

Waitaki District Council

Community and Culture Committee

**CONFIRMED MINUTES of a meeting of the
Community and Culture Committee of the Waitaki District Council
held in the Council Chamber, Waitaki District Council Headquarters,
20 Thames Street, Oamaru
on Wednesday 18 July 2018 at 9.00am**

Present	Deputy Mayor Melanie Tavendale (Chair), Cr Jeremy Holding (Deputy Chair), Cr Guy Percival, and Cr Jan Wheeler (from 9.07am); and Mayor Gary Kircher (ex officio).
Apology	Cr Colin Wollstein
In Attendance	Cr Craig Dawson Cr Bill Kingan Cr Jim Hopkins (part of meeting) Cr Hugh Perkins Fergus Power (Chief Executive) Neil Jorgensen (Assets Group Manager / Deputy Chief Executive) Lisa Baillie (People and Culture Group Manager) Paul Hope (Finance and Corporate Development Group Manager) Lichelle Guyan (Heritage, Environment and Regulatory Group Manager) Jane Macknight (Museum, Gallery, Archives Director) (part of meeting) Philip van Zijl (Oamaru Library Manager) Pam Hicks (Office Manager) Ainslee Hooper (Governance Advisor)

The Chair declared the meeting open at 9.00am, and welcomed everyone present.

1. Apologies

RESOLVED
CC 2018/011

Cr Jeremy Holding / Cr Guy Percival
That the Community and Culture Committee accepts an apology for absence from Cr Colin Wollstein and lateness from Cr Jan Wheeler.

CARRIED

2. Declarations of Interest

There were no declarations of interest.

3. Confirmation of Previous Meeting Minutes

RESOLVED
CC 2018/012

Cr Jeremy Holding / Mayor Gary Kircher
That the Community and Culture Committee confirms minutes of its previous meeting held on 5 June 2018, as circulated, as a true and correct record of that meeting.

CARRIED

4. People and Culture Group Activity Report

The memorandum, as circulated, presented information to the Community and Culture Committee about the activities of the People and Culture Group, for the reporting period 29 May to 2 July 2018.

Group Manager Lisa Baillie advised that Opera House Director Frances McElhinney was involved in preparations for the Mamma Mia show at the venue, and would join the meeting later if she had the opportunity.

The following points were highlighted / clarified during discussion on the report:

- **Governance Policy and Projects** – The Remuneration Review workshop facilitated by Electionz Darryl Griffin had been held on 13 July with community board members. Additional feedback was also being received from members who were overseas on that date, and they are being considered as the agenda report for the 31 July Council meeting is being compiled this week.
- **Customer Services** – The percentage of abandoned calls over 30 seconds was higher (at 1.80%) than last year at the same time (1.08%). The national call centre's average was sitting at 2% or less. Council staff were taking more time on each call because of the fact that Skype for Business was not fully operational across all departments yet.
- The Customer Services Review document had just been received from LG Equip. More information would be brought to the Committee on that at the next meeting.

Cr Percival left the meeting at 9.04am, and returned at 9.06am.

- **Museum** – The results of the Museum's Aotearoa survey were not publicly available yet. However, a summary sheet was usually produced. There was interest in seeing a copy of that summary.
ACTION: Museum Director Jane Macknight
- **Archive Collections** – The eight projects with volunteers were all focused on archiving, specifically auditing and cataloguing of collections. Two were working on photographic descriptions, where repetition and inaccuracies in descriptions was common. They were also weeding out non-archive material. Ultimately, this work would improve access to the collections for the public.

Cr Jan Wheeler joined the meeting at 9.07am.

- **Opera House** – One Councillor requested more information to explain if the increases in hire at the Opera House were in parallel with the increases in revenue.
ACTION: Group Manager Lisa Baillie to provide that information to the next meeting.

Mayor Gary Kircher left the meeting at 9.08am, and returned at 9.09am.

- **Library** – Mrs Baillie advised that the Library Review document had just been received. More information on its contents would be reported to the next meeting.
- **Library Engagement – 7.2** – Mrs Baillie encouraged Councillors to follow the link in the agenda report to the Spark Jump – 20/20 Trust website. This was important nationally, and Council staff had partnered with the community partner to bring it to Waitaki's communities.
- Cr Guy Percival congratulated Oamaru Library Manager Philip van Zijl for bucking the national trend to bring patrons to this library when other libraries were recording a downturn. In reply, Mr van Zijl thanked Cr Percival for his remarks, and noted that a lot of work had been done by library staff around customer service, engaging with people as they browsed, and in hosting a variety of events.
- A request was made for more information about volunteer libraries and how they were categorised in the statistics (under 7.1), especially with regard to what was happening in the outer areas of the districts with their volunteers.
ACTION: Oamaru Library Manager Philip van Zijl

- Group Manager Lisa Baillie advised that her team were very interested to know what Councillors wanted – and also did not want – to see in the statistics in order to improve their usefulness and relevancy.

RESOLVED
CC 2018/013

Mayor Gary Kircher / Cr Jeremy Holding
That the Community and Culture Committee receives and notes the information.

CARRIED

There being no further business, the Chairperson declared the meeting closed at 9.12am.

CONFIRMED at the Community and Culture Committee Meeting held on the 28th day of August 2018 in the Council Chamber, Office of the Waitaki District Council, 20 Thames Street, Oamaru.

[signed]

Chairperson