



Waitaki

DISTRICT COUNCIL

TE KAUNIHERA Ā ROHE O WAITAKI

**I hereby give notice that the
Council Activity Update
will be held on:**

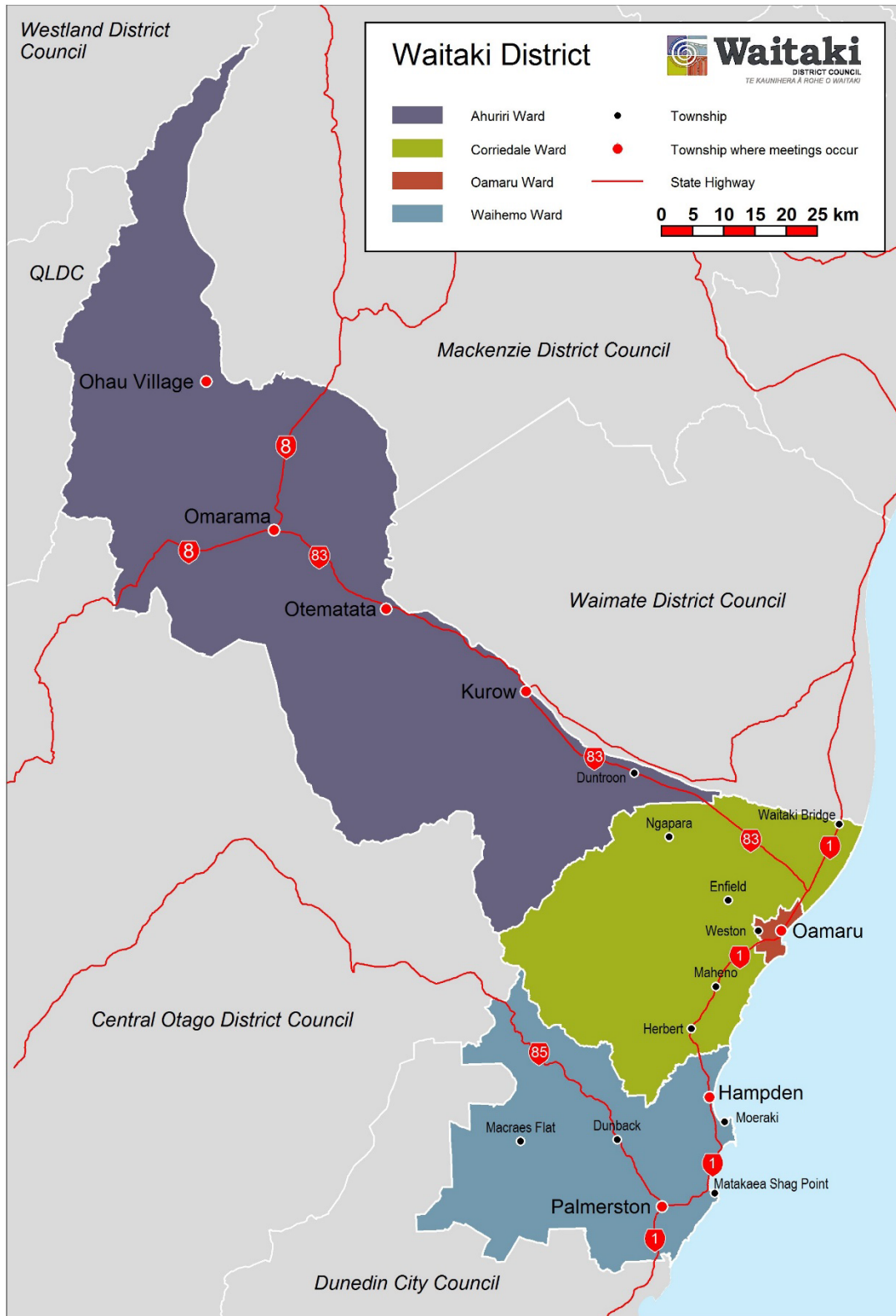
Date: Tuesday, 20 June 2023
Time: 9.00am
Location: Council Chamber, Third Floor
Office of the Waitaki District Council
20 Thames Street, Oamaru

Agenda

Council Activity Update

20 June 2023

**Alex Parmley
Chief Executive**





Agenda Items

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1 MEMORANDUM REPORTS

1.1 ASSETS GROUP UPDATE - JUNE 2023

Author: Joshua Rendell, Assets Operations Manager

Authoriser: Paul Hope, Acting Assets Group Manager

PURPOSE

The purpose of this report is to provide insight into recent work undertaken by the Assets group departments.

OVERVIEW

The Assets Group Activity Update report provides commentary on activities and operational projects covering Three Waters, Roading, Property, Parks, and Recreation. The report provides relatively high-level detail and will provide commentary on significant, not 'business as usual', matters.

Each sub-group will cover the following:

- Current Activity – This narrative will cover operational projects, projects and maintenance contract performance metrics, issues, and operational topics in these activities.
- Risk and Opportunities that are important to note.
- Looking Forward – what is happening in the next 1-3 months to give a picture of what is coming up.

PROPERTY

Current Activity

Renovation of Holmes Wharf

All decking and structural work to the wharf is now complete. Boxthorn shrubs with sharp thorns growing around the sheds will be removed. Streetlights on Holmes Wharf are failing, and fuses have tripped out several times over the past couple of months. Network Waitaki have carried out a safety inspection and nothing obvious to cause the fault was determined, however this inspection reinforced the fact that the overhead power lines and streetlights are at end of life and should be replaced as soon as possible.

Maintenance on Ōamaru Opera House

Acrylic paint on the stone foundation of the Opera House has been stripped back to allow the building to breathe and has been coated with a traditional limewash. Windows have been repaired, sealed, and repainted where required. Moisture sensors have recently been installed in the northern and southern stone walls of the auditorium to track moisture content of the stone throughout the year, which will ensure provide data to inform us on optimal wall coating systems for Oamaru stone buildings in the future.

Itchen Street Flying Penguin Shop Front Refurbishment

Council Property Maintenance Officers recently completed the refurbishment of this historic shop front after extensive rot was discovered to timber mullions, base panels, and flooring. This work was carried out on schedule and was undertaken to minimise disruption to the tenant as much as possible.

Community Housing

Vacancies remain low within the community housing portfolio with refurbishment of three units at Palmerston completed.

Tenants have been issued the annual satisfaction survey and have until 24 June 2023 to return their response. To date 46% of tenants have responded.

Activity Management and Strategic Programme

The property strategy was officially adopted by Council on 30 May 2023. The property team will be working on completing the implementation plan over the coming months. Reporting against the implementation roadmap will take the form of a quarterly report to Council. The first progress report to Council is due to be scheduled for October 2023.

Council officers and consultants presented the Airport Strategic Masterplan to Council in a workshop on 12 April 2023 to seek feedback on the draft prior to the document coming to Council for endorsement. Given feedback received during the workshop, further review and consultation may be required.

Risk and Opportunities

- There were reports of an incident concerning aircraft at the Ōamaru Airport. Fortunately the incident was a near miss, with no persons or property harmed.
- The property team continue to work renew leases where rights of renewal exist with a view to increasing revenue for Council.
- Investigation into enhancing safety at community housing sites is ongoing through participation in the Neighbourhood Support Programme.

Looking forward – the next 3 months

- Work continues on the property strategy implementation plan over the next coming months, The first progress report is due to be scheduled for October 2023.
- The property team continue to focus on finalising lease renewals and rent reviews with a view to increasing revenue for Council.
- Tenders closed for the Ōamaru Blue Penguin Colony Car Park on 16 June. Construction of the car park is forecasted to be complete prior to 31 October 2023.
- Ongoing refurbishment of Community Housing units and maintenance of Council-owned buildings.
- Final cradle design for Ōamaru Harbour Slipway is currently being assessed; a request for quote documentation is being compiled; and awarding the contract for construction of the cradle is anticipated to occur in July 2023.
- Rock armouring will be done at Holmes Wharf mole, where rock has depleted due to recent heavy sea swells adjacent to the carparking area.
- Planning is progressing for the replacement of failing overhead electrical and streetlighting infrastructure at Holmes Wharf.
- Procurement for the supply and placement of 1,500 tonne of rock armouring at the breakwater and removal of unsightly concrete covering the start of Macandrew Wharf will conclude this month. The contractor is expected to commence work in July/August 2023.
- Traditional lime repointing is scheduled at the Opera House Thames Street façade between 19 June to 7 July. The Study room located on the first floor is currently being refurbished where significant cracking on the plaster walls was evident.

PARKS AND RECREATION

Waitaki Events Centre

All three shortlisted companies have submitted proposals. The companies each presented their proposals and responded to the panel's questions on 7 June. The panel expects to complete its assessment on 23 June, with recommendations to be made to the Project Board on 4 July. The Trust continues to meet with potential funders and anticipates applications to the Otago Community Trust and Lotteries once Council makes a decision on its contribution. Lotteries is yet to announce a Significant Project funding round.

RECREATION

Current Activity

- Alps 2 Ocean Maintenance contracts are currently being reviewed. Once complete, these will be sent out to market for pricing.
- Awamoa Park Toilet. Discussion with submitters to the annual plan, installation of a permanent power supply, preparing contract documentation for installation of facility.
- Alps 2 Ocean Repair and Resilience Works are currently underway. Wilson Keen Contracting has been working on the following areas: Otamatapaio River; Tarnbrae and Omarama Saddle.
- Installation of New Burial Beam in Duntroon is currently being undertaken and is nearing completion.

Activity Management and Strategic Programme

A Business Case to take the remainder of the Alps 2 Ocean Trail off-road has been submitted to the Ministry for Business, Innovation and Employment (MBIE). Officers have not yet received any news as to whether additional funding may be forthcoming, however have received news that over the past financial year the number of extreme weather events has put pressure on the funding available nationwide. MBIE will be working with all parties to look at the forward work programme that will allow for future investment.

Over the next year, Council's Plan for Public Toilets and Dump Stations will need to be reviewed to ensure it is still up to date and relevant.

Monitoring Maintenance Contract Performance

Contract 734 – Waitaki Parks and Reserves Maintenance: Through the course of the current financial year, this has had an average score of 90.67%.

The parks officers undertake 25 random audits across the district each month.

Better systems are being developed to monitor contractor performance for the A2O trail maintenance in efforts to improve maintenance on the trail.

Risk and Opportunities

- Recruitment for the Waitaki Aquatic Centre has been challenging. A supervisory role was turned down by the successful applicant, and this will now need to be readvertised. At time due to staff numbers and availability the centre has had to close. There are however seven new staff who will begin lifeguard training in the first week of the next school holidays which will assist with rostering to keep the centre open.
- Repair work on the Alps 2 Ocean trail is occurring and the quality will be closely monitored to ensure the works deliver the intended outcomes. The programme will also need to be flexible to allow for weather conditions over the winter period.

- NZ Cycle Trails undertook an audit of the Alps 2 Ocean Cycle trail and reported its findings. Staff have reviewed the findings and responded accordingly. A lot of smaller, easier to deliver initiatives raised through the review have already been undertaken.
- The team are investigating options for the implementation of QR code systems at the Lakes Boat Ramp, the Alps 2 Ocean cycle trail and at the district's dump stations with a view to providing additional revenue or making it easier to report maintenance issues to Council.
- For the upcoming Alps 2 Ocean contract(s) the team will be aiming to bring contractors onto the Council's Customer Request Management (CRM) system in order to streamline processes to achieve efficiency gains in managing maintenance requests.

Looking forward – the next three months

- Winter work programme for the Lakes Camping areas, which will include tree work, toilet cistern replacement as well as laying of a new water pipe at Parson Rock.
- Playground Improvements: Installation of Casa Nova play equipment and safety surfacing at the Casa Nova Park, replacement of spinner and safety surfacing at the Southern Reclamation reserve and the replacement of safety surfacing in Moeraki to be undertaken.
- Progress and finalise contract extensions and documentation for cleaning of Ōmārama Toilets, Alps 2 Ocean maintenance, Waitaki Lakes Campground Management and the Waitaki Parks and Reserves Maintenance contract. A report concerning the Waitaki Parks and Reserves Maintenance contract will be scheduled for Council's consideration to an upcoming meeting.
- Finalise tender documentation for the Ōamaru Public Gardens water play area.
- Developing plans for project works for the upcoming financial year.

ROADING

Current Activity

Transport Choices

The first stage of activity is nearing completion, with preliminary designs being completed, and agreement on scope with Waka Kotahi. The second stage of the programme will include the preparation of plans and tender documents. A report to Council with scope revisions and designs will be issued for approval prior to progressing to Stage 3 – Tender and Construction.

Activity Management and Strategic Programme

The development of the National Land Transport Plan continues, particularly on the Strategic Business Case.

Contract 750 Resurfacing has been extended to separable portion for the 2023-2024 sealing season.

Monitoring Maintenance Contract Performance

The relationship between Council and its contractor is improving. Adjustments have been made to automate inputs for KPI monitoring. Overall performance is satisfactory or above.

Risk and Opportunities

- Risk: reduced staff numbers with multiple vacancies. Coming into winter, managing sickness, health and wellbeing is a priority.
- Opportunity: Road to Zero and Speed Management Plan: chance to roll out speed changes around many schools, to improve road safety. Waka Kotahi is impressed with the progress made.
- Potential Risk: budget blow out if unforeseen, urgent maintenance occurs (e.g. early snow clearing). Budgets for road maintenance are mostly spent. Physical works are now limited to lump sums and urgent repairs only.

Looking forward – the next 3 months

Kakanui Bridge renewal

Professional Services (Design and Quantity Survey) tender is expected early in June 2023. Drafting documents for Construction – Early Contractor Involvement. Council report on physical works procurement will be coming to a future meeting.

Ardgowan Shared path

Meeting with contractors through late June to agree fit for purpose procurement process. Build is proposed for the Christmas School holiday period.

Network Asset Management

- Roading Valuations should be complete in August.
- Centreline Update 2022 project should be complete by late August, with Traffic Estimates being calculated.
- End of Financial Year reporting and claims due early July. Annual Achievement Returns (for Waka Kotahi) and final claims due mid-July.

Speed Management

Council approved an Interim Speed Management Plan at its meeting on 30 May following a public consultation process with hearings and deliberations being held. The Council-approved Interim Speed Management Plan – Safer speeds around schools, will be sent shortly to Waka Kotahi for certification. Following that, the National Speed Limit Register will be updated and signs and markings can be installed.

Work on the Full Speed Management Plan will commence shortly. The Full plan will consider safe and appropriate speeds for the entire district, not just school zones.

WATER SERVICES

Current Activity

Several operational projects have recently been completed including the installation of online reticulation chlorine analysers at Dunback, Otematata and Kurow (this is a significant improvement to the current physical daily sampling), and new perimeter fencing at the Ōamaru Wastewater Treatment Plant (ensuring improved site security and safety).

SouthRoads has commenced the upgrade of water mains and service lines in the Weston township (providing capacity for on-demand supply and firefighting). This project includes a great deal of work in private property which to date has run seamlessly due to a robust communication plan and good communication by the contractor with affected customers.

Activity Management and Strategic Programme

Affordable Water Services Reform

While the reforms have had a reset, there are several aspects that are continuing.

Officers are working with the National Transition Unit to migrate 3 Waters asset data and will soon commence migration of customer data.

The People and Workforce stream is continuing its work on data gathering and the process for transferring staff.

June will be a busy month with two Parliamentary Bills expected to be enacted and a new Bill (#4), based on the reform reset, being out for consultation.

Monitoring Maintenance Contract Performance

Over 2,000 CRMs have been resolved by the Water Services team and SouthRoads this financial year. The median response time for urgent water CRMs is currently greater than the target (1.6 hours vs 1 hour target). Meanwhile, the median response time for urgent wastewater CRMs and median response and resolution times for non-urgent water and wastewater CRMs are all well within the targets.

The current contract with SouthRoads expires on 30 June 2023 and an extension to 2027 was approved by Council on 14 February 2023. The extension is an opportunity to reconfirm Council's values and priorities with SouthRoads, and to ensure the teams continue to work together to provide a quality service for the community.

Risk and Opportunities

- While inflationary pressures in procurement of materials have eased somewhat, cost increases are still being experienced across the board, particularly now in the procurement of professional services.
- There are five vacancies within the team at present and recruitment of suitably qualified and experienced staff continues to be difficult. A number of these roles have been readvertised multiple times (Technical Operations Engineer and Project Engineer). Recruitment may become even more difficult if reform processes are further delayed as uncertainty is causing some to leave the sector.
- Hot water cleaning trials of the membranes at the Ōamaru Water Treatment Plant were successful (no further fouling) however it has identified that existing fouling cannot be reversed. Membrane Cell 2 performance has now reduced to a point that summer demands may not be

achievable, and the membrane modules require replacement urgently. 207 new membrane modules have been purchased from the existing supplier, Veolia, at incredibly competitive pricing (2015 pricing plus US CPI (which is lower than NZ)). Veolia are also providing a higher capacity product at no extra cost. The modules will be shipped in the next few weeks and are expected to arrive within 8 – 10 weeks.

Looking forward – the next three months

Further to a decision of Council at its meeting on 30 May 2023, the Maheno Water Supply is set to become a Council-owned and operated supply from 1 July 2023. Officers have been working with the existing operators to learn as much about the supply as possible prior to the handover and service applications were received from all but one consumer (a great result). Design of the connection to the HamNak pipeline is nearing completion and pipe has been pre-purchased to ensure there are minimal delays following engagement of a contractor.

Construction of the new Ōmārama Water Treatment Plant is soon to begin by Corde. The new treatment plant will ensure consumers receive drinking water that is fully compliant with the Water Services Act and associated drinking water standards and compliance rules.

PipeWorks has been engaged and will soon commence CCTV inspections of wastewater and stormwater mains within the Ōamaru network. Several wastewater mains will also be smoke-tested, a technique effective in identifying sources of stormwater inflow and infiltration into the wastewater network during rain events. A communications plan is in development to ensure the smoke-testing is understood by the community and does not cause alarm.

1.2 PEOPLE AND TRANSFORMATION / IS GROUP UPDATE - JUNE 2023

Author: Chloe Searle, Cultural Facilities Operations Manager

Authoriser: Lisa Baillie, People and Transformation Group Manager

PURPOSE

The purpose of this report is to provide insight into recent work and upcoming activities undertaken by the People and Transformation group departments. Please note that the Information Services (IS) update is now incorporated here as part of the Transformation programme.

INTRODUCTION

This report is intended to be a high-level overview of activities in the People and Transformation Group. The Council may wish to provide guidance and direction on the particular areas it would like focus on, for consideration in future meetings.

Highlights for the People and Transformation Group during this reporting period have been planning for Matariki events in July, the collaborative celebrations for May Music Month at the Oamaru Opera House, and the heating upgrade at the Library.



	Making sufficient progress / under development / on track.
	Project may be at risk if issues are not addressed. Attention is required.
	Project is at risk of missing the scheduled completion date; or may be over budget or out of scope. Action is required.

Title	Commentary	Progress/Review Date
Culture and Heritage Strategy	Work on the draft strategy is progressing subject to staff and contractor availability. The next step is the continuation of a series of focused workshops to continue to develop this strategy.	Making sufficient progress

Customer Liaison

Operations:

Customer Service:

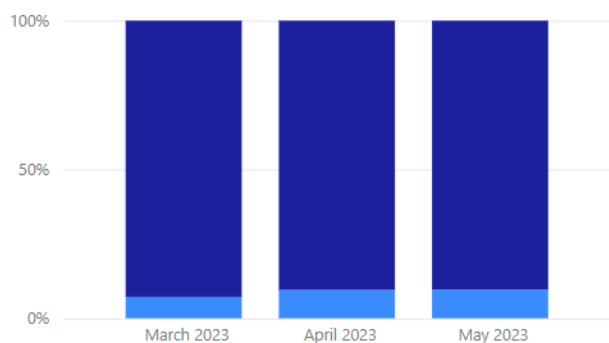
- The Customer Liaison Team handled 8,700 telephone calls, answered 3,295 emails, and served 2,895 walk-in customers during March, April, and May 2023. During the previous year, 7,829 telephone calls, 3,220 emails and 3,382 walk-in customers during the same period. The volume has remained static.
- Rates settlements completed in the same period as above totalled 194; last period, 249.

CRM Performance December March/April/May 2023

During this period, 1,465 CRM tasks (Respond and Resolve) were created. The industry standard is a target of 85% resolved within Service Level Agreement. Waitaki District Council consistently averages above this. Some CRMs require two or more outside contractors to complete a request which means that there are times when some CRMs will exceed the Service Level Agreement or resolve time while awaiting parts or information. Overall, CRM task compliance is 91.26%.

CRM Task Performance by Month

Task Breached ● Breached ● Compliant



% Tasks Responded within 1 working day

80.14 %

% Tasks Resolved within 10 working day

98.84 %

During the next period, business as usual queries about rates and other associated queries are being answered.

The team has adapted well to the new Genesys Pure Cloud call centre phone system. Once the migration to Teams is complete, Skype will be retired and all of Council will be migrated to Teams calling.

Unfortunately, there was a three-hour unplanned outage across New Zealand and Australia on 29 May 2023 which caused 48 calls to go unanswered. The team was able to retrieve the numbers of most of the abandoned calls and call back those ratepayers/residents and customers they were able to reach via Skype which minimised the impact of the outage.

The fourth quarter rates period has been completed, with 52 penalty remission CRMs being created. This extra work is a consequence of the banks changing to 365 days' banking and ratepayers adapting to the change.

Dog renewal registrations have now begun in earnest, with approximately 400 dogs being processed daily either online or in person. 5,400 dogs in the district are currently eligible to be registered. Queries regarding registrations have increased as expected, due to the registration fee increase.

Rates rebates completed: To date, 790 rebates have been processed and credited to rates accounts with a total \$515,015. The CLT is now working to complete all eligible and approved forms before the close of the 2022/2023 year.

Title	Commentary	Progress/Review Date
Customer Excellence Strategy	<p>Following the 'refresh' work done by the Customer Liaison Team, a revised Charter and high-level strategy document are being prepared.</p> <p>This work has now been incorporated into the Customer and Capability Workstream of the Transformation Programme, so will no longer be reported on via this report.</p>	Making sufficient progress

Waitaki District Libraries (WDL) ~ Literacy for All, For Life

Key Achievements:

Strong Communities - Enable Safe and Healthy Communities



Census 2023	Library staff provided awareness and promotion of the Census field workers fortnightly drop-in sessions – these sessions supported people with form completion and online access. Waitaki's Census completion rate was 94%, which can be partially attributed to the assistance provided during the six Ōamaru library drop-in sessions.
Citizens' Advice Awareness Week	To assist people to know and understand their rights and obligations, the Ōamaru Library hosted a drop-in session with local Citizens Advice Bureau (CAB) volunteers and a display. This provided the community with an opportunity to be exposed to the varied services and expertise the CAB can offer, and to develop confidence and support to take action.

<p>Waitaki District Council Consultations and Support</p>	<ul style="list-style-type: none"> - Annual Plan 2023 - 2024 - Safer Speeds Around Schools - Community Funding and Awards - New ways to support economic growth in Waitaki – Council engagement
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Strong Communities - Connected and Inclusive Communities

<p>Te Āo Māori Collection</p>	<p>Work has begun on developing a Te Āo Māori Collection, with an initial visit from Kaitiaki Mātauranga Māori at the Hocken Library to assist with selecting books from the WDL general collection and the stack. WDL received a donation of Te Ao Māori books from Te Takarangi Project, a Royal Society Project celebrating Māori authors, publications, and scholarship. The collection has been gifted a name from mana whenua, <i>Te Kahuraki</i>, meaning a treasured possession, something prized, precious, and honourable.</p>
<p>Maker Space Launch</p>	<p>Following a very successful STEAM Saturday trial with the community last year and the implementation of <i>Maker Space Monday's</i>, on April the 19th the formal launch of WDL's Maker Space took place. This event was an opportunity to thank the Ōamaru Rotary Club for their generous donation. It also provided an occasion to discuss the <i>Tech Kits</i> for children that have been developed to encourage digital literacy and skill development.</p>
<p>Memory Care for People with Dementia</p>	<p>In cooperation with the North Otago Art Society, WDL is hosting Creative Connections, a group established to support people with Dementia / Alzheimer's and their caregivers. To build on this work, WDL has developed a <i>Memory Care Kit</i> which contains books and resources to assist with continued brain connection. These kits can now be borrowed from the Ōamaru Library.</p>

Strong Communities - Promoting a greater voice for Waitaki

<p>Making a Difference to You – WDL Survey for Library Non-Users</p>	<p>The online survey captured qualitative data from 222 residents who do not use the Waitaki District Libraries, seeking to understand why they do not engage with services. The key learning from the survey was that people do not know about WDL's product and service offering.</p>
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Quality Services – Community facilities and services we are proud of

<p>Heating Upgrade</p>	<p>The Ōamaru Library was closed from the end of business on Friday 12 May and re-opened again on 29 May, with installation of the new heat pump system. Staff are currently located in the Blind Foundation Hall as the asbestos ceiling is being replaced in a section of the building.</p>
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Quantitative Data

Waitaki District Totals	April 2023	April 2022
Door Count	8,085	8,183
Events (Pax)	577	392
Issues	15,645	16,198
Facebook Fans (Pax)	1,484	1,277
Borrowers (% popn)	66%	65%

Future Work / Projects

- Cohesive communication of all WDL programmes and services.
- Continued development of Te Kahuraki (Te Āo Māori Collection), Maker Space Monday's, Tech Kits and Memory Care kits, underpinned by staff development.
- Community Library Koha Installation Project: Work has begun to enable the Kurow community to have access to Koha, the WDL library management system.
- Matariki: WDL is leading a celebration of this special New Zealand day with participation of all the cultural facilities, including Waitaki Whitestone Geopark and Waste Free Waitaki, in a week-long programme of events and activities. In addition, a whole of community celebration will be held at Makotukutuku (Cape Wanbrow) at 6.00am on Thursday 13 July in a ceremony led by mana whenua.
- GPT Chat for Business: WDL ran a workshop for business on how this form of Artificial Intelligence can be an effective tool for business on Thursday 8 June.
- Community Event: Dr Bridie Allan, Department of Marine Science, University of Otago, talked about the impacts of plastic pollution on the fitness of marine animals, also on 8 June.



Ōamaru Library's Maker Space

Ōamaru Opera House

Opera House Cafe and Bar

Discussions are underway for the commercial kitchen to be leased to a professional catering company. This a very exciting opportunity which will provide the Opera House with excellent and consistent service in food delivery. The lease will include the café, but externally, this will not have any noticeable impact for customers. A large benefit of the potential lease includes having controls in place to ensure there is minimum food wastage for event catering and the ability to respond quickly to any catering change requests, improving our customer service delivery.

Events

Up to the end of the year, there are 25 shows booked into the Ōamaru Opera House including the two upcoming seasons for Musical Theatre Ōamaru. Contracted bookings include School of Rock, Wonderland Glow Show, IHC Celebrity Debate, Ladies Night, Rock Tenors, and a Neil Diamond Tribute show.

Staff levels have now been restored to pre-Covid levels. A huge thank you to the small team at the Ōamaru Opera House who have been so flexible and willing to cover work in multiple areas of the operations while we weathered the devastating impact on venues and events throughout the last two years. The Sales and Ticket Office Manager is reconnecting us with our community users and conferencing and schools are returning.

The Waitaki Arts Festival is scheduled for 13-22 October 2023.

Wriggle & Rhyme, North Otago Grey Power, Blind & Low Vision Society, English Conversation Club, Newcomers, and the Multicultural groups continue to use the facilities on a regular basis throughout the month. The Green Room is available for Not-for-Profit small community groups to hold meetings at no charge.

Signage

The Opera House Director is looking into the replacement of the show banner placement in Severn Street with digital signage. Currently this space is hired to promote shows, which promoters are opting for less than previously. As this signage is on State Highway 1, there are regulatory matters to consider, including an application to Waka Kotahi.

Forrester Gallery

The Forrester Gallery is preparing for the next exhibition changeouts. The exhibitions opening later in June include a jewellery exhibition *In Splendour Moot: Adornment Re-framed* by Christchurch artist Elfi Spiewack, *Tahu-nui-ā-Raki* a group photography show focused on the Aurora Australis, *Kakaunui | Kakanui, A Sense of Place* from artist Eric Schusser and a Mataraki themed **wonderlab** exhibition.

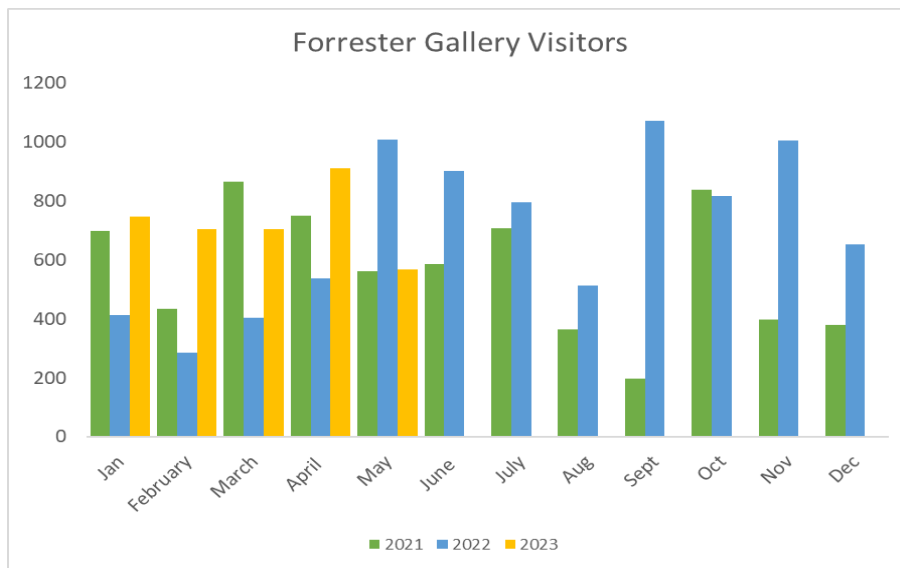
The Friends of the Forrester Gallery will be holding their AGM on 11 July, including a talk by local artist Damien McNamara. The Forrester Gallery team is also preparing for the annual Burns Memorial Childrens' Art exhibition which will be opening in September. The Forrester Gallery was recently gifted a photograph of the Hall of Memories at Waitaki Boys' High School by celebrated photographer Laurence Aberhart. This work will be exhibited in September. Staff are also working on planning the exhibition programme for 2024.

Recent education programmes delivered by the Forrester Gallery have included school students and adult groups such as an Alzheimer's group visit and workshops for adults with exhibiting artists Peter Cleverley and Anthony Davies.

Artworks in the Forrester Gallery collection by Hubert Struyk have now been made available online via the Culture Waitaki website.



Visitor Numbers



Forrester Gallery visitors: March 2023 – **706**, April 2023 – **910**, May 2023 – **568**.

Projects:

Title	Commentary	Progress/Review Date
Cultural Facilities Development Project (CFDP) 2020 Stage Two Forrester Gallery	Work continues to be focused on external fundraising. Staff are preparing an application to the Regional Culture and Heritage Fund.	Making sufficient progress



Figure 1 Warwick Smith and Helen Stead cutting the cakes celebrating the Forrester Gallery's 40th Birthday



Figure 2 Print making workshop with artist Anthony Davies

Waitaki Museum and Archive Te Whare Taoka o Waitaki



The Museum supported the organisation of the Costume and Textile Association of New Zealand's annual symposium which was held in Ōamaru in May. 97 people attended the event over the three days. An exhibition of textile art was also held to coincide with this event.

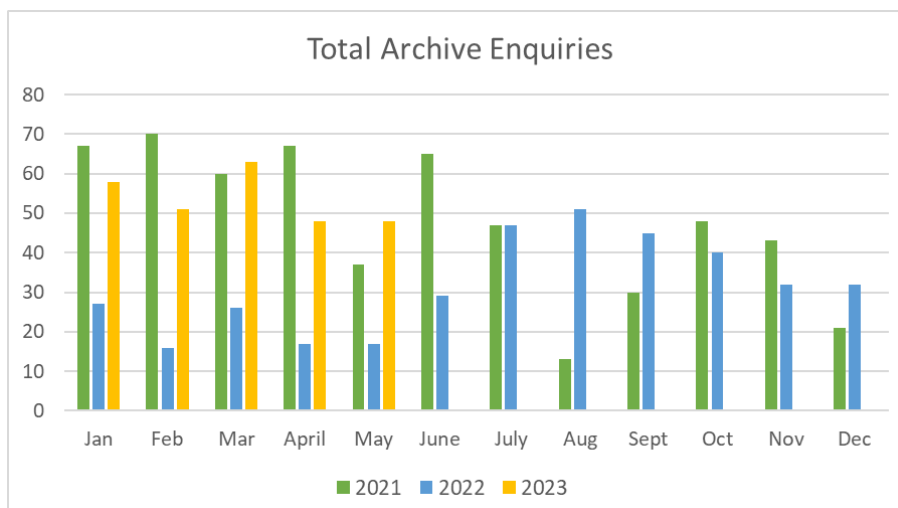
A new temporary exhibition opened at the start of June, *Power People | 100 years of Network Waitaki*.

A focus over the coming quarter is continuing to relocate the collection into the refurbished store and planning the temporary exhibition programming including looking at possible touring shows and planning an exhibition to support the Heritage Week theme this year, Migration.

Museum and Archive team members have been engaging with staff and volunteers in other facilities including Temuka Courthouse Museum, Middlemarch Museum, Owaka Museum, and Waimate Archive.

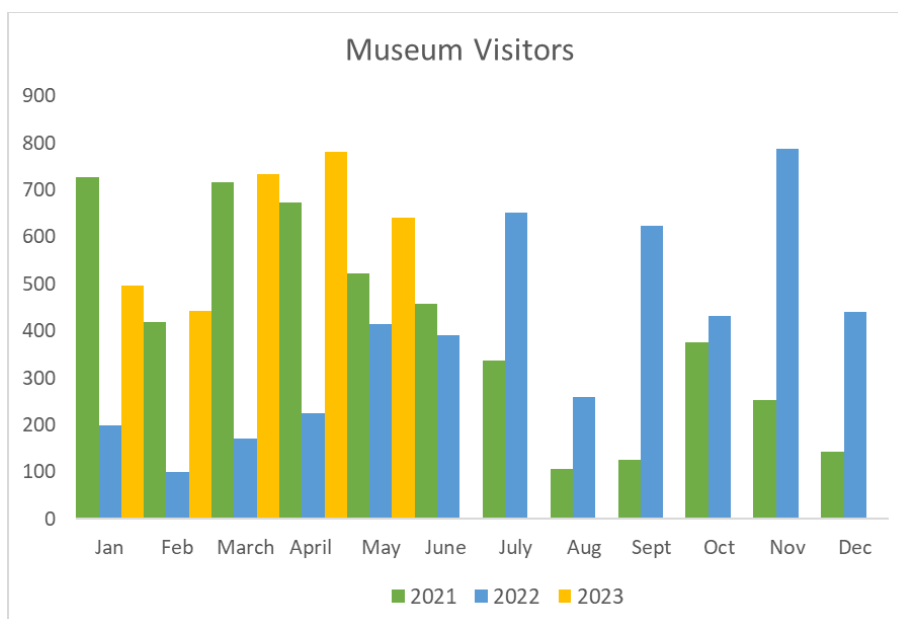
The Archive has been trialling weekend hours one weekend a month. Archive staff supported the May Music Month events with a display in the Archive celebrating the Penguin Club. A focus is processing the acquisition backlog. Another area of ongoing work is digitising photographs and seeking copyright clearance to make these images available to the public online. A future focus is more work on emergency preparedness.

Archives Enquiry Numbers



Archive enquiries: March 2023 – **63**, April 2023 – **48**, May 2023 – **48**.

Museum Visitor Numbers



March 2023 – **733**, April 2023 – **781**, May 2023 – **642**.

Projects:

Title	Commentary	Progress/Review Date
Cultural Facilities Development Project (CFDP) 2020 Stage Two Museum/Archive	This project stage is now complete, and a final grant accountability has been submitted to the Otago Community Trust.	Making sufficient progress



Figure 3 detail of Power People exhibition



Figure 4 Students from Fenwick Park at the Museum in April

Information Technology (IT) and Information Management (IM)

The priorities of the IT team for the reporting period included:

- Deployment of call centre replacement
- Continued planning and migration work to cloud technologies
- Improving system reliability
- Continuation of the successful provision of IT support to all of Council

The priorities of the Information Management (IM) team for the reporting period included:

- Implementing strategies and tools to document and empower staff record management
- Data classification to ensure a complete picture of Waitaki District Council's records
- Providing support and expertise for the Council's electronic document management system

Cyber-security

During the last month, there have been 52 security alerts logged which resulted in 23 incidents to investigate further by the IT team. Out of this, none were found to be of concern. Ongoing staff awareness training is being completed and training assigned where required, to further improve the Waitaki District Council cyber-security posture.

Business Continuity

Cloud first infrastructure has now been set up on the Microsoft Azure Platform. In addition to the business continuity improvements this delivers, Council will also be able to utilise granular billing and reporting of individual systems using this solution to give a clearer picture of system costs. This will be key to accurate decision-making around systems and software.

Council has progressed with the migration of two non-essential servers to test performance and functionality between 20 Thames Street, remote working, and cloud environments. Once the results are evaluated, the IS group will be able to estimate workload costs, limitations, and requirements in a way to support ongoing migrations and projects to reduce the reliance on the datacentre at 20 Thames Street.

Next steps will include moving our remote connections and remote apps over to cloud technologies.

Support Activities

The IT team provides IT support services to all of Council to minimise risks of systems' unavailability. There have been two significant issues affecting the delivery of Council services due to IT systems failure during the reporting period.

1. An issue was found delivering emails to Yahoo and Outlook email addresses. After initial investigation, this was forwarded to our email supplier who identified an issue between them and the affected email providers. The issue was resolved within 2.5 hours of being reported.
2. The Call Centre experienced intermittent call abandonment and calling function issues. This was quickly identified as a regional issue affecting the entire platform and resolution was applied 8.5 hours after the incident was reported.

Information Management

Work is underway to design the most efficient implementation of managing retention and disposal within the current records management system. This work will ensure accuracy, deliver cost savings, avoid lost time in sourcing information across all of Council, as well as ensuring we are compliant with legislation and best practices.

LGOIMA request numbers received by Council are usually directly linked to contentious events happening within the district. Compared to the same time last year, the Waitaki District Council has seen a massive increase in requests (ie 97%), increasing from 23 requests for information during April and May 2022, to 45 requests for information this year, with the average turnaround time of 17 days. A rework of the internal processes of how LGOIMA requests are handled has been approved by the Executive Leadership Team and implementation work has been started to help alleviate the increased levels of requests.

Trends for current LGOIMAs are primarily focused on project spending and employment matters.

INFORMATION SYSTEMS (IS)

The priorities of the Information Systems team for the reporting period included:

- Valued Environment:
 - Mapping for the District Plan Review and ePlan
- Quality Services:
 - Reducing the number of tickets in the service desk queues
 - Creating a knowledge base through documenting systems administration processes
 - Dedicated system's administration of WDC databases

District Plan Review and ePlan

The Information Systems team has been working with the Planning Group in the implementation of the mapping for the District Plan Review, according to the IS scope of project previously agreed.

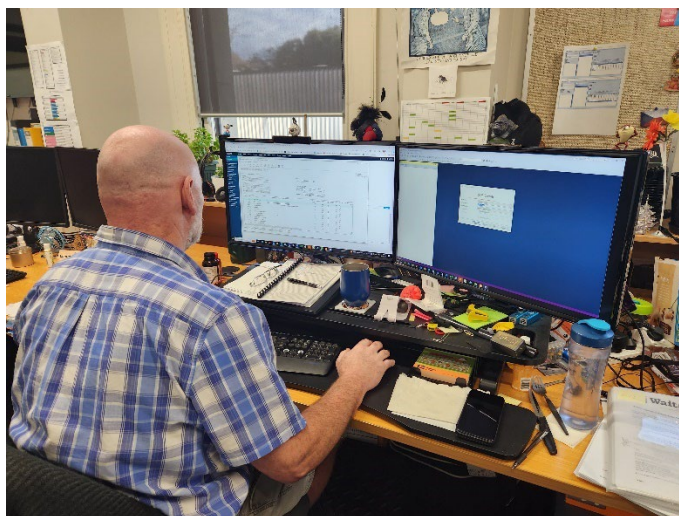


Andrew Mackay editing District Plan Review mapping.

The team has also assisted the Planning group regarding the ePlan process, which will require the completed mapping within the District Plan Review to be integrated in ePlan.

ERP System support

Information Systems, as the team responsible for the ERP system’s maintenance, is actively working on leveraging the response level to the Council’s users of Authority. The current ERP version 7.1.33.2 is the most updated one provided by Civica, the vendor.



David Blair testing the latest patching version in the ERP system.

The following modules are included in the ERP system:

Accounts Payable	By Laws	Debt Recovery	Loans	Purchasing	Utility Billing
Accounts Receivable	Cemetery Register	Developer Contributions	Major Agent	Rates	Vouchers
Animals	Certificates	Document Integration	Memos	Receipts	Water Billing
Application and Registers	Cheque Writing	Electoral Role	Menu Items	Records Management	Word Macro
Assets	Community Portal	Gas Billing	Mobile Computing	Registers	Work Flow
Assets Management	Contracts	General Ledger	Name and Address	Schemes	Work Orders
Audit	Customer Action Request System	Hierarchy	Payroll	Smart Fees	
Authority Wide	Customer Request Management	Human Resources	Plant	Street Register	
BK	Data Integrity	Infringements	Project Costing	Trust Register	
Bank Reconciliation	Debt Recovery	Inventory Control	Property	User Defined	

Support activities

- GIS Mapping system, ensuring that data and information are up-to-date, consistent, and responding to users’ needs;
- Updating datasets across different databases and systems;
- Keeping systems current with up-to-date versions;
- Maintaining processes running (water meter, subdivisions, addresses etc);
- Supporting the users (Council and members of the community) to make use of our information systems with reliable data and information;
- Maintaining current integrations and investigating optimisations; and
- Resolving reported cases on our systems and solutions regarding GIS, ERP and Property (titles, subdivisions, addresses).

Graduate Programme

The selected candidate (yet to be selected) will engage in a three-year programme, learning about business ethics, local government, and time management, and will have an appealing financial package, amongst other benefits.

PROJECT MANAGEMENT OFFICE (PMO)

As a result of high demand of the Transformation Programme on project management resources, this team has identified key projects on which to focus resources in order to bring these items to completion. These key projects are summarised below:

The Digital Workplace (Hive)

The Project team has progressed multiple business units across to The Hive, with three remaining units to be migrated off the OurSpace platform by the end of June.

Training has continued to be positive for staff for using The Hive and understanding their compliance requirements when undertaking records management.

The upcoming focus of the project will ensure our record systems and records comply with the legislative requirements of the Public Records Act.

Adapt – PAMS (Property Asset Management System)

Scoping requirements have been completed, and resource planning and engagement with the vendor is underway to finalise the project roadmap.

Telephony and Contact Centre upgrade

The Council has completed the migration to the new Genesis Cloud call centre solution. The transition was fairly smooth and CLT has been actively using the new platform since 4 May 2023. As part of the call centre update, we had a look at our after-hours call history and rearranged the options based on importance and frequency. The focus is to get more callers to the right recipient in the shortest amount of time. Oamaru FM has recorded new and professional voice messages for us to reflect the new after-hours layout. The results are being reviewed.

The migration from Skype to Teams Calling for all staff commenced on 31 May 2023, four weeks behind the initial schedule. The delay is mainly due to a lack of a project manager on Spark's side. WDC's project manager had to complain on multiple occasions and push to get action and we have now been assigned the same person that managed the call centre part of the project as well. Progress is now being made.

We have completed the technical pre-requisites and tests using a Teams Calling test user. The migration of the first live user occurred on 12 June 2023, followed by a pilot group of 10 users from different departments one week later. If there are no complications, all remaining users will be migrated the following week.

At this stage, the project is about 55% complete. We expect the full completion and closure of the project – including decommissioning of the existing infrastructure – by the end of July 2023.

1.3 GRANTS AND AWARDS SUB-COMMITTEE - UPDATE ON GRANTS FUNDING

Author: Carole Hansen, EA to People and Transformation Group Manager

Authoriser: Lisa Baillie, People and Transformation Group Manager

PURPOSE

The purpose of this update is to inform the Governance Team and the wider community of grants funding that has been distributed to the Waitaki district communities within the last six months.

WAITAKI HERITAGE FUND

The Grants and Awards Sub-Committee met on Tuesday 23 February 2023 to assess the applications received for the Waitaki Heritage Fund. A balance of \$48,560.53 was available for the funding round. Three applications were received for assessment, applying for a total of \$22,674.

The amount granted for each of the three applications is recorded below.

Project	Amount Requested	Amount Granted
Puketiro, 7B Avon Street – The restoration and reconstruction of visible original external features(retrospectively). Work includes window joinery repair, weatherboard and veranda woodwork repair, exterior painting, spouting and downpipes and replacement of fretwork above windows and along veranda.	\$2,659	\$2,659.00
St Paul’s Church Coquet Street Oamaru – Partial reroof of the church (office and storage area at the South end of the church).	\$16,000	\$16,000
22 Tees Street, Oamaru – To preserve and tidy the second storey front façade of the building at 22 Tees Street, Oamaru. The paint will be gently removed from the Oamaru stone façade, the Oamaru stone will be sealed, and the window joinery will be painted.	\$4,015	\$4,015

WAITAKI BIODIVERSITY CONDITION FUND

The Grants and Awards Sub-Committee met on Tuesday 21 March 2023 to assess the applications received for the Waitaki Biodiversity Fund.

The balance available for this Waitaki Biodiversity Fund funding round was \$11,590.18. Three applications were received for assessment, applying for a total of \$18,523.83.

The amount granted for each of the three applications is recorded below.

Applicant Name	Project	Amount Requested	Total Granted
Neighbours of Hikaroroa Mt Watkin (NHMW)	Hikaroroa Reserve Private Land Mustelid Trapping Buffer	3,513.83	\$3,513.83
AW & HM Familton	Pleasant Valley River Environmental Project	\$10,010	\$3,000
Goodwood Heights Trust	Foote Wetland Fencing	\$5,000	\$4,999

COMMUNITY GROUP GRANTS

The Grants and Awards Sub-Committee met on Tuesday 28 March 2023 to assess the applications received for the Community Group Grants.

The balance available for this Community Group Grants funding round was \$42,021.99. Applications totalling \$199,071.47 were received for assessment.

The amount granted for each of the successful applications is recorded below.

Community Group Grants March 2023		
Applicant Name	Project	Amount Approved \$
Awamoa Football Club	Prizegiving 2023	\$650.00
CCS Disability Action Waitaki Inc	Resources for Learning Nest	\$240.00
Centre care Counselling Waimate	Mental Health Counselling in Waitaki	\$2,500.00
East Otago Musical Theatre Inc	Woz - Musical Theatre	\$1,500.00
Eastern District Sports Assoc Inc	To purchase 20 solid 8ft tables and 200 stackable chairs for the Palmerston Sports Hall	\$4,800.00
Football Waitaki	Junior Football - First Kicks Programme	\$380.00
Hamraki Rag	Hamraki Rag	\$1,500.00
Kurow Trails Group	Kurow Hill Track Viewpoint Accessibility Improvement	\$5,500.00

LOVED4LIFE Oamaru	Funding to be able to supply senior volunteers to begin knitting merino washable wool for garments and beanies and material, wool wadding to sew LOVED quilts for new-born	\$1,000.00
Male Survivors Otago	Oamaru Branch Office Rent	\$2,000.00
Miniature Horse Club of North Otago 1998 Inc	Running Miniature Horse Show	\$500.00
No 26 (Oamaru) Sqn - ATC (Air Training Corp)	Aviation Camp 2023	\$2,500.00
North Otago Bird Fanciers Club	2023 Bird Show	\$600.00
North Otago Sports Bodies	Waitaki Sports Awards	\$500.00
Oamaru Tap Dancing Assoc	2-day Dancing Competitions	\$1,000.00
Omarama Golf Club	Tree Planting	\$678.26
Omarama Residents Assoc	Purchase and installation of equipment to enhance current outdoor exercise area	\$2,000.00
Omarama Residents Assoc	Basketball Court Pad	\$5,000.00
Orwell Street Church	Tar sealing – Carpark	\$3,000.00
Otago Neighbourhood Support - Waitaki Neighbourhood Support Branch	Engraving Kit for Community Use	\$343.00
St Kevin's College	St Kevin's College Cricket Pitches	\$1,000.00
Target Shooting North Otago	To encourage Junior Participation	\$750.00
The Brain Injury Assoc (Otago) Inc	North Otago Liaison Service	\$1,000.00
Waitaki Community Gardens Trust	Phase One of Constructing a new Community Classroom on site at Waitaki Community Gardens	\$2,000.00
Young Mens Christian Assoc. of South and Mid Canterbury	Y-Drive Community Driving Scholarship Programme	\$1,000.00

CREATIVE COMMUNITIES SCHEME GRANT

The Grants and Awards Sub-Committee met on Thursday 6 April 2023 to assess the applications received for the Creative Communities Scheme grants.

The balance available for this Creative Communities Scheme grants funding round was \$16,490.35. Applications totalling \$45,136 were received for assessment

The amount granted for each of the successful applications is recorded below.

CREATIVE COMMUNITIES SCHEME March 2023

Applicant Name	Project	Allocated
LGM Productions	Wonderland Glow Show	2,000.00
Oamaru Tap Dancing Assoc	Tap Dancing Competitions	1,400.00
Waitaki Whitestone Geopark Trust	Mural of an ancient underwater world	2,000.00
East Otago High School	East Otago High School Production/Musical - Footloose	2,000.00
East Otago Musical Theatre Inc	WOz	2,000.00
Chloe Lodge	Within Reach – The heArt of the Waitaki	760.00
Donna Demente	Grainstore Gallery Come of Age	1,000.00
Musical Theatre Oamaru Incorp	School of Rock	3,000.00
Te Whare Koa Community Marae	Restoration of Marae Pataka	1,830.00
The Bedford School of Music	Music, Drama and Dance Conference	500.00

SPORTS NZ RURAL TRAVEL FUND

The Grants and Awards Sub-Committee met on Tuesday 02 May 2023 to assess the applications received for the Sports New Zealand Rural Travel Fund.

The balance available for this Sports New Zealand Rural Travel Fund funding round was \$23,555.60. Applications received for assessment totalled \$86,927.70.

Council received a letter from the Otago Community Trust offering an annual grant of up to \$10,000 as a contribution to the Sports NZ Rural Travel Fund. This top-up was to be allocated to rural sports clubs and schools in the Otago Community Trust region, using the current criteria for the Rural Travel Fund and Council current processes for assessment purposes.

The amounts awarded to each of the successful applications is recorded below.

Applicant	Benefits of Receiving Funding	Amount Granted
East Otago High School	To enable children to participate in sport and assist in helping families with lesser costs.	\$3,000.00
Riverside Football Club	To make more affordable for families and allowing children to participate.	\$2,000.00
St Kevin's College	To encourage participation of students if their families are assisted with travel costs.	\$2,000.00
Waitaki Valley School	To develop tamariki through sport is essential in creating positive citizens. Also subsidise the expenses for whanau is critical for participation.	\$3,000.00
Maheno Netball Club	The funding would assist families to cover costs for travel to games.	\$500.00
Waitaki Girls' High School - Badminton	To make more affordable for families and allowing students to participate.	\$750.00
Waitaki Girls' High School - Football	To enable students to participate in sport and assist in helping families with lesser costs.	\$750.00
Palmerston Primary School	To develop tamariki through sport is essential in creating positive citizens. Also subsidise the expenses for whanau is critical for participation.	\$1,500.00
Kurow Rugby Football Club Inc	The funding would assist families to cover costs for travel to games.	\$2,555.60
North Otago Athletics Club	To make more affordable for families and allowing children to participate.	\$1,000.00
Pathfinders Gymnastics Club	To enable children to participate in sport and assist in helping families with lesser costs.	\$2,500.00
Waitaki Boys High School	The funding would assist families to cover costs for travel to games.	\$2,000.00
Omarama School Hockey	The funding would assist families to cover costs for travel to games.	\$2,000.00

1.4 FINANCE AND CORPORATE DEVELOPMENT GROUP UPDATE - JUNE 2023

Author: Amanda Nicholls, Chief Financial Officer

Authoriser: Paul Hope, Finance and Corporate Development Group Manager

Attachments: 1. 2022 Seniors Survey Results

PURPOSE

The purpose of this report is to provide an update on activities within the Finance and Corporate Development Group.

FINANCE

Major projects that are currently underway are:

2022-23 Annual Report

- This is a key document on Council's annual calendar and the 30 June 2023 annual report must be audited and adopted by 31 October 2023.
- Audit New Zealand will be completing the interim audit from 19 June and will begin their final audit on 18 September.
- The finance team is currently preparing for the audits, and the cyclical revaluations are underway.
- The audit findings from the 2022 annual audit have recently been received and are currently being reviewed by the finance team.

2023-24 Annual Plan

- There were a record number of submissions received to the 2023-24 Annual Plan through the engagement period (248 + three late submissions). The 2023-24 Annual Plan is on schedule for adoption at the Council Meeting on 27 June 2023.

3 Waters Reform – now “Affordable Water Services”

- A process and position regarding Council's internal debt relating to 3 Waters projects has been agreed with representatives of the National Transition Unit.
- The ultimate deadline for getting the new water entities up and running has been pushed out, from July 2024 to July 2026.
- The Council has elected to join the Canterbury – West Coast entity. It is expected that our Council will not be in the first tranche of entities to be set up from July 2024.

RATES

The annual work pattern for the rates team means that the fourth quarter is the busiest time preparing, receiving, and finalising all data necessary for processing the Year Processes and Year End Roll of the system.

The Rates team is part-way through the implementation with Civica for the new system structure of the remission processes, which will then be followed by testing.

April 2023 began with the production and issuing of Instalment 4 invoices, which was followed by the Instalment 4 penalty being applied at the end of May. The penalty amount charged was \$76,871.50 across 1,363 assessments. The amount has increased somewhat from \$59,170.46 across 1,179 assessments at the same time last rating year. The introduction by banks of same-day processing of transactions has resulted in a higher number of accounts being charged penalties, and as a result we anticipate a higher number of penalty remission applications. The team continues to

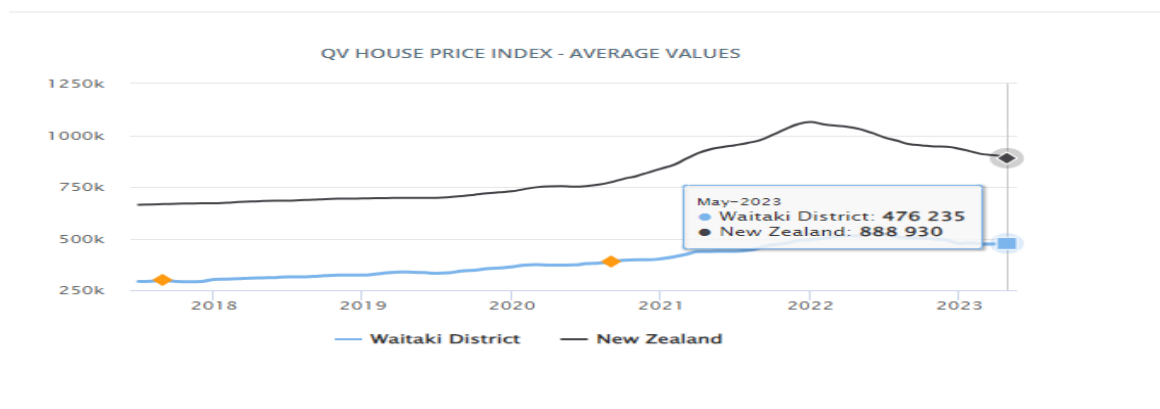
work with many of these ratepayers to put plans in place to allow them to meet their obligations in a way that accommodates their circumstances whenever this is possible.

An update from Quotable Value Data

The latest report from Quotable Value (QV) for the period 1 July 2022 to 7 June 2023 shows 580 property sales. There are currently 507 active consents for buildings under construction, 131 are ready for QV to check, with a total of 802 having been completed to date. Some two (2) subdivisions have been completed this month with a further eight (8) ready to value.

Property sales are still very positive in terms of price but there is less stock available. Trends in Waitaki do not seem to follow those noted elsewhere (eg Wellington, Auckland, Queenstown etc). One notable fact is that, early in the rating year, it was the average priced homes that escalated sales, with just a few sales in the top price bracket. It appears now there are less average priced homes for sale and more are selling in the top price bracket. We are advised that this is reflected in the drop in the current average priced home.

Our last report in March showed the average house price sitting at \$475,366. The graph below shows it has changed slightly for May, now being **\$476,235**.



Triennial District Revaluation

The District Revaluation is updated on a triennial basis, with the next update expected on 1 September 2023. Quotable Value (our valuation service provider) is currently working with the Office of the Valuer-General (OVG) to confirm the scheduled dates. Key dates are currently proposed as listed below:

- 1 August 2023 being the noted date.
- October 2023 for approval by the OVG Audit.
- November 2023 – New valuation details will be posted to Ratepayers.
- January 2024 – Objections close.

CORPORATE DEVELOPMENT

Work on the Annual Report and Annual Report Summary is complete, with both documents now published on the website.

The 2023-24 Annual Plan is on schedule for adoption at the Council Meeting on 27 June 2023. There were a high number of submissions received through the engagement period which was extremely positive.

Preparation work has started for the 2024-34 Long Term Plan. Discussions with the Governance Team on this programme of work are to be scheduled.

Our Risk and Procurement Officer Amelia Lines has started working in a shared capacity with Central Otago District Council (CODC) with effect from 1 May 2023. Ms Lines works three days per week for Waitaki District Council and two days for CODC.

The next risk update will be provided to the Performance, Audit and Risk Committee Meeting scheduled for 27 June 2023.

Our Health and Safety Advisors are being supported to complete workplace assurance audits over the coming months to ensure Council continues to provide a safe working environment.

COVID continues to impact our workplace. However, there is no longer a requirement to report cases to HR as teams are largely able to manage through the isolation period.

COMMUNITY DEVELOPMENT

Health

Access to Services

Following feedback from Stronger Waitaki Positive Aging Group and Locality Network Mental Health and Addictions, we were made aware that outpatient appointment timing in Dunedin was problematic for some members of our community, particularly the older and more vulnerable. The reasons for this included particular issues raised around transport and affordability. Stronger Waitaki wrote to Te Whatu Ora requesting consideration be given to rural communities for appointments between the hours of 10.00am and 4.00pm. This was to allow for adverse weather conditions impacting travel, and/or rural days to enable shared transport options which would have some impact on affordability. We have had a positive response, with a meeting now scheduled with Te Whatu Ora to explore potential solutions further.

Mental health and Addictions

Te Hurihanga – Time for Change – Crisis Response

Context: In 2021, there was a review of the mental health and addiction sector in Southern. A report was produced, called Time for Change Te Hurihanga. This report made a number of comments and recommendations about crisis response services.

Alongside Child and Youth, developing crisis response services in the Waitaki district is one of the projects to implement Time for Change Te Hurihanga.

Co-design workshops were held to discuss crisis support services in Waitaki during the period 23 August to 2 September 2022. About 55 people attended these workshops.

Further workshops were held in Waitaki on 18 May 2023. Separate workshops were held for people with Lived Experience who also had the option of attending Provider and Community workshops.

Following the 18 May workshop input, the model of care will be finalised, and an RFP (request for proposal) process will be used to find a suitable provider to deliver crisis support services. A “model of care” is a way of describing what type of services we need, and how they should work.

Violence Prevention

Youth Film Festival

Context: Building on previous year’s successful engagement with rangatahi, we have secured funding to continue this programme.

All four high schools took part in this Family Harm Film Project during May. The days culminated with a collection of thought-provoking 90 second films created around the E tū Whānau values of

Aroha (giving with no expectation of return), Whanaungatanga (being connected), Whakapapa (knowing who you are and where you belong), Mana/Manaaki (building mana of others), Korero Awhi (positive communication and actions) and Tikanga (Doing things the right way). Approximately 70 students participated, with the successful production of 17 films.

A free Community screening and judging of films took place on June 1st in the Oamaru opera House. The winning film was Tikanga by Taki Flame of Waitaki Girls High School.



YOUTH FILM COMPETITION SCREENING

Waitaki High School students have participated in a film-making competition creating 90-second films around the theme "Respectful Relationships"

Everyone is welcome to join the free screening evening viewing the creative and thoughtful videos our young people have made

FREE AND OPEN TO THE PUBLIC

Thanks to NZ Police, Youthline, A Stones Throw Productions and Waitaki Multicultural Council

STRONGER WAITAKI

Family Harm Conference 2023 – After discussion with the Stronger Waitaki Family Harm group, and with funding from the MSD Partnership Fund, we will be facilitating a one-day Family Harm Conference in September. The focus will be based on target groups outlined in Te Aorerekura: the national strategy to eliminate family violence and sexual violence (ie the Rainbow Community, Elderly, Disabled, and Multi-ethnic Communities). Another important topic will be Workforce Wellbeing, supporting this important workforce with tools and strategies to take care of themselves as they deliver this critical mahi.

Welcoming Communities (WC)

Context: Welcoming Communities is a programme led by Immigration New Zealand in partnership with the Ministry of Ethnic Communities and the Human Rights Commission. Welcoming Communities (WC) works towards healthier, happier, and more productive communities by welcoming newcomers into the local community. This is delivered through Council and the coordinator is Ana Tangaroa.

During the reporting period, Ana has undertaken the following engagements:

- Participation in an 'Engagement with mana whenua' workshop for the Welcoming Communities Coordinators. With attendees coming from around New Zealand with similar work backgrounds, working with diversity and management.
- Facilitation of a successful Race Relations hui at Uenuku Marae Moeraki.
- This was a superb day, supported by the Waitaki Multicultural Council and well attended by newcomers and the multi-ethnic community. We extend our thanks and appreciation to Te Rūnanga o Moeraki for hosting this event.
- Ana was also the Guest speaker at Waitaki Multicultural Council's AGM on 27 April.



WAITAKI
MULTICULTURAL



Welcoming Communities and Waitaki Multicultural present a
Race Relations Week event:

A visit to Moeraki Marae



Sunday 26th March 10.30am- 2.30pm

- Experience a welcome Powhiri
- Share stories about settling in Waitaki
- Enjoy lunch together
- Participate in cultural activities

Bookings essential: Free transport can be provided if required.
Please contact Paula by Tuesday 21st March
coordinator@waitakimulticultural.org.nz 0273256151



Contribution to Workforce Development Activities

Context: Strategic input / advocacy into workforce development discussions across a range of industries. This has included:

- Participation in Regional Skills Leadership Group interview panel for new Chair
- Participation in FENZ – Otago Te Kei - Local Advisory Committee and Volunteer Conference
- Liaised with Stronger Waitaki Network to provide feedback on the draft Te Aorerekura National Strategy to eliminate family violence & sexual violence – feedback was into service and workforce gaps.

At the request of employers, and in response to the impact of the cost of living, we are collaborating with key stakeholders, including the Economic Development team, to define approaches to older workers' retention/retirement (Preparing for Retirement). To enable this discussion, we are investigating the potential of Stronger Waitaki coordinating/facilitating a forum in September.

Education and Employment

The Mayors' Taskforce for Jobs (MTFJ) initiative continues to perform well. The contract number of 50 employment outcomes was once again delivered well ahead of time. This result enabled us to secure additional funding to add another 20 to the cohort which will bring the number of outcomes for the 2022/23 financial year to 70. The range of employment opportunities realised is across a broad range of sectors and we would like to acknowledge our local employers for their ongoing participation in this important programme. Without their support and trust, we would not be able to realise the potential of this initiative. Funding has been secured nationally for the next two years and the team is looking forward to keeping the momentum going into the future.

The Community Development team is working with the Oamaru Pacific Island Community Group, Te Pukenga Otago, and a funder to coordinate the second 'Build Capability Waitaki' following on from the success of the last initiative. This programme will specifically provide tertiary opportunities to a small number of second-chance learners in the Waitaki region. We are working to facilitate achievement of sustainable employment and develop aspirations towards obtaining professional highly skilled roles, rather than remaining in unskilled / semi-skilled work. The ultimate outcome is an improvement in employability within the local labour market for these students.

Senior Survey

Late in 2022, Community Development, in partnership with statistician Sophia de la Barra, undertook a senior survey. The survey was held five years after the last one so provided some good comparative data as well as some indication of the effects of COVID on our senior population. There was a total of 356 responses, both electronic and paper. This was a similar representation to the 2017 survey but with a better spread through the rural towns of the area. The survey is attached to this Group Activity Update (refer Attachment 1), but below are some of the key findings:

- Accommodation – 65.6% of seniors reported they are living alone which is a significant increase from 38.1% in 2017
- Transport – 19% of respondents identified lack of public transport as a personal barrier.
- Impact of COVID – 26.3% of respondents indicated that they stay home as much as possible in the wake of COVID with the most common reasons being uncertainty, misinformation, and fear of catching the virus.
- Cost of Living – 65.8% needed to top up their superannuation from other sources. There was a definite indication of high levels of difficulty in meeting everyday needs, with only 50% having enough or more than enough total income to meet them. Over 30% also have gone without fresh fruit or vegetables and put up with feeling the cold because of financial constraints.

The survey is just one component in the wider picture of community wellbeing and what areas the residents feel is the most important to be looking at. In this way, the Senior Survey results will feed into other project areas of the Community Development team, including the Preparing for Retirement forum, working with other stakeholders on transport issues, and implementing actions in the Housing Strategy.

Other Councils

The Community Development Manager (CDM) regularly engages with Community Development Managers/ teams in other Councils. These interactions are a reciprocal approach to sharing knowledge and practice.

Central Otago District Council

A meeting with the Community Development Manager of Central Otago District Council focused on sharing successes and challenges and looking at how we can work together.

Hurunui District Council

The CDM presented to a workshop of Hurunui District Council's Strategy and Community Committee on Tuesday 11 April. This was arranged by the Hurunui District Council Community Partnerships Team Manager. The purpose of the engagement was to outline how the Stronger Waitaki Community Development model supports wellbeing outcomes and how that model may translate for Hurunui.

Timaru District Council

9 June – The CDM met with Timaru District Council's Connected Communities Coordinator who travelled to Oamaru to learn about our Community Development Model. This follows on from a previous meeting with Claire Barlow, the CDM at Timaru District Council.

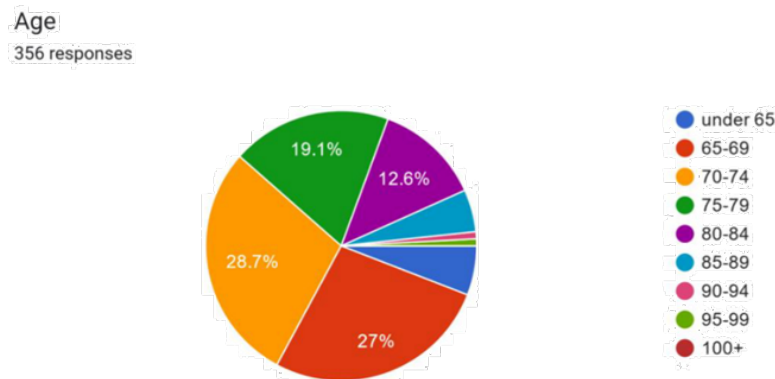


2022 Waitaki Seniors Survey: Full Summary Report

In collaboration with Grey Power and Aged Concern, the Safer Waitaki Coalition designed, distributed, and collected survey responses from residents living in the Waitaki District aged over 65. The aim of the survey was to learn more about the barriers, needs, and circumstances of elderly people living in our community. A total of 356 survey responses were collected over a period of one month--185 electronic surveys and 171 paper surveys.

Demographics

The majority of survey respondents (69.8%) live in Oamaru, 20.9% live in a rural town such as Kurow, Omarama, Kakanui, Hampden, etc. and 9.3 % on a rural property or farm outside of a town¹. There were more females (66.9%) than male respondents (33.1%). There was a balanced distribution across age groups as described below:



The majority of respondents reported their ethnicity as NZ European/ Pākeha (93.8%), 2.5%

¹ This is a similar representation to the 2017 Senior Survey, but in 2022 we have a better representation of people living in rural towns.

Māori, 1.4% Pacific Islander, 1.7% European and 0.6% Other.²

Accommodation

Most people reported owning the home they live in (88.5%), while 6.4% rent their home, 2.8% live in shared accommodation with their family, and 2.2% live in an aged care facility.³ While in 2017, just over a third of respondents (38.1%) reported living alone, in 2022 nearly two-thirds (65.6%) reported living alone.⁴

Transport and Mobility

Despite the vast majority of respondents (87.4%) reporting they can afford to get where they need to go, the most commonly identified barriers or difficulties for transport reported are the lack of public transport and buses in Oamaru (19%) and road works, pot holes and uneven footpaths (10.1%). Ten respondents (2.8%) also identified the cost of taxis and fuel as barriers to travel. When asked to describe these difficulties, 68 respondents (19%) identified lack of public transport/buses as a personal barrier. As one respondent stated, “There is no public transport around town; that’s crazy in this day and age, very difficult when you can no longer drive yourself to maintain friends, shopping, social fitness & mental health.” Other barriers identified are the footpath conditions for mobility scooters, especially where the footpath slopes down to road crossings. Another common response for improving mobility was more affordable transport options for hospital visits to Dunedin.⁵

Social Activity

Most survey participants (85.8%) reported having enough social contact through friends, family, church or clubs. As indicated below, the vast majority report that they are staying connected with friends and family:

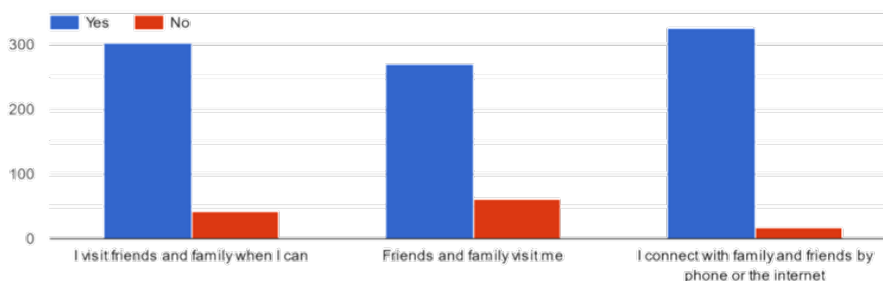
² Compared to Census data, this indicates that Maori and Pasifika are under-represented in the 2022 Senior Survey

³ This is a similar representation to the 2017 Senior Survey

⁴ This difference is statistically significant ($p < 0.005$)

⁵ These results are consistent with the 2017 Senior Survey, where 131 (38%) respondents also identified a need for public transport around town.

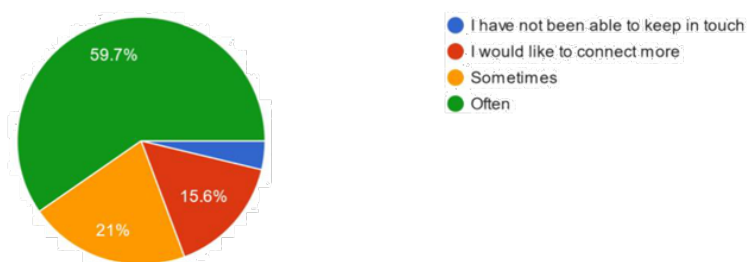
Are you managing to keep connected socially with friends and family? (Select all that apply)



Despite the majority of respondents reporting that they connect with family and friends often (59.7%) or sometimes (21%), there is still a significant proportion of elderly people (15.6%) who would like to connect more.

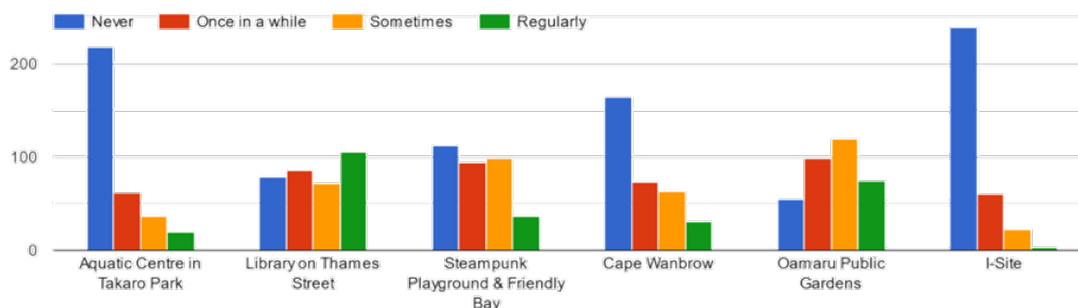
How often are you managing to connect socially with friends or family?

347 responses



The number of groups, clubs or organisations participants belong to ranged from 0 to 11, with an average of 2.3 per person. With respect to using public facilities, the library and public gardens were the most regularly used facilities, while the aquatic centre, Cape Wanbrow, and Information Site were used less frequently; below is a summary of responses:

Do you use the following facilities and public spaces in Oamaru?



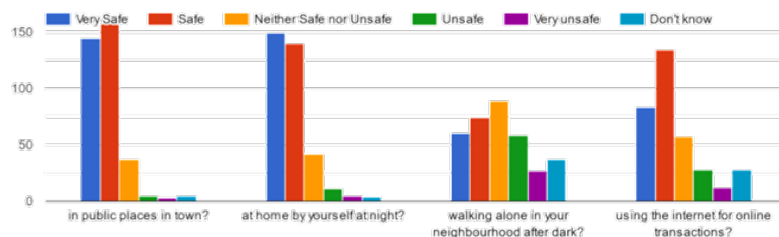
While a third (34.7%) of participants pretty much never volunteer and 19.7% only volunteered once or twice in the past year, half of our elderly community is volunteering regularly with 12.4% once or twice in the past 3-4 months, 14.2% 2-3 times in the past month, and 19.1% volunteering more than once a week. These rates are significantly higher than the 32.2% of under 25's that reported volunteering in the Waitaki Youth Survey. When asked what would improve their social connectivity, respondents identified the need for more bus services, evening activities, craft activities, self motivation to get out more, better advertising for what's on and concerns about Covid. As one respondent said, "Once we as a country are Covid free, I will feel more comfortable in improving my social connectivity. Until then I am quite happy doing what I'm doing."

Personal Safety

When asked about different aspects of personal safety, survey participants generally felt safe in public places and at home by themselves at night, but fewer felt safe walking alone in their neighbourhood after dark or using the internet for online transactions.

Suggestions for what would improve their safety included more police and community patrols (especially in the early evening), more police visibility, more street lighting, more security cameras, getting rid of gangs and upgrading footpaths. As one respondent observed, "If society was more equitable we would all feel a lot safer. The more the gap between the rich and the poor widens the more unsafe we will all be."

How safe or unsafe do you feel:

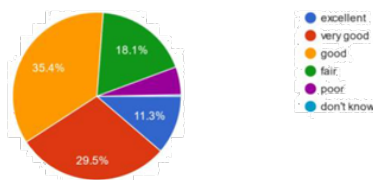


When asked about elder abuse or neglect, 20 respondents (5.7%) reported an incidence committed in the past 12 months.⁶

Wellbeing and Health Care

When asked to rate their quality of life as a whole where 0 is completely dissatisfied and 10 is completely satisfied, the average score reported was 8, indicating relatively high satisfaction. When asked specifically about their health, the majority (76.2%) reported their health as good, very good, or excellent, while 18.1% said their state of health was fair and 5.4% poor.

In general, would you say your health is...?
353 responses

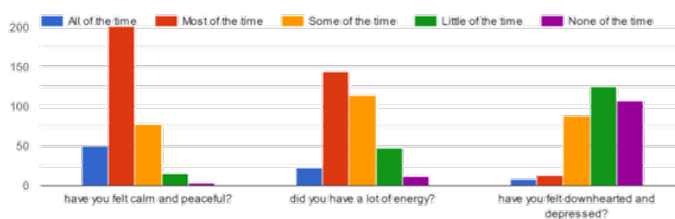


Most survey respondents reported exercising regularly--43.8% daily and 35.8% 1-3 times per week. About a quarter of respondents are not exercising regularly--8.5% only a few times per month and 11.9% rarely exercising. When asked about what kinds of exercise or physical activity they do regularly, the most common responses were walking, gardening, gentle exercise, tai chi, cycling, swimming, and housework. When asked about what types of support they get at home, nearly half of respondents reported getting no

⁶ This is similar to the incidence of elderly abuse reported in 2017 Senior Survey.

help (50.6%). Amongst those receiving support, the most common forms were family and friends (41.5%), home based provider support (6%), and hired help (6.5%). Only 45 respondents reported caring for someone else, and the majority (65%) said they felt well supported and get regular breaks, while a third (35%) did not. With respect to mental health, most respondents reported feeling calm and peaceful, having a lot of energy, and rarely feeling downhearted and depressed as summarised below:

During the past four weeks how much of the time...



When asked if they knew how to access help if they needed support, most people (67%) said yes, while 9.4% said they didn't know how and 23.6% weren't sure. When asked about access to mental health support, 80.8% of respondents said they didn't need support services. Among respondents who had felt grief, downhearted or depressed in the past month, 38.8% said they were able to access mental health support, 35.8% were unable to access support, and 25.4% said maybe they could access support. Overall, the majority (79.3%) said they had adequate access to health care, while 20.7% did not.⁷ When asked what would improve their health care, common responses were cheaper G.P. visits, shorter waits for specialist appointments and surgeries, more specialist services in Oamaru, affordable dental care, and evening fitness classes for the elderly. Some examples of responses include:

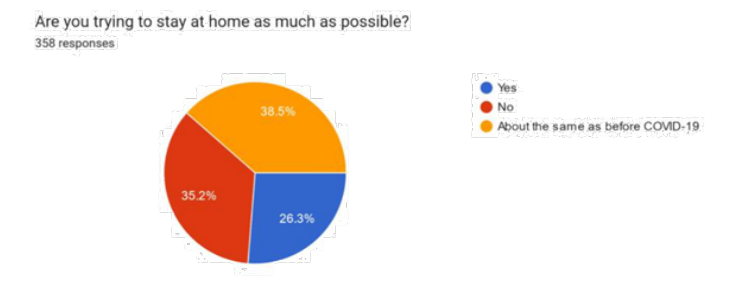
- “We need a better run hospital that can reduce the need to go to Dunedin for appointments. Dunedin Hospital needs to make our appointments within the shuttle arrival & departure times to enable travel from Oamaru.”

⁷ There was a significant increase in respondents reporting inadequate access to health care: 13.4% in 2017 to 20.7% in 2022 (p<0.05).

- “I need to move from a big house to a very small one - but there are very few small pensioner type properties available locally. I think being able to get away from the big house and garden would help a lot.”
- “We need support services that make contact with single aged residents living alone, to provide "welfare checks" to ensure they do get assistance if needed. Instead of waiting for seniors to contact Support Services, Support Services could be proactive and contact their aged Waitaki population.”
- “After two years I am still trying to get registered by a doctor. I had to go back to Christchurch for check up and tests twice in the last month at a huge cost.”
- “I need the system to take notice of my GP’s referral and not make us (over 70 years of age) wait on endless waiting lists. Over 70 years and we're on the scrap heap here in this health district area.”

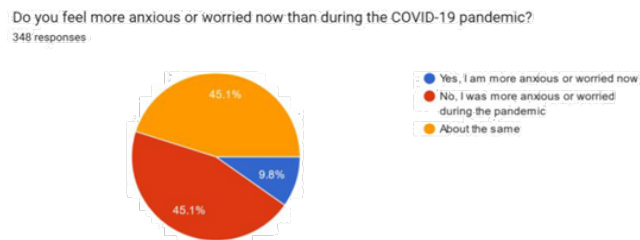
Impact of COVID

To assess the impact that COVID was still having on local elderly people’s lives, we added some additional questions in the 2022 Senior Survey. Over a third of respondents (38.5%) indicated that they were trying to stay at home as much as possible in response to the current risks of COVID in the spring of 2022.



When asked how concerned they were on a scale of 1 to 10 about catching COVID-19, there was a pretty even distribution with a mean of 5.3 and people at both ends of the spectrum 17.8% reporting no concerns and 11.7% reporting extreme concerns. Concerns about going out were much lower. When asked how concerned they were on a scale of 1 to 10 about going out, the mean was 3.5 with 38.2% reporting no concerns and 2.0% reporting extreme concerns. While nearly half of people (45.1%) reported being more

anxious or worried during the initial outbreak, some people (9.8%) reported being more anxious or worried now.

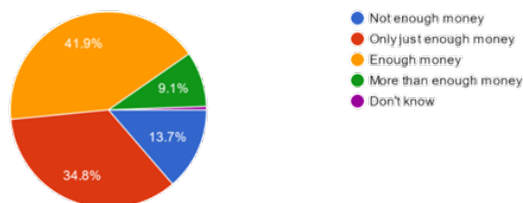


When asked to describe what they find the most difficult or concerning about the COVID-19 pandemic, most common responses were nothing, lack of mask wearing, new variants, uncertainty, misinformation, staff shortages, and fear of catching the virus.

Cost of Living

More than half of respondents (65.8%) had to top up with other sources in addition to their superannuation to make ends meet.⁸ Other sources of income included savings (44.8%), employment (21.5%), Kiwisaver (11.9%), family (2.3%), and WINZ disability or accommodation allowance (10.2%). All other sources of income were reported by less than 1% of respondents: overseas pensions, reverse mortgages, veteran superannuation, interest, family trusts, etc. Over a third of participants (34.8%) said their total income only just met their everyday needs and 13.7% said they did not have enough money to meet their needs, indicating high levels of difficulty meeting everyday needs:

How well does [you/ you and your partner's combined] total income meet your everyday needs for such things as accommodation, food, clothing and other necessities?
351 responses



⁸ There has been a statistically significant increase in seniors reporting the need to top up their finances from other sources in addition to superannuation from 55% in 2017 to 65% in 2022 ($p < 0.005$).

Respondents were asked to what extent over the past 12 months they have done any of the following to keep costs down:

	Not at all	A little	A lot
Gone without fresh fruit or vegetables	64.1%	26.7%	9.3%
Put up with feeling cold	69.0%	20.0%	11.0%
Postponed or put off visits to the doctor	77.1%	18.6%	4.3%
Done without or cut down on trips to shops and other local places	42.6%	38.3%	18.8%
Spent less on hobbies or interests than you would like	42.0%	35.9%	21.7%
Delayed replacing broken or damaged appliances	61.4%	24.6%	10.7%

The above responses indicate relatively high levels of deprivation in order to make ends meet. When asked about specific health services, local seniors were least able to afford dentists, with 10.4% reporting rarely being able to afford the dentist and 9.0% never being able to afford the dentist.

Access to Information

When asked about access to information about Waitaki District Council, the most common sources used were the newspaper (72.5%), internet or social media (69.9%), family & friends (23.7%), and radio (19.3%). When they want information, their

preference for access is internet or social media (50.6%), newspapers (23%), family & friends (8%), telephone information lines (8.8%), radio (5.4%), and other (4.2%).⁹

Report Prepared by Sophia Leon de la Barra

⁹ There has been a preference shift for information from newspapers in 2017 to internet and social media in 2022.

1.5 HEALTH AND SAFETY UPDATE - JUNE 2023

Author: Bill Nelson, Health and Safety Advisor

Authoriser: Paul Hope, Finance and Corporate Development Group Manager

PURPOSE

To provide an update on health and safety management across all Council activities, to give assurance that key health and safety risks have been identified and effectively mitigated both at Waitaki District Council workplaces and those at other sites where work is being carried out on its behalf.

COVID-19 CURRENT SITUATION

Impact of illness relating to Covid-19 is manageable with the mitigation strategies in place. While there are still cases of Covid-19 occurring, the flu is having more impact this year, as was forecast by the Ministry of Health last year.

HEALTH AND SAFETY

Significant workload challenges faced by many staff mean the health, safety and wellbeing of our team are front and centre, including those in the wider team – Transformation and Governance. Workload management by the management team continues to address fatigue and stress at team and individual level, as much as is reasonably practicable to achieve.

Key focus areas of work to address health and safety risk:

Health and safety-related audits across Council

- The first step is to run appropriate training for the audit teams at each level of the organisation, starting with the Health and Safety Representatives on the Health, Safety, and Wellbeing (HSW) Committee. Once training is completed, the HSW Committee members will carry out assurance audits for some areas of the organisation.
- Next quarter – to complete ‘Worker Engagement and Participation’ audits planned for the Roding and Water Services teams, which should result in better health and safety outcomes.

Hazard Risk Register

A HSW Committee workshop will be held for the Hazard Risk Register review process next quarter, to ensure the register is current and maintained. Key health and safety risks already form a living part of the overall Risk Register managed by the Procurement and Risk Advisor.

Health, Safety, and Wellbeing (HSW) Committee

The HSW Committee agreed the most reliable way to communicate to their teams on HSW matters is through their Health and Safety Representatives. A HSW Committee workshop was held in May 2023 to discuss ways to better engage across Council in HSW and to identify and resolve any barriers.

The monthly Health and Safety Representatives report raises any HSW-related concerns from individuals and teams. The key issues identified are discussed in detail at the monthly meeting and any new actions are agreed, added to the Actions list, and progress is reported back to staff.

Canterbury Health and Safety Advisors Group (CHSAG)

There has been a considerable lift in the value of this forum over the past quarter, acknowledged by all 11 Member Council representatives, with more worthwhile engagement over common health, safety, and wellbeing-related issues, and increased sharing of information and mitigations to better manage risk.

This forum benefits the Waitaki District Council, as pertinent local health, safety, and wellbeing-related issues are discussed from different perspectives, leading to better advice and outcomes.

The Chief Executives' Forum on 1 May 2023 empowered CHSAG members to invite representatives from councils outside the Canterbury region to attend and participate in its meetings on a permanent and/or issues basis. This has already led to further 'best practice' becoming available to forum members.

NOTES: ACCIDENT / INCIDENT REPORT – 1 JULY 2022 TO 31 MAY 2023 (2023 YTD)

The number of reported injuries year-to-date (113) reflects proactive work by the lifeguards at the pool, a more robust method of capturing A2O (Alps 2 Ocean) incidents with quicker follow up, and an ongoing trend of under-reporting which is being tackled by improving education at team level.

Most incidents at the pool have been minor, amounting to 64 of the total 113 incidents year to date. The pool incident rate improved in real terms over the last quarter, dropping from 65% to 57% of total incidents due to more proactive work by the lifeguards, reinforcing the value of ongoing training.

Eleven (11) recorded abuse incidents for the 2022/23 year to date reflects in part the benefits of de-escalation training for staff, with only three abuse incidents recorded since the last update.

Reporting to date has been by major group and incident type. Public-related incidents can now be separated from worker-related incidents (staff and contractors) to give more transparent context.

ACCIDENT / INCIDENT REPORT – PUBLIC AND WORKER INCIDENT COMPARISON

Description	Incident Area	2023 YTD	2022	2021	2020	2019
Public-related	Pool clients	50	54	107	97	104
	Pool incidents	3	6	13	3	3
	Other clients	<u>20</u>	<u>17</u>	<u>43</u>	<u>7</u>	<u>11</u>
	subtotal	73	77	163	107	118
Worker-related	Pool staff	11	33	19	6	5
	Other staff	18	26	40	31	40
	Contractors	9	10	3	9	1
	Property/Environmental	<u>2</u>	<u>8</u>	<u>8</u>	<u>8</u>	<u>10</u>
	subtotal	40	77	70	54	56
	Total incidents reported	113	154	233	161	174

ACCIDENT / INCIDENT REPORT – ANNUAL COMPARISON BY AREA AND TYPE

Description	Incident Type	2023 YTD	2022	2021	2020	2019
Pool Clients	- Abuse	1	6	2	9	5
	- Cuts/bleed	6	7	10	36	34
	- Bruise/crush	3			15	31
	- Body Stress/bleed	17	22	27	24	12
	- Slips/graze, bleed	8	*11	*55	6	11
	- Swim/Superv/stuck	7	5	6	5	8
	- Medical/self	8	3	7	2	3
Pool Staff	- Abuse	3		2	1	
	- Cuts/bleed	2	17	3		2
	- Bruise/crush	2		1	2	
	- Body Stress/bleed	3	1	9	3	2
	- Medical		2	1		1
	- Haz Substance	1	6	1		
	- Slips, trips, falls		1	2		
Pool Environmental	- Events			1	3	4
	- Supervision				2	
	- Haz Substance		3	1	1	
	- Equipment failure		3			
Pool Incidents	- Near Miss		3	2	1	
	- Security/Difficult	3	3	11	2	3
Other Clients	- Cuts/bleed	1		1	1	3
	- Bruise/crush	1		1	3	2
	- Near Miss	2	2	1	1	2
	- Body stress/bleed	1	2	1	2	
	- Medical ^(b)	3	4	3		4
	- Slips, trips, falls	12	*7	*36		
Other Staff	- Abuse	7	11	17	5	4
	- Cuts/bleed	1	1	5	3	
	- Body Stress/bleed	4	4	7	12	13
	- Burns					2
	- Hearing				1	
	- Bruise/crush	1	1	3	2	6
	- Trauma	1	1		1	
	- Slips, trips, falls.	4	4	1		5
	- Eyes – dust/strain		1	1		2
	- Dental		1			1
	- Hygiene		1	2		
	Contractors^(d)	- Near Miss	2			1
- No SOP/Expired Q		2	6			
- Abuse				1	1	
- Electrocution					1	
- Medical event				1	1	
- Property		2	2		1	
- Slip ex-boat				1	1	
- Body Stress/bleed		2	1		2	1
- Fall		1	1		1	
Property	Property	2	2	6	2	5
Environmental	Environmental					1
Near Miss	Council - Near Miss		2	4	7	7

YTD	Total		113	154	233	161	174
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*Less slips, trips, falls is the main contributor to lower incident numbers in 2022

1.6 ECONOMIC DEVELOPMENT UPDATE - JUNE 2023

Author: Melanie Jones, Business Attraction and Recovery Manager

Authoriser: Alex Parmley, Chief Executive

PURPOSE

The purpose of this Economic Development update is to keep the Governance Team informed of economic development matters and activities within Council.

ECONOMIC DEVELOPMENT REVIEW

Project Update

The 10-year Uplifting Waitaki: Hāpaitia te Waitaki Economic Development (WED) strategy, adopted in September 2022, sets ambitious targets for delivering economic growth and aims for growth that is sustainable and inclusive of all the district and its communities. The strategy and proposals for optimised delivery were developed over several months with partners and engagement of the business community. The implementation of the strategy and realising the projected benefits for the economy and community are recommended to be enabled through the establishment of an Economic Development Agency (EDA) as a Council Controlled Organisation and through a partnership approach.

The EDA would include tourism and destination management, and this would necessitate the disestablishment of Tourism Waitaki Ltd (TWL), a Council Controlled Organisation, with Regional Tourism Organisation (RTO) and Destination Management functions moved to the new agency. The Ōamaru Blue Penguin Colony (OBPC) is currently operated by TWL and new arrangements for the OBPC would also be required.

Creation of a new CCO requires a Special Consultative Procedure and the consultation on 'new ways to support economic growth in Waitaki' ran in parallel to the Annual Plan process from 6 April 2023 to 7 May 2023. 200 submissions were received and Deliberations took place on 16 May 2023.

At the Council meeting on 13 June 2023, results from the submissions and deliberations were summarised and Council asked to consider the following recommendations. i) To establish two new Council Controlled Organisations, one set up as an Economic Development Agency (EDA) and another for the Ōamaru Blue Penguin Colony (OBPC). ii) To Investigate Partnership opportunities to protect, enhance, and grow the OBPC as a cornerstone attraction for the district was also recommended. iii) To disestablish Tourism Waitaki Ltd once the other Council Controlled Organisations are established and all operational and other matters have been resolved.

Following discussion, Council resolved the following:

- a) The Council agrees that it will not sell the Ōamaru Blue Penguin Colony (OBPC) and that it remains an important conservation facility.
- b) Requests a further report on how Council can stage the implementation of the Economic Development function with the intention of it becoming a Council Controlled Organisation (CCO) in due course.
- c) Agrees to bring the OBPC in house in the short term.
- d) Requests the Chief Executive to investigate opportunities for funding partners in the EDA.

Council officers are now considering the next steps and the resources required to meet the resolution of Council.

Waitaki Economic Development (WED) Strategy activation

Through the use of Better Off Funding, Council has commenced work to realise some of the ambitions and opportunities of the WED.

A Placemaking Lead, Cyndi Christensen, has recently been appointed and brings a wealth of experience in CBD revitalisation and development with her. Her on-boarding programme recognises the importance of collaboration and partnership and is focused on making connections both internally and externally to facilitate delivery.

Progress is being made across the five key programmes of work set out in the WED.

Land and Water

An exploratory meeting with farmers, including North Otago Sustainable Land Management (NOSLaM) in May ratified two priority areas – skill build/career pathways, and Land use optimisation. Scoping work is underway to progress these opportunities with a Land use workshop to include farmers and representatives from key organisations including universities, targeted for Quarter 1 2023/4.

Business Innovation and Growth

An *Inspire Waitaki* event is taking place on 22 June 2023 in The Business Hive for Start Ups, Mentors, Supporters, and Investors. We have collaborated with five businesses to run this “Ideation” and networking session focused on sustainable solutions to improve our environment that also represent business opportunities. Further opportunities to support Entrepreneurs (young and old) will be explored as stage two.

People (skill build and career development)

Developing Career Pathways –

- i) We supported Inspiring the Futures – an in-school programme developed by the Tertiary Education Commission (TEC) and delivered by My Next Move for year 9 and 10 Students. The first session ran at St Kevin’s College. The ED team sourced role models living and working in Waitaki for a range of career pathways. The fun event was well received, with Waitaki Boys’ High School looking to replicate the event.
- ii) Central Otago has a well-developed Cadetship/Partnership programme. Opportunities for Waitaki to replicate and evolve for other businesses are being explored.
- iii) Early discussions are underway with the Otago Regional Skills Leadership Group (RSLG) to build foundation-level skills and deliver locally facilitated in-work learning which would be validated by micro-credential assessment.

Place and Visitor – Promoting Waitaki

Waitaki Whitestone Geopark

On 25 May 2023 the Executive Board of UNESCO officially endorsed the Waitaki Whitestone Geopark as New Zealand’s first and Australasia’s only UNESCO Global Geopark. There are only 19 others in the Southern Hemisphere and New Zealand is now one of only 48 countries globally that has this distinguished UNESCO designation. This milestone was celebrated with a ceremony, lunch, and guided bus tours the following week in Ōamaru. Around 200 people attended from across the district and beyond, including the Minister for Tourism, the Hon Peeni Henare, to acknowledge the work by volunteers and to raise the profile of the Geopark nationally. The Trust is looking forward to building on its relationships with central government and national organisations from the day.

The Geopark is currently planning a further celebration weekend at the end of October, when the temperatures are warmer, with a variety of events and activities planned to be on offer. It will be an opportunity for the entire community to celebrate, to learn more about our backyard, and to feel part of a global network of Geoparks that cares for the environment and the community.



Evolving the Geopark offer

The application to the Tourism Innovation Fund (TIF), which was prepared in partnership with the Geopark Trust, Council, Te Rūnanga o Moeraki and Tourism Waitaki, was successful. Funding of \$25,000 from Stream One (Discovery) has been approved to develop a business case for the feasibility of a Geopark Discovery Hub and this will be matched by equal contributions from the Waitaki Whitestone Geopark (WWG) Trust, Tourism Waitaki, and Council. The Discovery Hub was one of the key recommendations following the UNESCO assessors' visit in July 2022 and is crucial to unlock the social and economic benefits of the UNESCO Global Geopark. The funding will be used to develop a business case for the Discovery Hub which will enable an application for Stream Two (Development) funding (between \$100k and up to \$10 million). The full business case is due by 15 December 2023.

Promoting the Geopark

In May, the Geopark and Tourism Waitaki joined forces to represent the district at TRENZ (tourism trade event) in Christchurch and showcase our district to buyers from around the world. Tourism New Zealand and buyers from Asia and Europe were particularly interested in the new UNESCO designation and provided great insights as the Geopark works towards facilitating additional experiences and products.

Storytelling

Another interpretative sign has been installed at Te Kaihīnaki / Moeraki Boulders inside the waharoa by the Department of Conservation (DOC) carpark in collaboration with Te Rūnanga o Moeraki and DOC. The site is becoming a great tourist facility with waharoa and plantings thanks to Te Rūnanga o Moeraki (TRoM) and DOC.



The Geopark has also supported an application by Council to the Tourism Infrastructure Fund to install toilets at this site. If successful, the project will be 50/50 funded with DOC, TRoM and Council and the Geopark all contributing.

Neat Places

The Neat Places brochure has been reprinted to promote the Waitaki Whitestone Geopark more overtly, and it will be complemented with a new video. The social media campaign continues to promote the local businesses and what makes our district unique.

Country House Hunters New Zealand – Season 2

Following the success of the first season in January 2022, Council has supported an episode in a second series which will feature both Otematata and Duntroun. Deputy Mayor Hana Halalele and Geopark Manager Lisa Heinz were both interviewed for the new series which is due to air in January 2024.

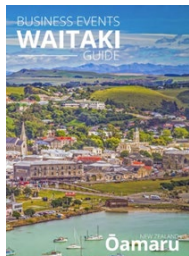


Events

Congratulations are due to the Steampunk NZ organising committee for this year's Steampunk NZ Festival. Aided by perfect weather and additional funding of \$26,000 from the Government's Regional Events Fund, this year's festival had added vibrancy with new reusable assets (Steampunk NZ gates made by Apex Engineering) and experiences appealing to both locals and visitors.



Planning is also underway for this year's Ōamaru Victorian Heritage Celebrations, the final recipient of the Government's event funding. In tandem, as part of Placemaking, the ED team is investigating piloting Pop-Up opportunities in vacant outlets in Ōamaru's Central Business District CBD to add vibrancy and drive increased footfall on the main street during the festival period. Learnings from flagship events are being reviewed to inform this and future CBD activations.



Business Event opportunity

Given constrained resources at Tourism Waitaki, the Economic Development and Communication teams have supported development of a Waitaki Business Events brochure following enquiries from several organisations. Waitaki is currently being assessed by the Master Woodturners' Association for an event in 2024 for up to 400 people. The brochure will be modified for use by other event organisers.

2023/24 ED implementation

Below is a summary of priority initiatives and focus for the coming quarter.

The Visitor pillar of work is included below as it forms part of the WED strategy and is currently being led by Tourism Waitaki (TW). The Waitaki Destination Management Plan (DMP) will be scheduled to be adopted by Council early fiscal 2023/4 and core elements will then be prioritised for development. To support TW, a member of the ED team is participating in Te Ūnga Mai Professional Development Programme designed to support Regional Tourism Organisations (RTO) to develop and implement future-focused and action orientated DMPs.

Visitor oriented collaboration opportunities with WWG, Alps2Ocean(A2O) and the ED team have been identified for further discussion with TW.

Programme of Work	Outcome	Priority Initiatives	Next 3 months focus
Land & Water	Fostering growth & innovation in the primary sector	Land & Water use feasibility studies	Primary sector/key stakeholder workshop Audit of Manufacturing businesses supporting Primary sector
Place	Increase the occupancy & vibrancy of Oamaru CBD and rural communities	Placemaking Plans	Oamaru, Otematata & Omarama Plan review / Stakeholder engagement Oamaru vacant space stocktake & plan development Winter hospitality activation pilot Palmerston - Puketapu Trail and Mountain Bike track prioritised*
Business	Foster business innovation & support entrepreneurship	Entrepreneurship ecosystem development	Inspire Waitaki Start Up June 22nd event & ecosystem development Explore Senior Entrepreneurship programme for Waitaki
People	Improve opportunities for skill development and attraction	Skill Development & Career pathways	Assess Cadetship/Sponsorship programmes and pilot new career pathways in Council Partner with SW to evolve Mayors Taskforce for Jobs/ Apprenticeship programme Partner with SW to pilot Career Transitions programme for Employers and Employees
Visitor	Increase visitor spend and and overnight stays	Tourism Waitaki Statement of Intent	Destination Management Plan adoption and priority initiative alignment District Marketing & Promotion leveraging UNESCO Global Geopark status
Enablers	Putting Waitaki on the map as the best place to live, work and visit	Developing our story	Business & People storytelling Create project team and develop District Identity brief
	Trusted relationship building towards shared community goals	Collaboration	Partnering with key stakeholders & organisations (eg A20, Geopark, Stronger Waitaki, Business South, Tourism Waitaki, Waitaki ED) on core initiatives

*Projects prioritised by the Waihemo Community Board

Enablers

Collaboration to accelerate implementation

The WED strategy recognises the importance of partnerships to enable sustainable and inclusive growth. Following the Waitaki Economic Development Forum on 27 April, 17 people from local businesses and organisations expressed an interest in supporting core workstreams, with over 40% interested in supporting the Skill build. Initiatives are currently being scoped in collaboration with key partners and stakeholders.

The Waitaki Story

Developing the Waitaki Story as an umbrella proposition for the district is an overarching initiative from the Economic Development strategy in order to attract new businesses, residents, and visitors to the district. This initiative will be managed by the Placemaking Lead but will be developed in collaboration with key internal and external stakeholders. Outputs from this work will include new district messaging, branding that will enable and inform new entry signage to the district and rural townships that represent the district and community identity.

While the project is being scoped, the About Waitaki section on Council's website continues to promote new business- and work-related stories. <https://www.waitaki.govt.nz/About-Waitaki>

WAITAKI ECONOMIC SITUATION AND OUTLOOK OVERVIEW

The latest Infometrics Quarterly Economic Monitor shows Waitaki’s economy grew by 1.0% in the year to March 2023 according to provisional GDP estimates. This was driven by a strong March quarter with March 2023 GDP up 1.5% versus the March 2022 quarter. Growth was lower than in New Zealand (2.9%) and Otago Region (3.8%).



Global dairy prices have fallen over the past year, with the 2022/23 season expected to pay to \$8.30kgms, taking Waitaki’s dairy pay-out down \$46m to \$356 million. Across the primary sector, high farm expense inflation of nearly 15% per annum, staffing challenges and climatic conditions are key pressures limiting farm capacity.

Local businesses continue to be challenged with sustained increases in input costs, interest rate rises, labour and skills shortages across sectors, and supply constraints. Cross-sector feedback from 27 Waitaki businesses in Business South’s Quarterly Southern Business survey run in May confirmed these challenges. More encouragingly, over 80% of participating businesses expected their earnings to be the same or better than today and over 65% expect to invest in their business (in plant equipment, training/upskilling or additional resources) in the next 12 months.

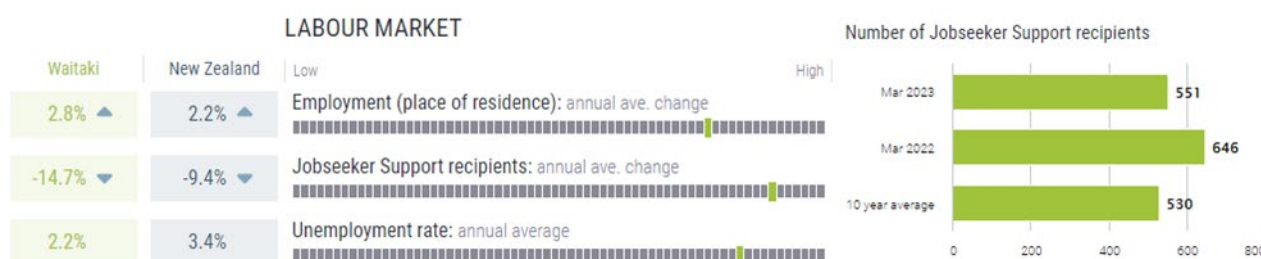
Consumer spend over the year to March 2023 increased by 9.2% ahead of general inflation of 6.7% indicating an increase in spending volumes. This was behind Otago (17.4%) and New Zealand (11.6%). Visitors spend buoyed consumer spending in Waitaki, reflecting the first summer with international visitors since the start of the pandemic. Ongoing inflation, the effects of higher interest rates, and changes to the official cash rate are likely to impact consumer demand over the coming months.

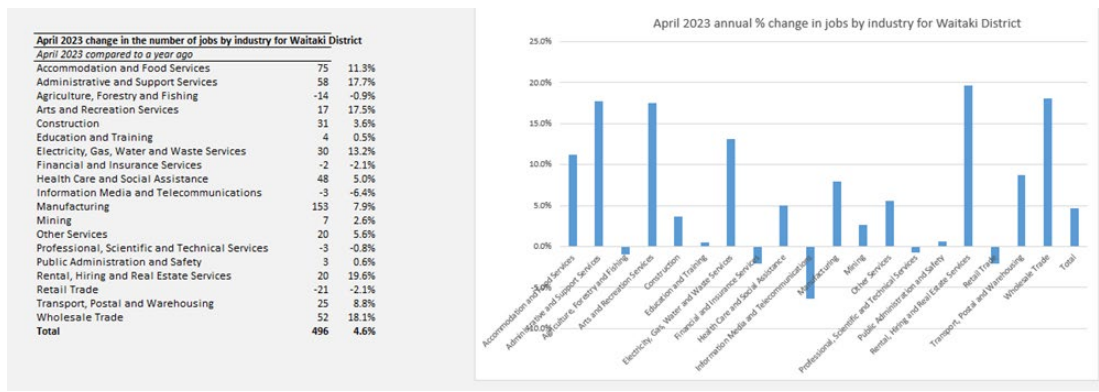
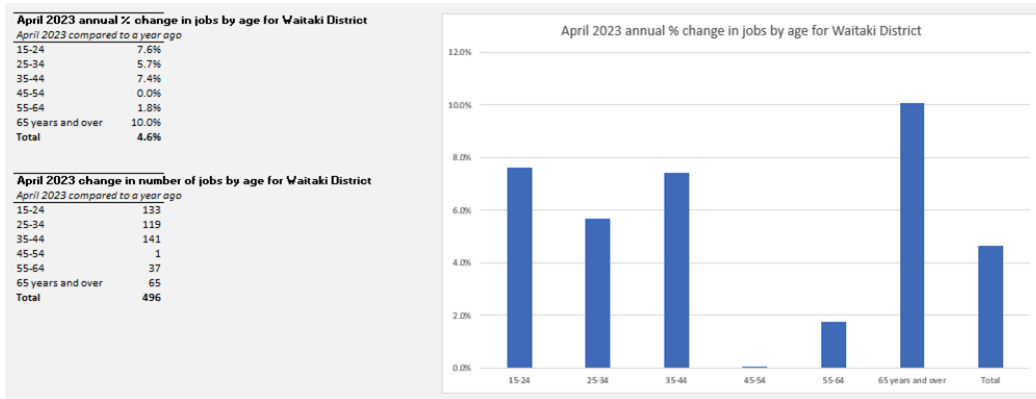
Employment

Employment growth has been slowing across New Zealand as a tight labour market constrains growth and deteriorating economic conditions discourage business expansion. Employment of Waitaki residents grew 0.7% over the year to March 2023, underpinned by 17 out of 19 industries expanding. Employment growth has been led by manufacturing, accommodation and food services, and health.

As in the previous quarter, all age groups (except 45–54-year-olds) saw the number of filled jobs increase, with strong growth in the younger cohorts.

Waitaki’s unemployment rate has continued to fall, down to a very low 2.2%, over the year to March 2023. The number of Jobseeker Support recipients also fell, down 15% over the year to March 2023. Waitaki jobseekers fell below pre-pandemic levels for the first time in the March 2023 quarter.

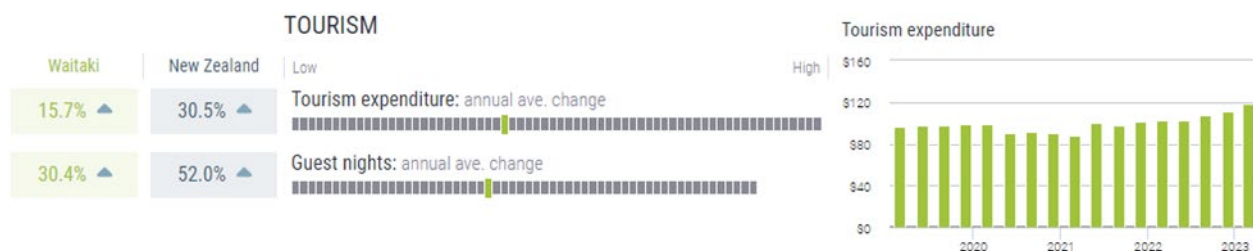




Source: Stats NZ April 2023

Visitor economy

Guest nights at commercial accommodation in Waitaki are up 30.4% over the year to March 2023, and tourism expenditure is up 15.7%. Tourism spending in Waitaki was boosted by an increase in both domestic and international visitor spending in the year to March 2023. Latest Marketview data (see below) shows this trend continuing through April.



Housing

Waitaki’s house values have held steady over the past year, with only a 0.6% increase between the March 2022 and March 2023 quarters. This slight increase brings Waitaki’s average house value to \$491,900 in the March 2023 quarter, or 5.2 times Waitaki’s average household income. As house price growth has slowed over the past year, sales volumes have fallen by 22% and residential consents by 27%. Just 22 new dwellings were consented in Waitaki in the March 2023 quarter.

BUILDING AND PROPERTY



Residential building consents



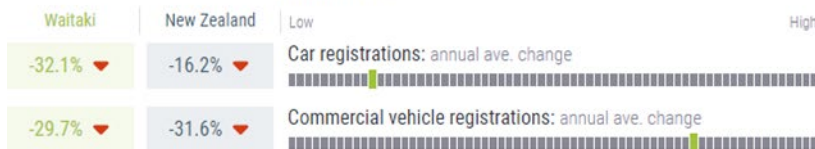
Average house value

\$491,926	\$928,656
Waitaki	New Zealand

Car and Commercial vehicle registrations

The number of commercial vehicles registered in Waitaki District declined by 32.1% in the year to March 2023 to 551 compared to 812 registrations a year earlier. The decline was greater than in the Otago Region (24.3%) and New Zealand (16.2%).

VEHICLES



Non-commercial car registrations

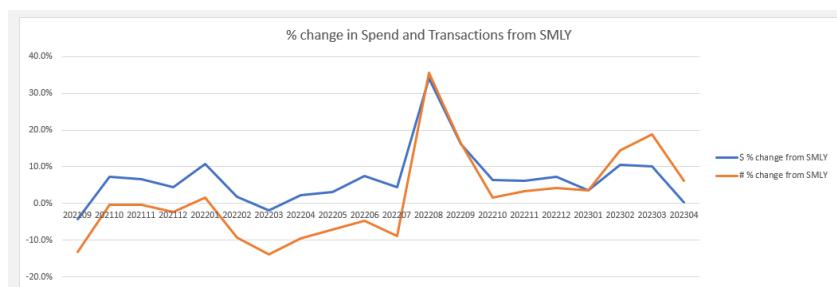
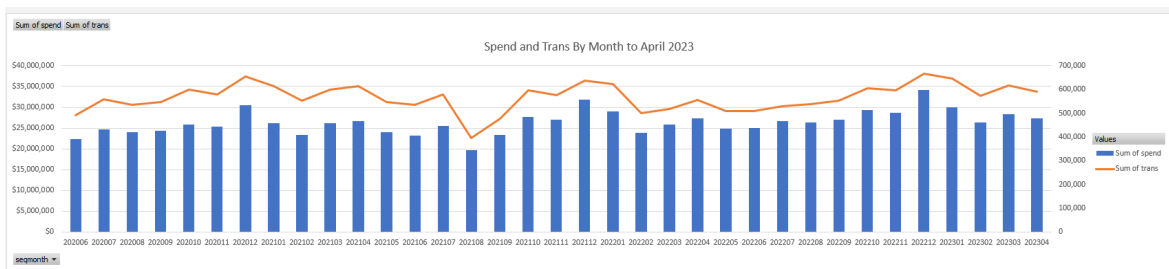


Consumer Spending to April 2023 – Marketview data

Electronic card consumer spending, as measured by Marketview, was stable (+0.3%) versus April 2022 and +2.5% ahead of April 2021. Encouragingly, the number of transactions increased by 6.1% to \$27.4 million.

Out of district spend continues to grow strongly as visitation increases post-COVID. Spend from International visitors is particularly encouraging, quadrupling versus April 2022.

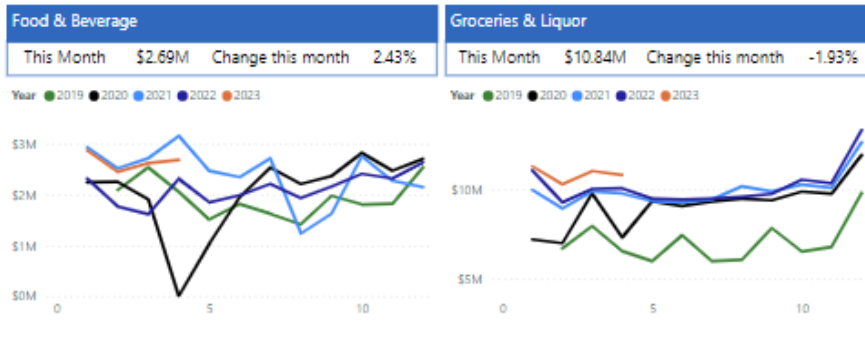
Customer Origin Breakdown	202204 Spend	202204 Trans	202304 Spend	202304 Trans	\$ % change from SMLY	# % change from SMLY
Local Spending	\$17,077,864	343,500	\$16,224,316	336,450	-5.0%	-2.1%
Domestic Tourism	\$9,932,384	208,033	\$26,000,086	224,485	161.8%	7.9%
International Tourism	\$258,373	3,899	\$1,348,758	28,305	422.0%	626.0%



Groceries & Liquor and Fuel & Automotive remain the highest spend sectors at \$16.2 million (~60%) reflecting the high cost of fuel and soaring food costs. Food & Beverage and Takeaways were again the strongest sectors, growing 16.1% and 15.4% versus last April, no doubt boosted by out-of-town visitors. After international customers, spend from Wellington and Christchurch based customers grew the strongest (+6.8% and +5.7% respectively). However, Dunedin still accounts for the highest out of district spend at \$1.5 million and also grew (+4.5%).

In the graphs below, the green line is 2019 (a pre-COVID-19 baseline), the black line is 2020 (a COVID-19 year), the light blue line is 2021, and the dark blue line is 2022 (current conditions). To get back to pre-COVID patterns, the green line and the blue line would meet.

KEY. This Month = April 2023 spend. Change this month = change versus previous month.



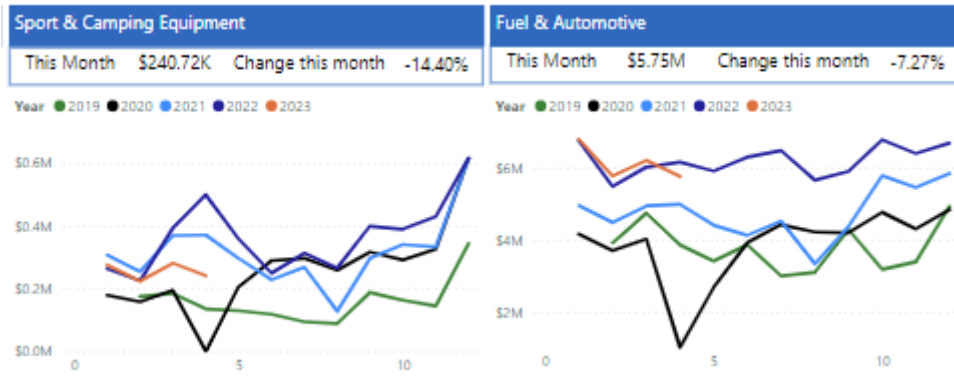
Food & Beverage \$ Change vs April 2022 + 16.1%	Groceries & Liquor - \$ Change vs April 2022 + 7.5%
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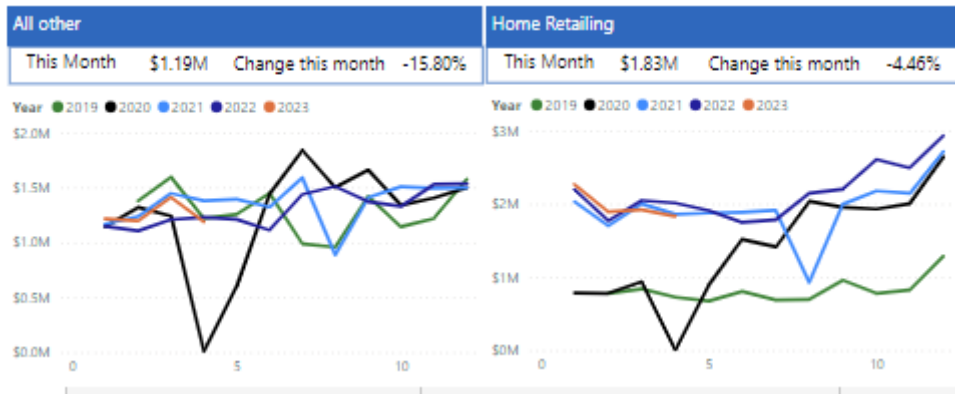
Takeaways \$ Change vs April 2022 + 15.4%	Accommodation - \$ Change vs April 2022 -6.8%
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Clothing + \$ Change vs April 2022 -8.5%	Pharmaceutical + - \$ Change vs April 2022 -27.1%
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Sports & Camping + \$ Change vs April 2022 – 51.8%	Fuel & Automotive - \$ Change vs April 2022 -6.6%
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All other Change vs April 2022 -3.3%	Home Retailing Change vs April 2022 -9.0%
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1.7 COMMUNICATIONS UPDATE - JUNE 2023

Author: Sonia Martinez, Communications Team Lead

Authoriser: Alex Parmley, Chief Executive

PURPOSE

The purpose of this update is to keep the Elected Members informed of the activities and upcoming work of the Communications Team within Council.

COMMUNICATIONS TEAM UPDATE

The Communications Team continues to work on keeping residents, ratepayers and businesses informed about Council services, local and national issues, and activities impacting the community.

The last quarter we have been supporting Council consultations as well as key events in our community. We have been onboarding two new team members who were hired to fill vacant roles and are currently recruiting to fill one vacant position.

The Communications Team is supporting Council to achieve the community outcomes outlined in the following pages.

Enabling safe, healthy communities



Road Safety: We supported Council's Road Safety Coordinator to promote Waitaki's Road Safety Heroes and safe driving messaging for National Road Safety Week with a feature in the Oamaru Mail and social posts highlighting some well-loved community members. Winter driving and Mooving Day safety messages.

AF8 Roadshow: The Communications Team worked with Otago CDEM and the AF8 [Alpine Fault Magnitude 8] to support this event through promotion and video recording. The event was well received, with over 150 people attending; public interest in this subject is high. Community Board Members have expressed interest in holding similar events locally, which could include representatives from Council's Assets department attending to respond to questions about water and roading infrastructure during emergency events.

Upcoming work

- *Emergency management and natural hazards community expo:* We are in the early stages of planning a community expo in Ahuriri (tentatively in Otematata in October to coincide with International Natural Hazards Day) highlighting Emergency preparedness and natural hazards, in collaboration with Civil Defence and Waitaki Whitestone Geopark. This could be a templated event for running in other areas.

Celebrating our community identity



ANZAC Day: As always, this is a big public engagement event for Council and was well supported by the community. The Communications Team supported with promotion of Council and Community Board run services and video/photography on the day.

Coronation tree planting events: These were low-key celebrations which struck a balance between honouring both the place of the monarchy in today's New Zealand, and mana whenua. The Communications Team supported with promotion and video/photography of the events, which were supplied to the Department of Internal Affairs (DIA) for display at the National Coronation celebration in Auckland.

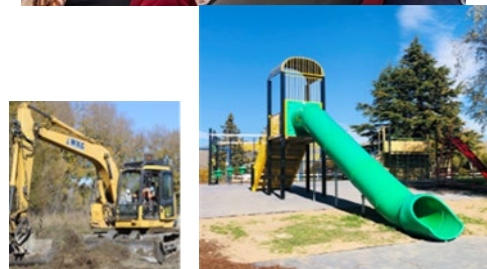
Tohu Whenua (Heritage landmarks) photo shoot: We worked with the marketing team at Tohu Whenua to support a professional photo shoot celebrating the heritage Landmark status of Ōamaru's Victorian Precinct, liaising with businesses, and sourcing local 'models'. Images will feature in Tohu Whenua collateral and will be made available for Council to use to promote the precinct. This tied in nicely with the filming of the Sunrise programme the next day.

New Zealand Music Month: We helped promote the recent donation to the Waitaki Museum and Archive of vintage gig posters from the iconic Penguin Entertainers Club. This resulted in a collaboration which saw memorabilia on display, plus an evening of music at the Ōamaru Opera House to cap off New Zealand Music Month on 27 May.

Upcoming work

- *Waitaki Arts Festival and Meet the Maker* – programme and marketing collateral design

Community Services and facilities we are proud of
Robust core infrastructure and services



As well as supporting the Annual Plan and Economic Development consultations, Communications have been highlighting and promoting Council facilities and services, including:

- Ōamaru Library temporary closure
- Opera House Maintenance
- A2O Trail Repair and Economic impacts

Upcoming work

- *School Holiday Programme and Matariki* events support and promotion
- *Promoting Library Services:* Using the Ōamaru Library mural update, and gathering community input for design, to kick off a campaign to address data collected by the Library Non-users Survey and raising products and services profile
- *LTP pre-engagement campaign* planning and alignment with the Waitaki Story project
- *Waitaki Lakes Camping Season* Communications [in full please] campaign planning
- Working with the Roding team on Community engagement for the Transport Choices projects and the Kakanui Bridge Renewal

Protecting our diverse landscapes and water bodies
Meeting environmental and climate change challenges



Communications activity has included highlighting work done by the Lower Waitaki Water Zone Committee and its support for local community projects, featuring the Waitaki EnviroSchools role in tree planting in Ōhau, and work with the Te Mōkihi (Mackenzie Basin) Communication and Engagement Group.

Upcoming Work





- *Love our Lakes (LOL) summer campaign:* We joined this collaboration with ECan, Waimate and Mackenzie District Councils, and are planning a campaign for the summer which will take the brand beyond messaging for visitors and campers to highlight environmental issues around the Waitaki lakes to local communities – eg ‘where does the flow go?’.

LOL members are keen to help with signage up the valley and collaborate with the Communications and Parks Teams to get more brand awareness and message reach. This will also be tied in with the Lakes Camping season and A2O Cycle Trail messaging.

OUR CHANNELS

Facebook




Our top performing posts highlighted the good work that local people are doing in our community:

	<p>👏 There were big claps at the Pembroke School assembly today when Gary Kircher - Mayor for Waitaki presented Road Safety Hero Heather Murray with a certificate and flowers to acknowledge 18 years of being out there in her high viz every morning, helping Pembroke and Oamaru Intermediate School students cross the bu...</p> <p>Thu, May 18</p>	<p>Post reach 14,404</p>	<p>Engagement 2,516</p>
	<p>It's been a flurry of activity at Oamaru's Victorian Precinct over the past few days with Tohu Whenua down for a photo shoot on Saturday, roping in some willing locals to show off its heritage landmark status, and the Aussie Sunrise breakfast program doing a live cross featuring Gary Kircher - Mayor for Waitaki and others this mornin...</p> <p>Mon, May 15</p>	<p>Post reach 16,550</p>	<p>Engagement 3,787</p>
	<p>💛 This week we presented Road Safety Hero Senior Constable Howard Jackson with a certificate of recognition for his service to the Waitaki community and making our roads safer. He'd like to especially remind drivers to turn your lights on when visibility is poor (rather than wait for your lights to come on automatically if you're in...</p> <p>Wed, May 17</p>	<p>Post reach 55,346</p>	<p>Engagement 1,252</p>
	<p>For your Friday afternoon viewing pleasure: some Aussies trying to pronounce kia ora (thanks for trying Sunrise! 🙌) You also get to see what the weather was like in Australia two weeks ago 😊. Here's the footage from the live crosses to Oamaru from Australia's biggest breakfast show.</p> <p>Fri, May 26</p>	<p>Post reach 34,133</p>	<p>Engagement 6,797</p>





Page overview

Last 28 days

Discovery

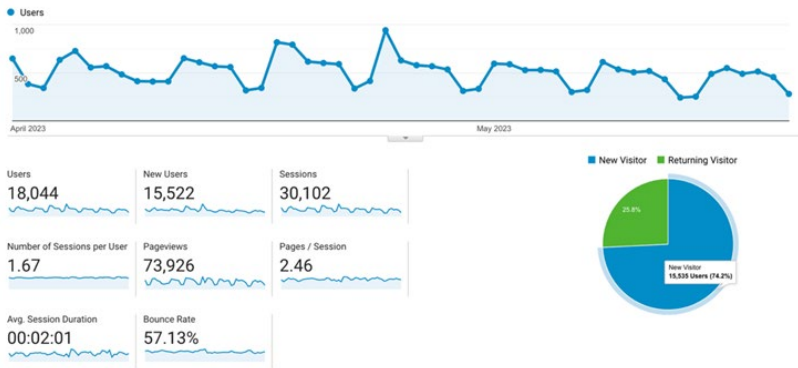
	Post reach	123,292
	Post engagement	34,757
	New Page Followers	86

Interactions

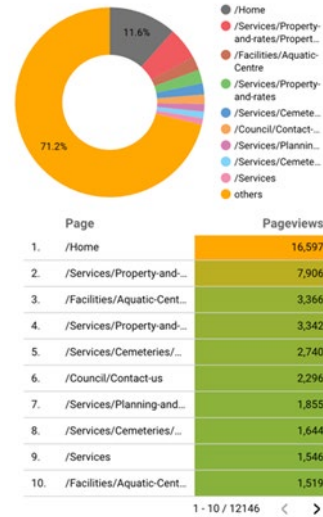
	Reactions	3,700
	Comments	578
	Shares	337
	Photo views	9,367
	Link clicks	1,064

Website

We have applied a filter to our analytics to filter out page views that are coming from within Council, resulting in a more accurate data picture.



Which page is the most popular?



1.8 HERITAGE, ENVIRONMENT AND REGULATORY GROUP UPDATE - JUNE 2023

Author: David Campbell, Heritage and Planning Manager

Authoriser: Roger Cook, Heritage, Environment and Regulatory Group Manager

PURPOSE

To inform Council about the strategies, planning and activities of the Heritage, Environment and Regulatory Group.

REPORT TARGETS

The project traffic light report is targeted the following way.

	Making sufficient progress / under development / on track.
	Project is behind schedule or may be at risk if issues are not addressed. Attention is required.
	Project has not commenced, is at risk of missing the scheduled completion date, or may be over budget or out of scope. Action is required.
	Group activity not associated to a project

STATUTORY ACTIVITY

Data by month for Quarter 4, 2022/2023 (April 2023 - May 2023)		
Activity	April	May
Building Consents	45	52
Building Inspections	368	505
Code Compliance Certificate Issued	40	69
Land Information Memorandum (LIM)	14	34
Resource Consents (non-notified only)	24	30
Resource Consents Monitoring	7	8
Food Registrations	5	15
Food Verifications	10	8

Table 1: Statutory Activity Volumes by month for Quarter 4, 2023

Comparable data for Quarter 4, 2022/2023 (April 2023 – May 2023)							
Activity	Quarter 4 2022	Quarter 4 2023	% Change	Statutory Timeframe	Performance	Commentary	
1	Building Consents	133 (100% within statutory timeframe, average 8 days to grant)	97	-27%	20 Working Days	100% issued within Statutory timeframe. Average processing time: 7 working days	The drop on the previous year is likely linked to factors in the current economic outlook. High interest rates and complex lending requirements. This was seen at a national level.
2	Building Inspections	907	873	-3.75%	No statutory timeframe. Internal KPI to undertake inspections within 48 hours of their requested date.	100% compliance to internal KPI. No delays attributed to WDC	Slight pick-up in inspections from earlier quarters, bringing it closer in line with previous year's quarter.
3	Code Compliance Certificate issued	96 (97% within statutory timeframe, average 8 days to grant)	109	13.6%	20 Working Days	97% within 20 working days. 8 Days Average	CCCs are picking up in comparison to where they have been previously. May has shown an increase of 73% on April.
5	Land Information Memorandum (LIM)	46	48	4.34%	10 working days WDC Urgent LIMs three working days – no statutory requirement	100% within 10 working days, 5 average days	Slight LIM increase; not considered significant.
6	Resource consents (non-notified)	45	54	+20%	20 Working Days	67% issued within statutory timeframe	37 of 54 consents issued within 20 working days. Of the outstanding consents, most were only a few days over and

Comparable data for Quarter 4, 2022/2023 (April 2023 – May 2023)							
Activity	Quarter 4 2022	Quarter 4 2023	% Change	Statutory Timeframe	Performance	Commentary	
						s37 RMA was invoked to extend timeframe to 30 or 40 days as appropriate. Average working days per consent = 13.5.	
7	Resource Consent Monitoring	25	15	-40%	Dependant on the Consent Conditions and any associated compliance related timeframes.	This period has included a consent for rotational burning and building related consent monitoring.	
8	Food Registrations	20	20	0%	There is no statutory timeframe. However, staff endeavour to have all applications processed within 5 working days.	100% processed within 5 working days	Six new businesses have registered with WDC and one business has closed
9	Food Inspections	16	18	+12.5%	Six weeks for new premises. COVID-related legislation under the Food Act currently allows for up to six months for inspections from due date for existing premises.	100% completed within legislated timeframes	Verifications are at expected levels. Food premises are maintaining high levels of compliance.

Table 2: Statutory Activity Comparison Data, Quarter 4 2022 v 2023

DISTRICT PLAN UPDATE

District Plan Review Programme Objective:		
Approval from Council for release of the Proposed District Plan before the end of 2023, with publication early 2024.		
Key Milestones: District Plan Review	<ol style="list-style-type: none"> 1. Draft District Plan released 1 June 2022 for community feedback. 2. Draft District Plan engagement programme commenced 1 June 2022 and ended 31 August 2022. 3. Categorisation and summarising of feedback completed. Analysis of feedback underway and completed for workshops held with District Plan Subcommittee. 	Completed / in progress
Key Milestones: Spatial Plan	<ol style="list-style-type: none"> 1. Draft District Plan provisions support the Spatial Plan action plan references 27, 30, 31, 33, 34, 40, 41, 42, 50 and 51. 	In progress
Priorities:	<ol style="list-style-type: none"> 1. Analysis of feedback received and provided to elected members in early 2023. 2. New Objective - Approval from Council for release of the Proposed District Plan before the end of 2023 with publication early 2024. 3. District Plan review workshops for 2023 underway. Workshops held in February, May, and June. 	Completed / In progress
Key Risks:	<ol style="list-style-type: none"> 1. Resourcing – cover provided by consultants where required. 2. Progress of the District Plan Review Sub-committee reviewing feedback is running behind schedule and could impact the Programme timeline. 	

LEGISLATION, STRATEGIES, POLICIES, BYLAWS AND PROJECTS

Title	Commentary	Status / Review Date
Community Outcome: Quality Service		
Compliance and Enforcement Policy 2020 review and Draft Diversion Policy	Officers presented a draft Compliance and Enforcement Policy and draft Diversion Policy to the Governance Team during a workshop on 26 April 2023 and are awaiting feedback.	In progress
Dog Control Policy and Bylaw Review	The Waitaki District Dog Control Policy and Dog Control Bylaw are due for review in 2024. Officers will be preparing for community engagement and the Bylaw review process in the latter part of 2023.	Planned
Dog registrations	The registration renewal letters have been sent out to dog owners. In July, an e-text will be sent to those owners who have not yet registered. There will also be reminders in print and digital media. In addition, the reminder letters will have a QR code printed on the envelopes that will provide accurate maps of dog walking areas and dog prohibited areas along with other useful information. These same QR codes will also be applied to litter bins around town and will provide the public with immediate access to accurate and detailed information.	In progress
Building Consent Authority (BCA) - biennial accreditation	<p>The BCA team members had their biennial accreditation assessment take place onsite during May 2023 to determine compliance with the requirements of the Building (Accreditation of Building Consent Authorities) Regulations 2006 (the Regulations).</p> <p>The BCA received seven general non-compliances, over half of which they cleared during the assessment.</p> <p>The assessment further identified: <i>“that the BCA was dedicated towards maintaining a high standard of work and staff were proactive regarding improving their quality management processes. Employees interviewed during the assessment demonstrated a thorough understanding of the BCA’s policies, procedures and systems and maintained an ambitious attitude throughout the assessment. There were a number of areas that were identified as particularly noteworthy, such as the BCA’s system for monitoring of supervision, where it prevented employees being assigned work that they were not competent to conduct. The Continuous improvement and internal audit systems were well-managed, logical, and utilised effectively. The process was clear and audit findings connected well with continuous improvement entries. Other areas such as the monthly meeting minutes made thorough considerations of the relevant discussion topics. Across the board,</i></p>	In Progress

	<p><i>the BCA's recordings of decisions, reasons for decisions and outcomes were largely considered to be at a good level."</i></p> <p>As a result of this assessment and subject to clearing the remaining non-compliances, the BCA is considered to remain low risk and subject to routine reassessment.</p>	
Community Outcome: Valued Environment		
RMA reform / Natural and Built Environment and Spatial Planning Acts submissions	<p>The draft bills for the Natural and Built Environment Act and Spatial Planning Act were released for submissions in late 2022, and Council's submissions were lodged in February 2023. The Mayor presented to the Environment Select Committee on 24 February 2023. The Environment Select Committee is due to report back to Parliament by mid-June 2023. Officers will then need to undertake an assessment of the implications for the district.</p>	Complete
Otago Proposed Regional Policy Statement (RPS) submission	<p>A submission was made by Waitaki District Council on the Proposed RPS in September 2021 and a further submission in November 2021. The mechanism for hearing the submissions was challenged by several parties including Waitaki District Council. The decision went to the High Court and, following deliberation, the challenge was upheld. This resulted in splitting out the consideration of the freshwater and non-freshwater parts of the plan under different processes. Hearings on the non-freshwater parts of the Proposed RPS were heard from January to May 2023. Council officers prepared and presented WDC evidence on 26 January 2023. A final reply version of the Proposed RPS (non-freshwater parts) has been published and Otago Regional Council's legal submissions have now been heard. The non-freshwater hearings have now been adjourned.</p>	In Progress
MBIE Building reform feedback	<p>The Building department provided feedback to MBIE on the following, 'Occupational regulation reforms in the building and construction sector' (April) and 'The Building Levy reform' (May).</p> <p>Occupational regulation reforms focused on a proposed 'Code of ethics' to be introduced bridging several professional bodies within the building industry (Plumbers, gasfitters and drainlayers, New Zealand Institute of Architects and Electrical workers). We were in favour of the proposed changes as it should in turn benefit the community if there were potential issues in the future.</p> <p>'The Building Levy' sought feedback on lowering the levy for applicants and increasing the threshold at which levy become applicable. We were in favour of the proposal, as it will mean lower value jobs will contribute substantially less and some none at all. This is important in the current climate where fees are going up, enabling savings for the community.</p>	Completed

Coastal Landfill remediation project – Project Reclaim	This project is progressing as planned. Three (3) tenders were received and evaluated. Negotiations are underway with the preferred tenderer. A decision report will be presented to the Council Meeting scheduled for 27 June 2023.	In Progress
Waste Management and Minimisation Plan (WMMP) Review	A review is underway of Council’s WMMP. This plan is the guiding document for Solid Waste and Waste Minimisation activities. The project is being managed by Council’s Waste Minimisation Officer, with assistance from Eunomia Consulting. A regional Waste Assessment is currently underway in collaboration with Otago councils. This Waste Assessment is a requirement of the WMMP review. An update on Waste Management matters will be provided during a briefing session scheduled for 20 June.	In Progress
Mandated Kerbside Collection Services	Central government is mandating that all councils must implement a kerbside recycling and organics collection services. The implementation date for both collection services in the Waitaki is July 2027. Officers are undertaking work to establish the impact this will have on the Waitaki district. Officers will provide more detail during a briefing scheduled for 20 June.	In Progress
Ōamaru Closed Landfill site remediation project	Works are continuing to complete the remediation work required for the Ōamaru Closed Landfill to meet resource consent conditions. Whitestone Contracting Limited is completing this work under Contract 213A and reshaping the front face of the landfill and levelling out the stockpiled fill. Fill is being sourced from around the district at no cost to Council. The reshaping works have been suspended until September due to soft ground conditions. The works are anticipated be completed by December 2023.	In Progress
Climate Change	<p>The Waitaki Climate Change Risk Framework Part 1: Projections was considered by the Performance, Audit and Risk Committee on 30 May and recommended to Council for adoption.</p> <p>Council’s Climate Change Advisor has attended both Canterbury and Otago Climate Change Working Group meetings and contributes to the plans and actions each group is working on.</p> <p>A meeting was held on 1 June with Climate Change counterparts at Central Otago District Council. Such meetings will be scheduled regularly, so that participants can continue to share expertise and experiences as our climate change work programme is progressed.</p>	In Progress

<p>Waste Minimisation</p>	<p>Education and awareness – we are refreshing our communications plan to include more awareness on the changes to the waste sector. The initial focus of our communication plan is to increase the audience of our Waste Free Waitaki channels and lay the foundation for releasing information on changes when the time comes.</p> <p>New team member – due to all the changes in waste minimisation and management, and our increasing workload, an additional resource has been appointed to focus on the Enviroschools programme. This role is funded from the Ministry for the Environment’s Waste Levy Rebate.</p>	
<p>Enviroschools</p>	<p>Maheno kindergarten Silver Reflection – Maheno Kindergarten is a local Early Childcare Education (ECE) which has come a long way on its Enviroschools journey. Empowered tamariki help co-create their sustainable community by actively partaking in composting, worm farming, and raising chickens, along with making products from their produce to share with their neighbours and whanau. They recently held a decision-making day and collectively decided they have now progressed to a Silver stage of their journey. A day to celebrate this new milestone will be held in July.</p> <p>Waitaki Boys’ compost initiative – Waitaki Boys’ High School was a successful recipient of funds from the inaugural Waitaki Waste Minimisation Fund last year where they applied for funds for a project to deal with their food waste at school. The students and lead teacher have been successful at achieving cross-curricular input to this project, where multiple departments are using this project to inform their learning. The next stage of this project is to bring awareness to their whole school community, and wider, by hosting a community information/workshop evening later in June to raise awareness on getting organics out of landfill.</p> <p>Waitaki Boys’ creek project – Waitaki Boys’ High School has also come a long way on its Enviroschools journey, with multiple years of empowered students taking on restoration and ongoing care of the water way on their school grounds. They will officially open their creek in July as well as celebrate other aspects of their sustainable journey.</p> <p>Weston School waste diversion station – Weston School was another successful recipient of the Waitaki Waste Minimisation Fund. The students explored what waste streams they were seeing at school with a waste audit, and looked at ways to minimise those streams and ensure they were diverting as much waste as possible by creating a waste diversion station. They also worked closely with the Waitaki Resource Recovery Park to understand what they can recycle.</p>	
<p>Community Outcome: Prosperous District</p>		
	<p>No activity for this reporting period</p>	

