTO) was entered into with Te Kuiti Kohanga Reo Whanau Trust Incorporated to authorise the Licensee to use the land to physically access the educational facility located at 24A Lawrence Street, Te Kuiti (Record of Title 412404 and Property ID 4332625). This LTO ended in approximately 2001. However, the educational facility continues to use the land to access its property with the consent of WDC. The LTO in effect established the use of 412404 as available for public use by motor vehicles for the purposes of access. Record of Title SA36C/845 is not currently being utilised.
- 2.5 There are seven properties (owned by 6) adjoining/neighbouring the WDC land. Those properties do not have frontage to formed legal road.
- 2.6 One of the properties immediately adjoining WDC land is classified as a Roadway by the Maori Land Court in 2013 (Record of Title 467515).

- 2.7 A was hui held on 23 June 2020 at Railway Building 3, Te Kuiti with the owners and/or representatives of the landlocked properties, Mayor Robertson, Councillor Marshall and a WDC representative.
- 2.8 The intention of the hui was for landowners/representatives to discuss aspirations for future use of the group of properties.
- 2.9 A discussion took place regarding historical knowledge of the land which amongst other topics, noted a the decision of the Maori Land Court in 2013 to change the classification of the Maori land held at Record of Title 467515 to be used for access purposes to adjoining Maori land but that access authority was of a limited nature being restricted to just the owners of those adjoining blocks. There is no general public access.
- 2.11 The hui canvassed the future use of land and a consensus was arrived at where, in principle, landowners were in favour of progressing to utilise their retrospective land ownership for housing (an urban papakainga concept or social housing).
- 2.12 At its meeting of 28 July 2020, Council discussed the matter. It was agreed that WDC, as an interested party, needed to assess its interest and the options available to it to participate in any development of the block.
- 2.13 It was further agreed a Feasibility Study would provide the means to better understand historical and future ownership, access, usage/development, land classification, external funding options, private betterment interests and social and community benefits.
- 2.14 Council subsequently resolved to seek external funding to cover the cost of the Feasibility Study.
- 2.15 A Progress Report was presented to Council at its meeting of 25 August 2020 outlining possible external funders and their position in regard to funding support for Feasibility Studies.

Commentary

- 3.1 At the time of writing this business paper, no source of non-WDC (external) funding to support the costs associated with development of a Feasibility Study has been identified.
- 3.2 Contact was made with the following potential funding partners. The response to enquiries is noted below, as outlined to Council at the 25 August 2020 meeting.
- 3.3 **Ministry of Primary Industry (MPI) – Maori Agribusiness**
- 3.4 The Ministry of Primary Industry – Maori Agribusiness provides support for trustees or owners of Maori land who want to make progress in changing their land use.
- 3.5 Funding to support the preparation of Feasibility Studies is available where the landowners want to develop their land to support activities such as farming, forestry, horticulture, etc.
- 3.6 Funding for the development of housing (an urban papakainga concept or social housing) is not available via MPI.

3.7 Provincial Growth Fund (PGF)

3.8 The Provincial Growth Fund provides funding assistance for projects that support job creation and power up prosperity and productivity in the regions.

3.9 Contact has been made with the Ministry of Business, Innovation and Employment (MBIE) regarding potential funding support. MBIE advised funding support for Feasibility Studies does not align with the current PGF funding criteria.

3.10 Te Puni Kōkiri

3.11 The Ministry of Maori Development - Te Puni Kōkiri (TPK) provides support to Maori that are looking to develop their lands.

3.12 A meeting was set up between a Principal Advisor and Strategic Planner or TPK, the designated Whanau Representative from the land blocks and the WDC staff member to discuss a Feasibility Study on the development of the land blocks for the Urban Papkainga, and the support available.

3.13 It was confirmed shortly after this meeting that the Whanau Representative will be eligible for funding allocation however TPK could not provide funds to local government for this purpose.

3.14 Strategic Considerations

3.15 To give effect to the aspirations of the parties for a different future use of the land, a study of the ownership of the properties, access needs, usage/development aspirations, land classification considerations, private betterment interests and any social and community benefits is required.

3.16 Development of a Feasibility Study is considered prudent and appropriate.

3.17 A complex range of legal processes and funding considerations must be well understood. As external funding has not been secured, the following options are presented to Council for consideration.

3.18 **Option 1:** An opportunity may exist to partner with Te Puni Kōkiri in the development of a Feasibility Study, with both parties meeting a portion of costs to undertake the study.

3.19 Should Council decide in principle to invest in a joint exercise then further discussion with Te Puni Kōkiri and the landowners will be required.

3.20 **Option 2:** Council formalise the existing public use over 4124040 by forming a road to the required standard. That would have the effect of assisting or enabling future use options by the private.

3.22 Should Option 2 be preferred, the development costs could be presented to the landowners with an invitation to share the proportionate road development costs.

3.23 **Option 3:** Maintain status quo and take no further action in regard to this matter.

3.24 Funding Considerations

3.25 A review of the Rating Information Database confirms the following.

- a) The total rates assessed on the 7 private land locked properties located at Lawrence Street totals \$12,921.15 for FY 2020/2021. One property is

rated in common ownership under Section 20 of the Local Government Rating Act (2002). The total capital value for these properties is \$137,000.

- b) The total rates assessed on the 3 properties owned by WDC located at Lawrence Street totals \$2,335.85 for the 2020/2021 rating year. Two of the properties are rated in common ownership under Section 20 of the Local Government Rating Act (2002). The total rateable capital value for these properties is \$71,500.
- c) One property has received rates remission for the 2020/21 rating year totalling \$2,142.90. The property designated as roadway received remission in FY 2019/20. An application has not been received for the current rating year to date.

3.26 Remission has been granted under Section 8.11 of Council's Rates Remission Policy which provides rates relief for properties that are unoccupied and unproductive Maori Freehold Land. In order for a property to qualify for rates remission under this section of the policy, it must meet all of the required criteria and at least one of the option criteria as follows:

1. Required Criteria

A property must be both:

- a) Maori Freehold Land as defined in the LGRA 2002; and
- b) Unoccupied and unproductive as defined in section 8.5 of the Rates Remission Policy

2. Optional Criteria

- a) The presence of waahi tapu that may affect the use of the land or other purposes;
- b) Better set aside and protected from use because of its special cultural significance and unique natural features;
- c) Better set aside and protected from use to protect the indigenous flora and fauna located on the land;
- d) A traditional and important food source for Tangata Whenua;
- e) A traditional and important source for cultural, medicinal, symbolic and spiritual needs of Tangata Whenua;
- f) Important tribal landmarks significant to Tangata Whenua;
- g) Important water catchment system to Tangata Whenua for sustaining physical and spiritual values;
- h) Accessibility issues due to:
 - the property being landlocked and/or;
 - access is legally available by paper road or easement but the road does not exist and/or;
 - a road ends or passes the property but a river, ravine, cliff or other impediment prevents practical access.

- i) In a natural and undeveloped state, and will continue to remain in such state;
- j) Prevented from being productive or used due to the size, location, lack of fencing or some other feature.

3.27 Should the six privately owned properties be developed to an estimated capital value of \$300,000 (consisting of a dwelling that is connected to Council water and sewerage services) the rates revenue would increase by approximately \$13,406.54 as shown below:

Total Rates 20/21	Estimated Rates on Developed Properties	Increase in Rates Revenue (based on 20/21 rates)
\$10,785.70	\$24,192.24	\$13,406.54

Considerations

4.1 Opportunity

4.2 There is a risk that, if a Feasibility Study is not undertaken, all matters will not be identified for consideration by the parties.

4.3 The opportunity to establish a partnership arrangement of some form may not be reached.

4.4 There is a risk that, any investment in a Feasibility Study will not secure the future development.

4.5 There is a risk that, should Council form a road or right of way over the area without undertaking a Feasibility Study, any equity or betterment considerations will not be adequately addressed by Council.

4.6 Consistency with Existing Plans and Policies

4.7 A decision by Council to consider this matter is in accordance with Council's plans or policies.

4.8 Significance and Community Views

4.9 This decision is not a significant decision in terms of the Council's Significance and Engagement Policy.


Suggested Resolution

The Progress Report: Funding Opportunities – Lawrence Street, Te Kuiti be received.



HELEN BEEVER
GENERAL MANAGER – COMMUNITY SERVICES

September 2020

Document No: A488837	
Report To: Council	
	Meeting Date: 29 September 2020 Subject: Motion to Exclude the Public for the Consideration of Council Business

Purpose

- 1.1 The purpose of this business paper is to enable consideration as to whether or not the public should be excluded from the consideration of Council business.
- 1.2 Council may choose whether or not to consider any of the items listed below in the public or public excluded portion of the meeting.

Commentary

- 2.1 Section 48 of the Local Government Official Information and Meetings Act 1987 gives the right, by resolution, to exclude the public from the whole or any part of the proceedings of any meeting, only on one or more of the grounds contained within that Section.

Suggested Resolutions

- 1 The public be excluded from the following part of the proceedings of this meeting.
- 2 The general subject of each matter to be considered while the public is excluded and the reason for passing this resolution in relation to each matter, as specified by Section 48(1) of the Local Government Official Information and Meetings Act 1987 are as follows:

General Subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Section 48(1) grounds for the passing of this resolution
1. Metered Water: Account Remediation – L and C Smith	Section 7(2)(a) – To protect the privacy of natural persons, including that of deceased natural persons	Section 48(1)(a)(i)
2. Carter Holt Harvey Litigation Resolution	Section 7(2)(c)(i) – To enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	Section 48(1)(a)(i)
3. Rates Remission: Roselands Restaurant	Section 7(2)(a) – To protect the privacy of natural persons, including that of deceased natural persons	Section 48(1)(a)(i)

General Subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Section 48(1) grounds for the passing of this resolution
4. Inframax Construction Limited	Section 7(2)(c)(i) – To enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	Section 48(1)(a)(i)

- 3 Council agree the following staff, having relevant knowledge to assist in the consideration of the items of business to be public excluded, remain in attendance to assist the Committee with its decision making:

Staff Member	Reason for Remaining in Attendance
Chief Executive	Council CEO
Manager – Governance Support	Committee Secretary
General Manager – Infrastructure Services	Business Paper Author
General Manager – Business Support	Business Paper Author

- 4 This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in the public.



MICHELLE HIGGIE
MANAGER – GOVERNANCE SUPPORT