



Waitaki

DISTRICT COUNCIL

TE KAUNIHERA Ā ROHE O WAITAKI

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

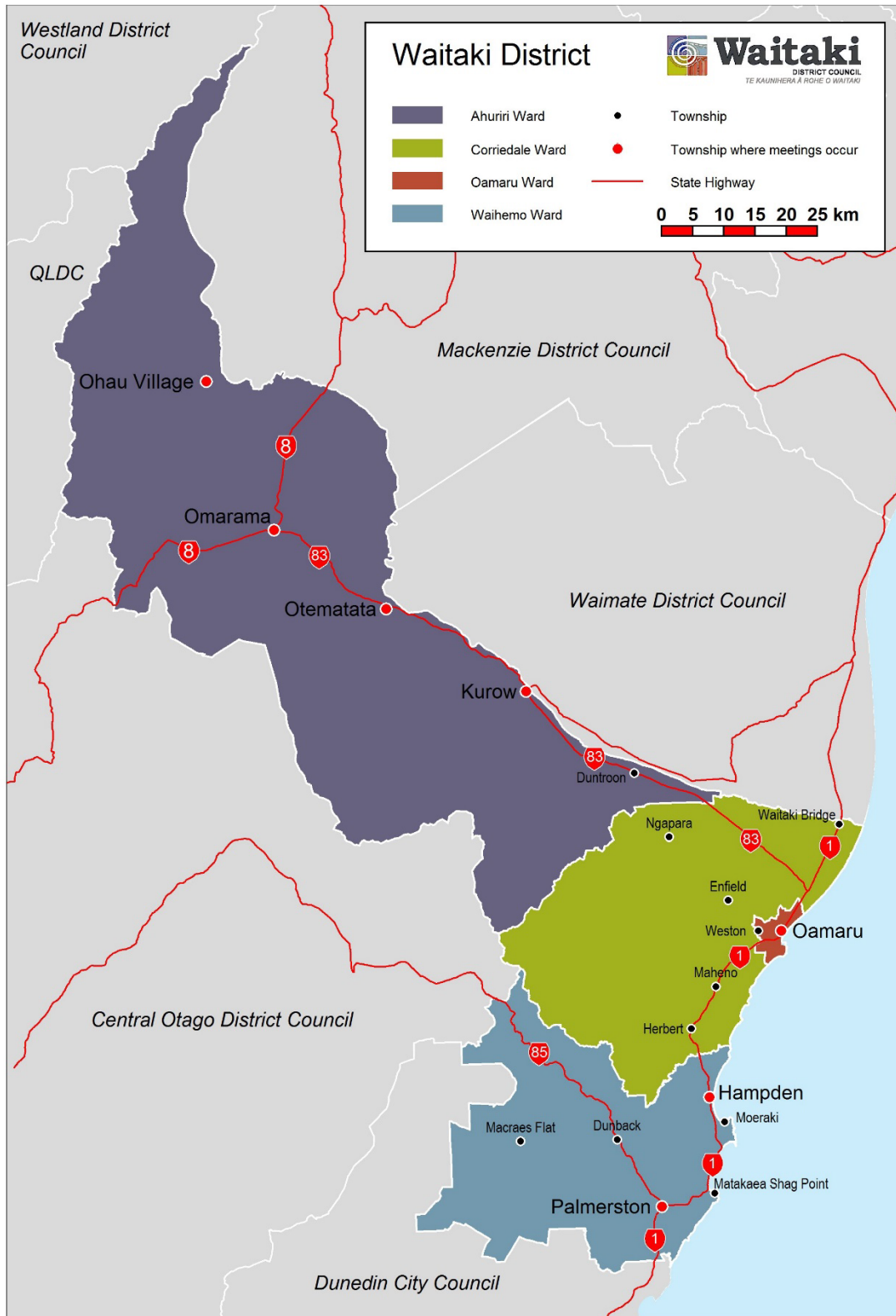
Date: Tuesday, 12 March 2024
Time: 10.15am
Location: Council Chamber, Third Floor
Office of the Waitaki District Council
20 Thames Street, Oamaru

Agenda

Council Activity Update

12 March 2024

**Alex Parmley
Chief Executive**





Agenda Items

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1 MEMORANDUM REPORTS

1.1 PEOPLE AND TRANSFORMATION / IS GROUP UPDATE - MARCH 2024

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.



	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 paused due to other work priorities for the departments involved. Work on this Strategy will resume in mid-2024.	Project Paused

Customer Liaison

Operations:

Customer Service:

The Customer Liaison Team (CLT) answered 4,596 telephone calls, completed 3,562 emails, and welcomed 2,829 walk-in customers during November and December 2023 and January 2024. For the same period the previous year, the figures were 5,560 telephone calls, 3,449 emails and 2,672 walk-in customers. The volume has remained static.

Rates settlements completed in the same period as above – 200; last period – 145.

The third quarter rates period has been completed.

Rates rebates completed: For the 2022/2023 rates year, 890 rebates were processed and credited to rates accounts with a total of \$572,633.26. The CLT is now working to process all eligible and approved forms for the 2023/2024 rating year as they are received. Currently, 641 rebates totaling \$446,465.37 have been processed and credited to rates accounts. The full rebate amount for each qualifying ratepayer is \$750.

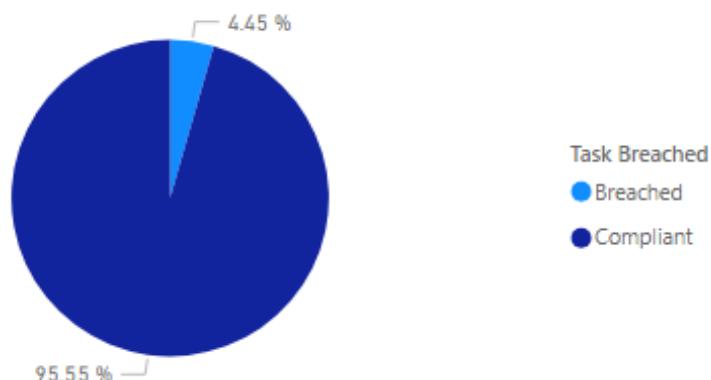
During the upcoming period, business as usual queries about rates and other associated queries will be answered. Currently, 60% of queries are answered on the first call. The intention moving forward is to answer 80% of queries on the first call, with a stretch target of 90%, in line with our intended Transformation Programme benefits.

Purchasing of Lakes Camping half-season tickets continues. The online registration form has improved the ease of registering for both customer and officer, with 363 season/half-season camping tickets registered through the CLT.

Recent results from the ALGIM customer experience mystery shopper report state that Waitaki District Council achieved an overall score of 94.1% in the 2023 National Local Government benchmark survey. This resulted in a national ranking of 4th (4/80).

This is a combined score of 91.6% in the phone audit (11/80) and 98.4% in the email audit (4/80). In relation to other districts, Waitaki ranks third amongst district councils, which we are very proud of.

CRM Task Performance



CRM Task Performance by Month



% Tasks Responded within 1 working day

85.51 %

% Tasks Resolved within 10 working day

97.35 %

CRM Performance November, December 2023, January 2024

During this period, 1,393 CRM tasks (Respond and Resolve) were created. The industry standard is a target of 85% resolved within the 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 95.55%.

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 Experience project of the Transformation Programme.</p>	Project incorporated into Transformation Programme

Waitaki District Libraries (WDL) December 2023 – February 2024

~ Literacy for All, For Life



Strong Communities - Enable Safe and Healthy Communities

Key Achievements:

<p>Growing Community Wide Literacy</p>	<p>Library service provision to all people across the district remains central to WDL’s work. <i>Reading Brings Us Together</i>, the summer reading programme, was very successful with over 50 children across the district participating in maintaining reading mileage over the holidays. Staff attended the Edna McCulloch Kindergarten, Palmerston Playcentre, and the Learning Links Childcare Centre (located in Palmerston) to connect pre-schoolers with the library and grow a love of reading. Ardgowan School toured the Ōamaru Library and selected books to enjoy. <i>Wriggle and Rhyme</i> and <i>Toddler Time</i> sessions have resumed with the new year.</p> <p>Twenty-one (21) house-bound residents received home service deliveries, and monthly delivery of books was completed through the WDL partnership with Altrusa, to Iona Home and Hospital, Sandringham House, and the Observatory Village.</p> <p>Kid’s Book Club, and Young Adults and Adult Book Chat groups have continued during this reporting period.</p>
<p>Food Security</p>	<p>The launch of the Seed Library in Ōamaru Library saw Hampden and Palmerston Libraries joining in with the distribution of seeds, sharing planting / growing stories and tips, and appreciating the produce harvested by the community.</p> <p>Collection of non-perishable food for Ōamaru’s two food banks continued during this period with delivery of four boxes of food.</p>
<p>Healthy Heart Checks</p>	<p>The NZ Heart Foundation continue to promote heart health and staying well with atrial fibrillation at the Ōamaru Library where the public were offered free pulse and blood pressure checks.</p>

[continued next page]

Strong Communities - Connected and Inclusive Communities

Key Achievements:

<p>Memory Care for People with Alzheimer's / Dementia</p>	<p>Extension of the <i>Memory Care Kits</i> is continuing with the purchase of additional equipment through the generous support of the community; particularly the Observatory Village knitting group, community volunteers, Ōamaru Rotary and Alzheimer's Otago. Further, WDL has supported Alzheimer's Otago and North Otago Art Society with the monthly <i>Gadabouts</i> group (a group of people living with Dementia/Alzheimer's), aimed at helping to make connections to their memories and with one another, along with knowing the books and resources available to them through conversation. Aged Concern is very supportive of this work and WDL will work in collaboration to raise awareness of the resources at the organisation's drop-in sessions and coffee groups throughout the district.</p>
<p>Creating Connections</p>	<p>Linking library collections and resources to international, national, and local events and community interests continues to be an important aspect of programming, eg Remembrance Day, Robbie Burns anniversary, WDC Waste Free public engagement and the 2024 Ockham NZ Book Awards.</p> <p>WDL supported the Combined Churches Toy Appeal again this Christmas, with the Waitaki community donating four boxes of gifts for the appeal.</p>

Strong Communities – Celebration of our Community Identity

<p>Mātauranga Māori</p>	<p>Community Waiata, Te Kākano (beginner te reo classes), Kaumātua te reo classes, Tākaro Tamariki (activities for children and whānau) and He Wananga Mahi Raranga – harakeke weaving classes, were supported by WDL to increase mātauranga Māori skills, knowledge and learning in the community. The Waitaki Multi-Cultural Playgroup was also supported with Te Wa Pakiwaitara – storytime with the Pūkeko in a Ponga Tree kit and waiata. Planning for Matariki in 2024 is also underway.</p>
<p>Japanese Culture Celebration</p>	<p>Working in collaboration with the Japanese community, Ōamaru Library hosted a Japanese culture morning during the school holidays. Adults and children could select from a variety of activities including an introduction to Japanese script, story time, origami, calligraphy, and traditional clothing.</p>
<p>Chinese New Year</p>	<p>To celebrate the Chinese New Year, WDL held a 'Create a Dragon' competition, resulting in 40 dragons of all shapes, sizes, and materials. The contest proved popular with the community and judge, with prizes and certificates awarded to 16 people including a People's Choice award.</p>

Quality Services – Community facilities and services we are proud of

Community Library Volunteers	WDL is proud to be able to continue to support the work that volunteers undertake to deliver library services across the district.
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Quantitative Data

Waitaki District Totals	January 2024	January 2023
Door Count	9,216	8,637
Events - Pax	281	262
Issues	17,858	16,471
Facebook Fans- Pax	1,595	1,443
Borrowers - %popn.	66%*	65%

*Note change in percentage of population who are borrowers – from 68% to 66%. This change is due to removal of duplicate borrowers on Koha, and now utilising Koha statistics for reporting on Kurow Community Library, rather than relying on manual collation.

Future Work / Projects

- **Community Library Koha Installation Project:** This significant project will be completed by the end of March, enabling the Kurow community to have access to Koha, the WDL library management system. The two main outcomes of this project are:
 - o provision of service delivery equity – all Kurow Community Library members will now be members of WDL and have access to all library products and services; and
 - o a great example of working in partnership with a local school to improve service provision to both organisations.
- **Working To Be Dementia Friendly:** WDL is in the process of compiling evidence for assessment by Alzheimer’s NZ to receive formal recognition as *Working To Be Dementia Friendly*. This is a comprehensive systems approach that includes all WDL staff to be trained in assisting people living with Alzheimer’s / Dementia.

Te whānau ā raranga, final harakeke weaving showcase session, 1 December 2023



Japanese culture morning at Ōamaru Library



A winning entry of the 'Create a Dragon' competition

Ōamaru Opera House

Events

The number of shows is returning to pre-COVID levels. The international shows are increasing, with a total of eight (8) this year. The Ōamaru Opera House has also been booked for two high-profile shows – Dragon and Six60. These shows are expected to attract visitors from outside the district, in particular with keen interest from Dunedin, Timaru and Central Otago audiences.

	1 July 2023 – 26 February 2024		1 July 2022 – 26 February 2023	
	# Hires	# Attendees	# Hires	# Attendees
Community	102	8,741	91	4,607
Commercial	84	4,639	74	4,238
Not for Profit	31	545	16	263
Total	217	13,925	181	9,108
	20% increase in bookings on previous years	53% increase in attendees on previous year		

Note: The number of bookings statistics are not the number of days; some bookings will have multiple days booked. The community attendances have doubled as a result of local Musical Theatre Oamaru productions School of Rock and That Bloody Woman.

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



Maiden of the Ferns, World of Wearable Art Finalist, has been on display in the Opera House foyer for six weeks, allowing the public to view the creation of local artist Tracey Vickers. Feedback has been overwhelmingly positive regarding the garment and the placement at the Opera House.

Ticket Office/Cafe

Work has begun on access and egress to the Opera House ticket office and café. This will allow **only** café staff to access the café/bar service area and will create two exits for staff in those areas in an emergency and provide service access for the bar/café when the foyer is busy, avoiding carrying stock and café supplies through the main public area of the café.

Forrester Gallery

The Forrester Gallery team has enjoyed seeing tourists visiting the Gallery over the summer along with local visitors. Out of the summer programme of exhibitions, local artist John Mitchell’s *Gravel Road* in particular attracted a lot of favourable feedback and repeat visitors. *Pop Dash Splash!* a wonderlab show with works from the Forrester Gallery collection culminated with a well-attended school holiday programme inspired by the exhibition.



The current exhibitions showcase local talent, with shows from John Baster, Jeff Armstrong, and Ewan McDougall. Upstairs, a collection-focused show looks at the four seasons as depicted by various artists. Events supporting these exhibitions, including artists talks and openings, have been hosted by the Gallery.

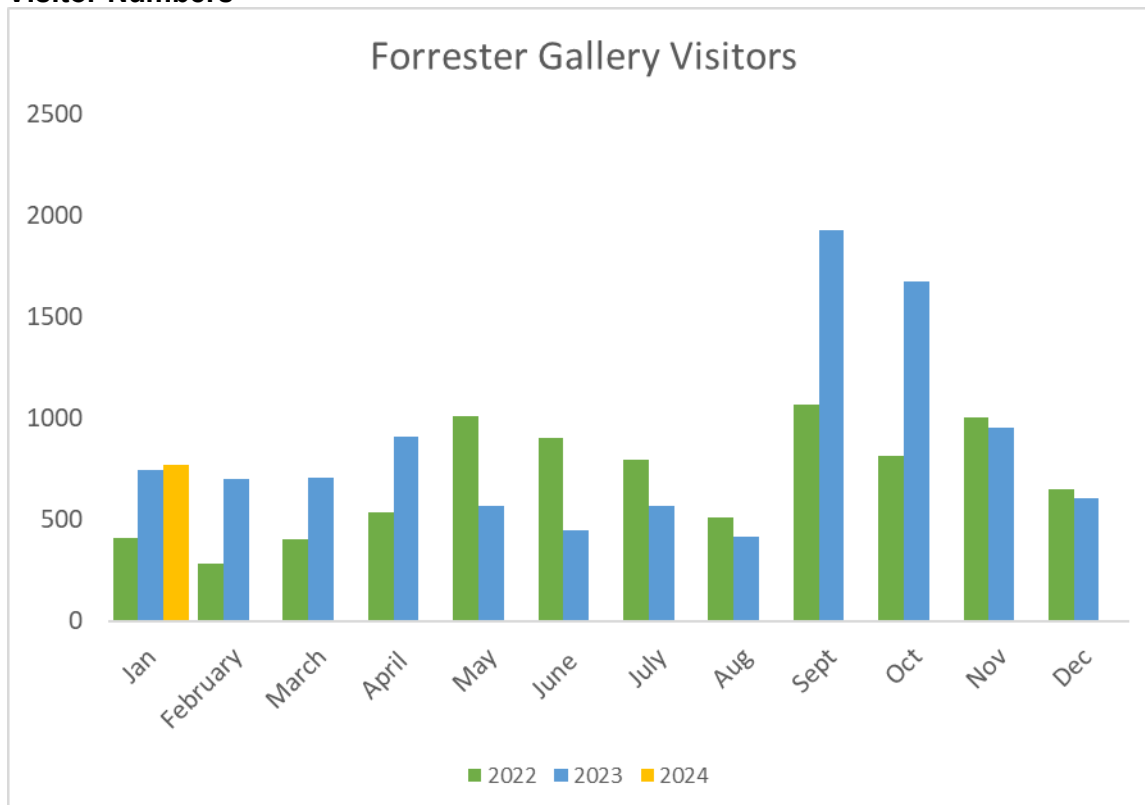
Staff are preparing for exhibition changeouts in March and April with upcoming exhibitions from Dugal Armour, Inge and Marc Doesburg, Maggie Covell and Rob Scott. The next wonderlab show over the April school holidays will focus on trees in art.

The Friends of the Forrester Gallery acknowledged the passing of life member and long-serving desk custodian Margery Uttley in late January.

Work continues on Stage Two of the Forrester Gallery Cultural Facilities Development Project, with staff working closely with the Property team.

The focus for collection work has been photographing all Gallery works and attaching the images to the Vernon collection management system. The goal of having all works photographed is now nearly completed. Staff will now focus on achieving copyright clearance where possible so that collection images can be shared online. Staff are also researching Colin Wheeler murals held by the Gallery for a potential future exhibition following the Stage Two development.

Visitor Numbers



Forrester Gallery visitors: November 2023 – **956**, December 2023 – **610**, January 2024 – **771**

Projects:

Title	Commentary	Progress/Review Date
Cultural Facilities Development Project (CFDP) 2020 Stage Two Forrester Gallery	Work continues to be focused on external fundraising and finalising building details. A grant of \$25,000 was secured from the Alexander McMillan Trust in late 2023. Applications are being prepared to go to external grants rounds that have opened / will be open in 2024.	Making sufficient progress



Figure 1 Opening of Ewan McDougall's exhibition *Too Much Monkey Business*



Figure 2 Interactive wonderlab exhibition for the summer school holidays *Pop Dash Splash!*

Waitaki Museum and Archive Te Whare Taoka o Waitaki



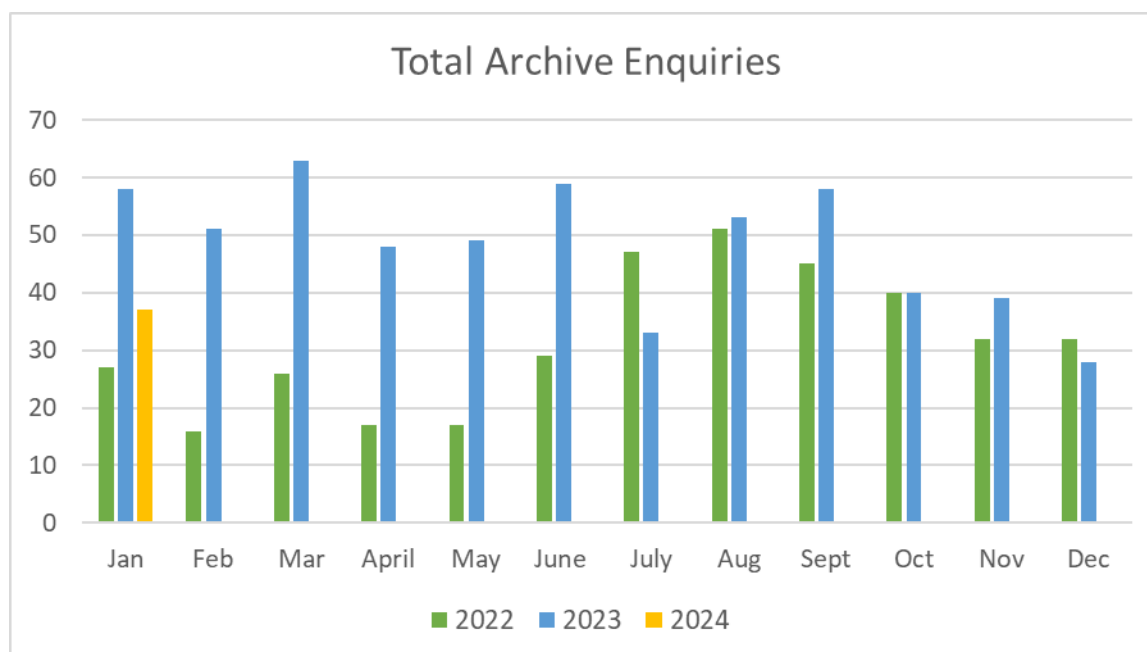
The temporary exhibition space at the Museum was changed over in February, with *Trappings of Home* being deinstalled and a temporary exhibition showcasing the Museum’s collection of Temuka pottery being installed. The exhibition, *Well Made New Zealand*, is timed to coincide with the century of parent company New Zealand Insulators. Staff are also carrying out further planning for change-outs in the permanent exhibition spaces.

The Museum team’s work continues on updating collection records for the Museum to reflect the new collection store layout.

Across the Museum, Archive and Gallery, staff are preparing to migrate their main website presence from the current Drupal website launched in 2014 to a sub-site of the Council website. The migration is now underway.

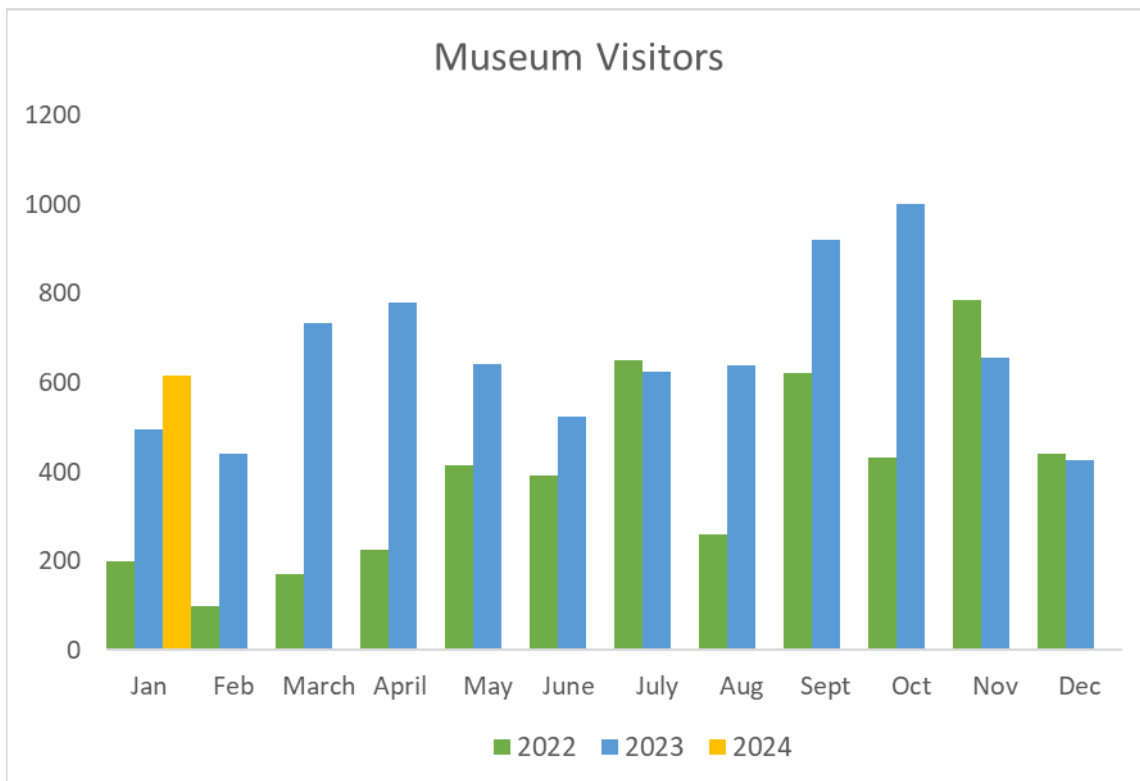
Archive Assistant Christine Hall retired in January. A new assistant, Shane Soal, has been appointed on a six-month fixed term contract. A current collection focus is reviewing material on VHS tapes held by the Archive so that digitation of this material can be planned if necessary. Digitisation of photographs, negatives and slides is ongoing.

Archives Enquiry Numbers



Archive enquiries: November 2023 – **39**, December 2023 – **28**, January 2024 – **37**

Museum Visitor Numbers



November 2023 – 655, December 2023 – 426, January 2024 - 617



Figure 3 Entrance to the Temuka Pottery temporary exhibition



Figure 4 Cookbook display from the Archive

Information Technology (IT) and Information Management (IM)

The priorities of the Information Technology (IT) team for the reporting period included:

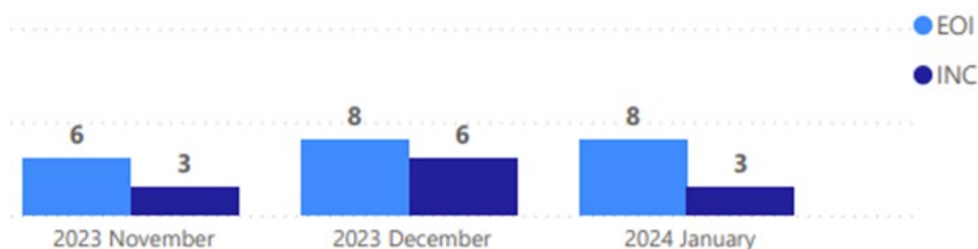
- Upgrading the technology, servers, and capabilities of the backup system.
- Continued service migration to updated systems and cloud technologies.
- Running the renewal of depreciated employee devices.
- Developing a cloud-based, fault-tolerant way to connect to Council.
- Planning work to renew core network switching equipment.
- 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.
- Designing a future-proof structure for storing property files digitally.
- Planning and aligning current processes and physical records for digitisation of property files.
- LGOIMA processing and process improvement.

Cyber-security

During this reporting period, there were 22 events of interest (EOI) of which 12 required investigations / incidents (INC). None were found to be of concern; they were the result of the continued development of the monitoring solution providing additional monitoring points. The new rules have been finetuned to reduce the number of false positives. Ongoing staff awareness training is being completed and training assigned where required, to further improve the Waitaki District Council cyber-security posture. Additional training is being reviewed for further security awareness for all staff.



Business Continuity

The Information Services (IS) team has been progressing the migration of services to cloud solutions and mapping the key requirements to move onsite systems to cloud infrastructure. A core focus in this area has been to create a cloud-based remote connection to Council's systems for staff. This will allow a robust environment should Council's physical servers have an outage or in the event of an emergency.

Work is currently being undertaken to upgrade the Council's core asset management system. Once complete, this will be migrated to the cloud and tested. At that point, it will gain the same benefits as above and will mark a milestone for Council with the cloud transition.

Support Activities

The IT team provides IT support services to all of Council to minimise risks of systems' unavailability. There have been no significant issues affecting the delivery of Council services due to IT systems failure during the reporting period.

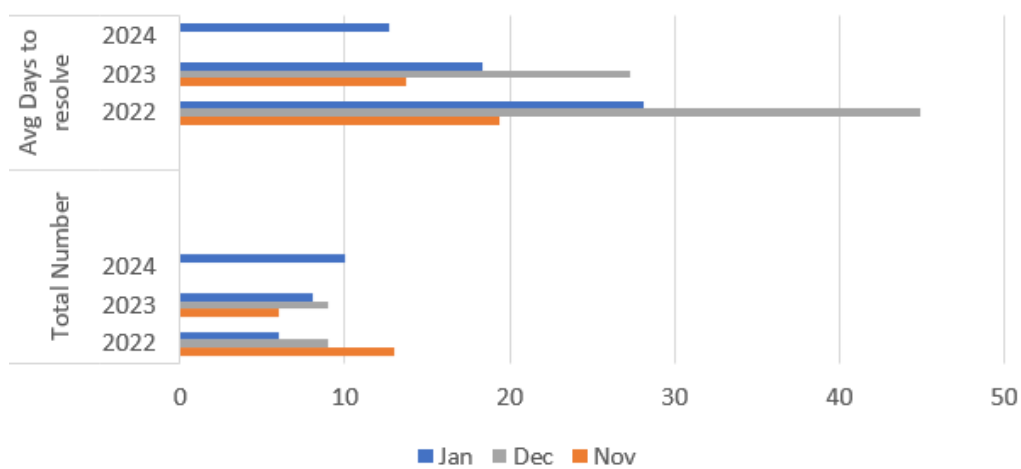
Information Management

Official Information Requests

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 is now seeing a slight increase in requests. This can be attributed to the increased cost of living and a focus on Council expenditure namely 3 Waters and Rates. Between November 2023 and end of the January 2024, the IM team received 25 requests for official information. The average turnaround time was 18 days. December will always have a higher turnaround time due to the office closedown period.

Work continues to improve this process and provide better reporting on the internal impact of these requests.

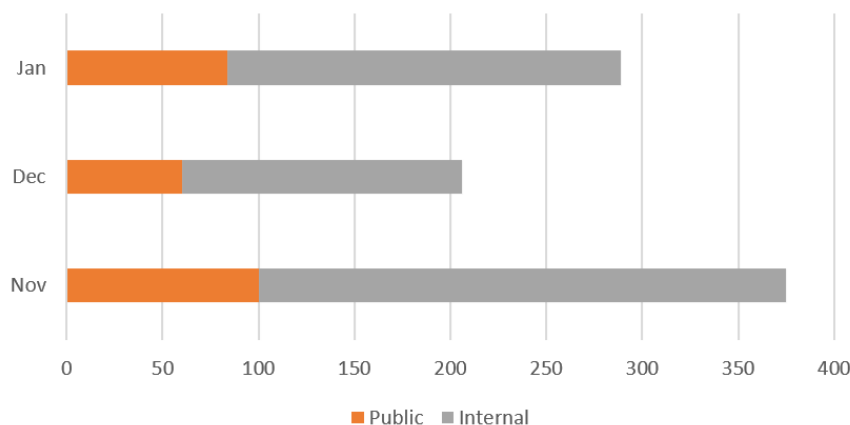
Previous 3 Months LGOIMA Requests



Property File Requests

Property file requests consist of public and internal requests managed by the Information Management team. Internal requests can be done for several reasons, such as processing LIMs and building consents. The number of requests have maintained their levels over the same period last year. Work is underway to move the processing of these requests to the Digital Workplace (Hive) environment, with additional automations to streamline the processes.

Previous 3 Months Property File Requests



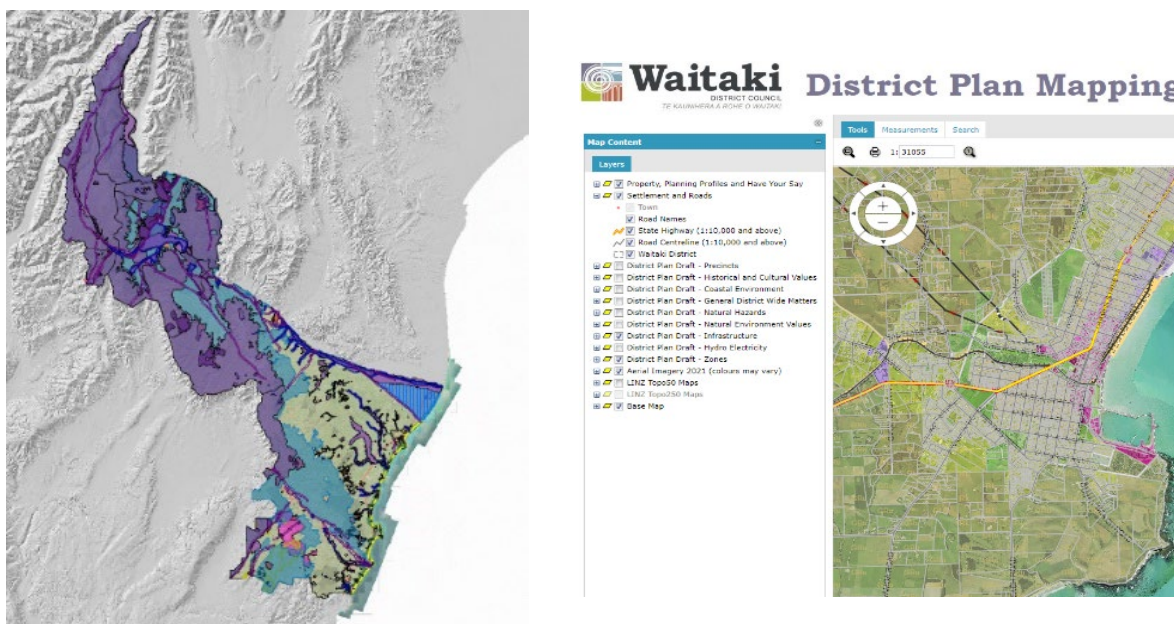
INFORMATION SYSTEMS (IS)

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

- Valued Environment:
 - Ongoing 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 systems administration of WDC databases
- Strong Communities
 - Creating opportunities for skilled resources like graduates and summer students, to collaborate with the Council, so that fresh minds and capabilities can enrich our service and our community.

District Plan Review and ePlan

The Information Systems team has been working with the Planning team in the implementation of the mapping for the District Plan Review, according to the IS scope of project previously agreed. Additionally, data infrastructure has been created that allows batch mapping. This is particularly relevant for the generation of a large number of maps, when comparing the draft District Plan (subject to the District Plan Review process) and the current operative version.



District Plan Review mapping

The analysis conducted by the Planning Group and consultants, has been integrated into the District Plan Review mapping. Following these adjustments, the Information Systems team and GIS specialists completed all expected updates. The revised data was then exported into Geodatabase formats and uploaded to the ePlan.

Enterprise Resource Planning (ERP) System support

Information Systems, as the team responsible for the ERP system’s maintenance, is actively working on leveraging the response level to Council’s users of Authority. The current ERP version 7.1 is the most updated one provided by Civica, the vendor.



Service requests on 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	

The Information Systems team has been collaborating with other councils that use the same ERP/Authority system, to create a New Zealand users’ group who have the capabilities to support each other. This aspect will increase the knowledge exchange between councils and provide a faster problem-solving approach and ultimately a better service for the community.

Support activities

- GIS Mapping system, ensuring that data and information are up-to-date, consistent, and responding to user needs.
- Updating datasets across different databases and systems.
- Mapping dataset integrations and creating monitoring logs to ensure database ‘health checks’.
- Keeping systems current with up-to-date versions, including the upgrade of the core asset management system to version 2023.04.
- Maintaining processes (subdivisions, addresses etc).
- Supporting the users (Council and members of the community) to make use of our information systems with reliable data and information.
- Resolving reported cases on our systems and solutions regarding GIS, ERP and Property (titles, subdivisions, addresses).

Graduate Programme and Summer Student

The Information Systems team hosted a summer student, in a shared effort with the Planning team, for a period of three months. During this time, the student's professional experience was significantly enhanced through the execution of on-the-job tasks, led by our experts in Systems Administration, specifically focusing on ERP/Authority, GIS, and databases. As a result, we have strengthened the Information Systems knowledge base and proactively contributed to the professional development of the student.

We are delighted to report that the first IS graduate will have joined our team on 4 March 2024. We have diligently prepared, both within our team and across other departments, to ensure the smoothest and most welcoming start possible. Recognising the potential this individual holds, we have collaborated extensively to lay the groundwork for what promises to be a valuable addition to our Council and a significant asset to the professionals within our area. With thorough preparation and a shared commitment to their success, we eagerly anticipate the positive impact our new team member will bring to the Council and the community.

PROJECT MANAGEMENT OFFICE (PMO)

Project Framework

The development of a new Project Framework (based on PRINCE2) is underway as part of the Transformation Programme. The project process flow, planning and reporting, monitoring, and controlling requirements have been identified and are currently being developed.

A project management framework provides a structured and systematic approach to planning, executing, monitoring, and closing projects. The benefits of using a project management framework include:

1. Clear Project Structure
2. Emphasis on Business Justification
3. Improved Planning
4. Enhanced Communication
5. Effective Resource Management
6. Increased Accountability
7. Risk Management
8. Quality Assurance
9. Progress Monitoring
10. Adaptability to Change
11. Stakeholder Engagement
12. Knowledge Transfer
13. Project Closure and Evaluation.

The framework offers a structured and adaptable approach to project management, emphasising clear governance, effective risk and change management, and a focus on delivering business value. It is widely used across industries and is particularly suitable for projects requiring a controlled and organised environment.

Due to the elevated demand placed by the Transformation Programme on project management resources, the team has strategically prioritised certain projects to receive dedicated attention and resources. These key projects are summarised in the table below (refer next page).

Title	Commentary	Progress / Review Date
<p>The Digital Workplace (Hive)</p>	<p>The Hive (SharePoint Online) is currently aligning all future record sites and libraries with an Association of Local Government Information Management (ALGIM) view of a council's functions and activities in preparation for potential organisational changes brought about by the ongoing Transformation Programme. This agile approach ensures our Electronic Document and Records Management System (EDRMS) remains flexible and responsive to the organisation's evolving needs.</p> <p>By prioritising development in line with this view, the Council is positioned to lead in robust records management practices, meeting the high standards set by the ALGIM and Archives NZ.</p> <p>Although the project requires sharing technical resources with the Transformation Programme, which is impacting certain automation initiatives, efforts are redirected to non-automation tasks to maintain overall progress.</p>	<p>Making sufficient progress</p>
<p>Property Files Digitisation</p>	<p>A different Project Manager has taken over management of the Property Files Digitisation Project and is currently:</p> <ul style="list-style-type: none"> • Reviewing the Business Case and Procurement Plan. • Finalising the Request for Proposal (RFP), with the document under a comprehensive review by Council's Risk and Procurement Advisor to ensure regulatory compliance. • Preparing for the RFP release and subsequent evaluation process. <p>The Digitisation Project is aligned with the overarching goals of our Transformation Programme and Strategic Framework. It involves the conversion of physical property files, which are traditionally cumbersome and time-consuming to administer, into a digital format. This transition will streamline the process and also provide both staff and the community with increased opportunities to access and manage records efficiently.</p>	<p>Making sufficient progress</p>
<p>Adapt – PAMS (Property Asset Management System)</p>	<p>All outstanding system requirements have been configured in the test environment, allowing Council officers to provide feedback. The vendor is actively processing this feedback, refining the system requirements accordingly and deploying them to the production environment for immediate use by officers. Additionally, handover planning is currently underway, to facilitate the transition for the IS Group to assume management responsibilities for this system.</p>	<p>Making sufficient progress</p>

1.2 HERITAGE, ENVIRONMENT AND REGULATORY GROUP UPDATE - MARCH 2024

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 in 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 with a project.

STATUTORY ACTIVITY

Data by month for, 2023/2024 (November 2023 - January 2024)			
Activity	November	December	January
Building Consents	52	38	31
Building Inspections	466	430	312
Code Compliance Certificate Issued	39	22	30
Land Information Memorandum (LIM)	41	18	26
Resource Consents (non-notified only)	26	22	13
Resource Consents Monitoring	7	7	5
Food Registrations	7	8	14
Food Verifications	12	10	2

Table 1: Statutory Activity Volumes by month, 2023-2024

Comparable data for November 2023 – January 2024, 2023/2024							
Activity		November – January 2023	November – January 2024	% Change	Statutory Timeframe	Performance	Commentary
1	Building Consents	136 (100% within statutory timeframe, average 7 days to grant)	121	-11%	20 Working Days	100% issued within Statutory timeframe. Average processing time: 9 working days	The period around 2023 Christmas holidays was quiet. Discussions with contractors indicated the construction sector took an extended break this year.
2	Building Inspections	1,014	1,208	19.13%	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	Increase in inspections from 2023 months; aligns with current trends.
3	Code Compliance Certificate issued	91 (100% within statutory timeframe, average 6 days to grant)	91	N/A	20 Working Days	98.9% within 20 working days. 6.21 day Average	CCC applications are steady.
5	Land Information Memorandum (LIM)	71 (97% within statutory timeframe, average 6.24 days to grant)	85	16.47%	10 working days WDC Urgent LIMs three working days – no statutory requirement	100% within 10 working days, an average of 5.21 days	Further house sales indicate the housing market is improving.

6	Resource consents (non-notified)	68	61	-10%	20 Working Days	92% issued within statutory timeframe	56 of 61 consents issued within 20 working days. Of the outstanding consents, most were only a few days over and s37 RMA was invoked to extend timeframe to 30 or 40 days as appropriate.
7	Resource Consent Monitoring	18	19	+5.50%	Dependent on the Consent Conditions and any associated compliance-related timeframes.		Officers are seeing high levels of compliance and more willingness from consent holders to engage with Council to clarify and check consent conditions.
8	Food Registrations	35	29	-17.14%	There is no statutory timeframe. However, staff endeavour to have all applications processed within five working days.	100% processed within five (5) working days	During this period, six (6) businesses have changed ownership and two (2) new businesses have registered. Three (3) businesses have closed.
9	Food Inspections	26	24	7.69%	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.

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 Review Sub-Committee. 	Completed
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. 	Completed.
	<ol style="list-style-type: none"> 2. District Plan review workshops completed in February, May, June, July, August, October, and November 2023. 	Completed.
	<ol style="list-style-type: none"> 3. The District Plan Review Sub-Committee to convene formal meetings to recommend approval to Council of all Chapters before Christmas 2023 and for Council to approve all Chapters for release as the Proposed District Plan at the 27 February 2024 Council Meeting. 	In progress/ delayed
Key Risks:	<ol style="list-style-type: none"> 1. Resourcing – cover provided by consultants where required. 2. District Plan Review Sub-Committee could decide not to recommend to Council approval of all chapters of the Draft District Plan. That could impact the programme timeline and have cost implications. 3. The new Government has signalled potential reform of the legislation and policy, but no detail or timeframe has been provided. 4. Council could decide not to approve progressing the Draft District Plan to the Proposed District Plan and, as a result, the formal consultation phase does not commence. 	

	<p>5. The Council requires significant changes to the Draft District Plan that requires reworking of part or all of the document, thereby adding delay and cost to the process.</p> <p>6. The extended duration of the Plan in Draft form creates unintended consequences and outcomes contrary to the legislative requirements (eg a rush of rural subdivision consents resulting in less protection of highly productive land from subdivision and a higher consent burden for earthworks in the Rural Zone).</p>	
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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 being reviewed in 2024. Officers have completed pre-engagement during November and December 2023 via our Let's Talk Waitaki webpage. The pre-engagement resulted in 199 community interactions, including 188 completed surveys. The formal community consultation phase is expected to begin in June 2024.	In progress
Dog registrations	Staff are preparing for the 2024-2025 registration year. Currently 99% of known dogs in our district are registered.	In progress
Offences under the Dog Control Act 1996	Officers have taken two prosecutions against dog owners who allowed their dogs to wander and attack domestic stock. Both cases were found guilty in the District Court.	Complete

Community Outcome: Valued Environment		
Coastal Landfill remediation project – Project Reclaim	<p>Waste Management continues to develop a new lined cell at Palmerston Landfill to receive the waste from the Beach Road and Hampden closed landfill sites. Development works include the dewatering and decommissioning of the leachate evaporation pond. Leachate captured at the landfill in the future will be piped to the Palmerston Wastewater Treatment Plant. This is a significant development and highlights Council’s commitment to the environmental outcomes of this project.</p> <p>Council has been issued a Department of Conservation Wildlife Permit to capture and relocate a declining population of native New Zealand skinks from the Hampden Closed Landfill to a site near Whalers Lookout in Moeraki. The skinks were identified as part of an ecological study of the Hampden Closed Landfill site which was required for Council’s resource consent process. The relocation of the skinks will take place two weeks prior to the excavation starting.</p> <p>Local schools will have the opportunity to visit the Palmerston Landfill new cell and Hampden closed landfill. The contractor is going to visit schools to talk about the project in conjunction with Council’s Waste Minimisation officers.</p>	In Progress
Waste Minimisation and Management Plan (WMMP) Review	<p>The draft WMMP opened for public consultation on 29 January and will close on 1 March 2024. Drop-in sessions around the district have been undertaken. There have been some good discussions with community members and feedback has been very positive. As at 16 February, eight (8) online submissions have been received.</p>	In Progress
Proposed Mandated Kerbside Collection Services	<p>Kerbside options modelling is progressing well, with a first draft report received by officers. Checking assumptions, benchmarking and processing infrastructure scenarios is the next milestone with a final draft report due by the end of March.</p>	In Progress
Ōamaru Closed Landfill site remediation project	<p>The Ōamaru Closed Landfill has experienced slumping on the upper fill site. Works are continuing to complete the remediation work required to meet resource consent conditions. Whitestone Contracting Limited is completing this work under Contract 213A. The additional fill required has been placed on site and work is underway to shape the site. It is anticipated that this work will be completed by May 2024.</p>	In Progress

<p>Climate Change</p>	<p>On 18 November 2023, a presentation was held at the Te Rūnanga o Moeraki (TRoM) marae to build awareness on the urgency of the Waitaki Climate Change Risk assessment and to create a partnership between Council and Mana whenua. The hui was successful, securing a Māori liaison representative on behalf of TRoM as of February 2024. Ongoing work regarding scoping of the risk assessment will continue. Work has commenced on an organisational greenhouse gas inventory for 2022/23FY to gain a better understanding of Council’s carbon footprint. This will then be used to help inform future internal policy.</p> <p>A South Canterbury Climate Change Group was created in November 2023 between Waitaki, Waimate, Timaru, and Mackenzie District Councils. This group is informal. However, the aim is to share resources, identify common challenges, and discuss future ideas and collaboration on climate change work across South Canterbury.</p> <p>Environment Canterbury’s engagement campaign “let’s pick a path” was hosted in Waitaki on 16 November 2023 with support from the Canterbury Climate Change Working Group (CCWG) who were essential to ensuring we had the appropriate level of participation and endorsement from the Council and Ahuriri Ward for the Canterbury Climate Partnership Plans Strategic Framework. The Climate Change Advisor was present at the engagement campaign event.</p> <p>Discussions between Councils in Otago are underway to scope regional climate change initiatives and goals. The aim is to understand the status of other councils in relation to this work and to increase efficiencies, eg there is potential to have the same carbon accounting verifier to increase alignment of methodologies and reduce costs.</p>	<p>In Progress</p>
<p>Waste Minimisation</p>	<p>Waste Minimisation officers are currently supporting the resource recovery network sites with their Repair Café initiative, as well as facilitating waste brainstorms with three schools during February. Officers are working with Recycle a Device to support them with device donations for their upcoming device repair workshops.</p> <p>Officers are developing waste minimisation education collateral and have presentations with community groups booked in during February to coincide with the WMMP consultation period. Collaborative discussions are happening with Dunedin City Council, Central Otago District Council, and Clutha District Council regarding construction and demolition waste education collateral and sessions targeting the building sector.</p> <p>Work has begun on researching and planning reuse directories for our district.</p>	

<p>Enviroschools</p>	<p>A successful Enviroschool Principals' Breakfast Hui was held on 24 January 2024. The focus was on creating connections, as there were many new faces in these roles, and to recognise that we were all in this together. We focused on the importance of having the leadership team invested in creating a whole-of-school approach towards sustainability and how this impacts all parts of the community.</p> <p>As summer holidays ended, officers led staff meetings/planning sessions at Fenwick, Te Pakihi o Maru, Papakaio and Waitaki Valley School, with the focus being a whole-of-school approach towards sustainability.</p> <p>The Waste Minimisation Officer attended an Early Childhood Education (ECE) Facilitator workshop in Christchurch to be able to assist with facilitating early childhood education.</p> <p>Other ongoing activities include:</p> <ul style="list-style-type: none"> • Assisting in creating a 'Wonderscape' – a 3D structure based on Waitaki topography, in collaboration with NOSLaM, Waitaki Whitestone Geopark, and the Penguin Research Centre • Being on the planning committee for 'Matariki 2024' • Assisting Waitaki Valley School with their River Biodiversity Day • Facilitating an ECE meet-up for the three ECE Enviroschools in Waitaki once per term 	
<p>Community Outcome: Prosperous District</p>		
<p>Building Consent performance</p>	<p>The continued performance of the Building Control team in processing consent applications is well within statutory timeframes. Inspections that are within internal performance targets significantly reduces the impact of the compliance regime on construction activity and thereby supports development.</p>	
<p>Community Outcomes: Strong Communities</p>		
<p>Civil Defence Readiness and Resilience</p>	<p>Recruitment for an Emergency Management Advisor for Waitaki district is nearing completion. In the meantime, support is being provided by the team at Emergency Management Otago.</p> <p>Emergency Management Otago provided valuable support manning the community readiness promotional stand at the Ōamaru A&P show.</p> <p>Work has been completed following the operational service checks of the community sirens at Lake Ōhau Village and Shag Point.</p> <p>In conjunction with Fire and Emergency New Zealand, officers are scoping a generic version of the fridge magnet-style Lake Ōhau Village Wildfire evacuation guide and the process for establishing location-specific Emergency Message Alerts (EMAs) through the cell phone network.</p>	

	<p>Officers attended a meeting with Environment Canterbury’s Flood Control team in Timaru. The purpose of the meeting was to build relationships, and to understand the resources and specialist expertise available and the emergency alert processes. As a result of this meeting, further engagement is planned to develop local action plans for specific flood trigger levels. It is hoped that the Otago Regional Council Flood team will also participate in this work to achieve a common understanding and terminology.</p>	
<p>Dangerous, Insanitary and Affected Buildings Policy</p>	<p>Public consultation is expected within the coming months. On previous occasions, the level of public feedback has been low, as has the need to refer to the policy.</p>	<p>In progress</p>

1.3 ECONOMIC DEVELOPMENT UPDATE - MARCH 2024

Author: Melanie Jones, Business Attraction and Recovery Manager

Authoriser: Alex Parmley, Chief Executive

PURPOSE

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

WAITAKI ECONOMIC DEVELOPMENT (WED) STRATEGY ACTIVATION

BACKGROUND

Better Off Funding was allocated to Councils by Central Government as part of the (then named) Three Waters Reform (now Affordable Water) process, to enable those councils to invest in community wellbeing. Waitaki District Council was allocated \$3.71M of Better Off Funding in total. It provided an opportunity for Council to advance some of its community outcomes and strategic priorities to improve the wellbeing and quality of life of residents throughout the district, and to bring forward initiatives and make advances towards Council's strategic goals. This included commencing delivery of some of the ambitions of the Waitaki Economic Development Strategy.

Council decided to allocate \$2.380M of its Better Off Funding to 'Waitaki Placemaking and CBD Rejuvenation Programme' and Forward Waitaki Programme (Delivering a Sustainable Inclusive Economy) over three years. Better Off Funding is a reimbursable funding source. In allocating it, Council aims to realise several initiatives from programmes already underway or in development that were identified through a review of Council strategies and plans. These included the *Uplifting Waitaki: Hāpaitia te Waitaki* Economic Development Strategy, the Masterplans for Ōmārama and Otematata, the Ōamaru Harbour Plan 2020 and Beyond, and the Ōamaru Spatial Plan.

A Placemaking Lead and a Business and Enterprise Growth Lead have joined the Economic Development (ED) team for two years to support initiative implementation.

Economic Development-related Better Off Funding split	Amount
Placemaking and CBD Rejuvenation programme	\$1.695M
Forward Waitaki programme	\$685k
Total	\$2.380M

PROGRAMME STATUS

The ED team is working with community groups, key stakeholders, and Council officers to enable delivery of prioritised initiatives aligned to economic growth and wellbeing outcomes. Initiatives within the programmes are outlined below, with a traffic light report highlighting status on each.

	On Track/ making sufficient progress / under development.
	Project is behind schedule or may be at risk if issues are not addressed. Attention is required.
	Project has not commenced or has stalled. Action is required.
	Other Economic Development-related activity

Waitaki Placemaking and CBD Rejuvenation Programme

Initiative	Commentary	Status
Ōamaru	<p>Goal: Revitalise our places (CBD and townships) through opportunities to support businesses, homes, and visitors by activating 50% of CBD vacant spaces by the end of the financial year.</p>	
Ōamaru CBD Masterplan development	<p>Whilst there are many plans covering aspects or parts of Ōamaru CBD, no overarching plan exists pulling these together and reflecting recent investment and developer initiatives. An Ōamaru CBD Masterplan is proposed to ensure a holistic joined-up plan, building on existing plans, linking and leverage new assets and optimising connections (walking, cycling, road) between them. A brief has been prepared for Barkers (authors of the Spatial Plan) to do this work.</p> <p><u>Next three-month focus (April – June)</u></p> <ul style="list-style-type: none"> • Barkers develop Masterplan and recommend catalyst initiatives to leverage current investment. • Councillor workshop. • Stakeholder engagement plan. 	Behind schedule
Marketplace Zone (Farmers' Market/ Parking)	<p>Developing a Marketplace Zone was identified as an opportunity in the <i>Ōamaru Harbour Plan 2020 & Beyond</i>. This includes formalised parking and improvements to the Farmers' Market area to optimise usage by the community and visitors on non-market days. This project is being managed by the Assets Team but with oversight from the ED team given interdependencies with placemaking.</p> <p>Note: The Assets Group Activity Report (Parks and Recreation section) has an update on the status of this project and the next steps.</p>	
Ōamaru CBD Workshop	<p>A stakeholder workshop following Strategic Doing principles was held in December 2023 and it identified five community-driven projects to kickstart CBD revitalisation. Pilot concepts include streetscaping/public space profiling, heritage building activation, and new experiences for visitors and locals with activation planned in mid-2024.</p> <p><u>Next three-month focus (April – June)</u></p> <ul style="list-style-type: none"> • Follow up stakeholder workshop to be held on 14 March to share team learnings. • Five projects piloted and reviewed. • Learnings to inform the Masterplan & CBD revitalisation priorities. 	On Track

<p>Ōamaru Vacant Space activation</p>	<p>Liaison with Real Estate agents secured two Pop Up Artist displays during the Meet the Maker and Ōamaru Heritage Celebrations. New approaches are being explored with Commercial Real Estate agents and Property Owners to understand how council might better enable and support the attraction of new businesses to the CBD. Showcasing vacant spaces via Pop Ups leveraging our creative community is one opportunity being actively explored.</p> <p><u>Next three-month focus (April – June)</u></p> <ul style="list-style-type: none"> • Collective approach and outcomes agreed with Commercial Real Estate agents and selected property owners. • Develop and secure stakeholder buy-in to pilot a brokerage programme in the CBD and Ōamaru North. 	<p>Behind schedule</p>
<p>Winter business activation – Waitaki Souper Soup Sipper</p>	<p>Last winter’s <i>Waitaki Souper Soup Sipper</i> campaign encouraged cross-promotion of outlets across 18 hospitality businesses in Ōamaru and 11 local producers. The campaign was positively received, with 92% of participating businesses keen to see this activity continued and other businesses calling for it to be rolled out district-wide if repeated. Investment in year 1 was ~ \$500/outlet. Work is underway to assess the appetite from hospitality businesses to repeat this initiative in 2024 to drive turnover during the low season.</p> <p><u>Next three-month focus (April – June)</u></p> <ul style="list-style-type: none"> • Project team review evaluation and develop recommendation. • Stakeholder engagement plan • Activation plan agreed as relevant. 	<p>On Track</p>
<p>Ōamaru North</p>	<p>The initial approach to target improvements alongside the Transport Choices project is on hold following the decision by the government to cut the funding. The ED team is working alongside other officers to explore new opportunities to link and leverage existing budgets more effectively to support community placemaking outcomes. ~\$70k available via Better Off funds.</p> <p><u>Next three-month focus (April – June)</u></p> <ul style="list-style-type: none"> • Establish a Project team and agree outcomes. • Develop concepts/ideas. • Engage stakeholders in the community. • Agree an activation plan. 	<p>Not started</p>
<p>Otematata</p>	<p>The Northside beautification project was completed through the CLDP programme in December and was funded in part by Better off Funding using \$106K. The team is in discussion with the community through the Otematata Residents Association Incorporated (ORAI) on the use of the \$119k remaining funds.</p> <p><u>Next three-month focus (April – June)</u></p>	<p>On Track</p>

	<ul style="list-style-type: none"> Review Masterplan with ORAI and determine next project for remaining funds. 	
Ōmārama	<p>The Ahuriri Community Board agreed to a project plan based on Ōmārama Masterplan options across three locations. Projects included a six-month parking improvement trial, new amenities at the Community Hall and Playground activation and Cycle parking and pedestrian connections. The parking trial is underway and a community led project team established to drive the Community Hall and Playground project. The project is behind schedule due to extended community engagement to communicate the Better Off Fund opportunity and gain community consensus on priorities.</p> <p><u>Next three-month focus (April – June)</u></p> <ul style="list-style-type: none"> Assist the community project team with design, pricing and build components for on community amenities at the Community Hall. Work with the community to assess the parking improvement trial and agree next steps. 	Behind Schedule
Palmerston	<p>The Waihemo Community Board agreed to use Better off Funding for Palmerston on two recreation projects – Puketapu Track and Mountain Bike Trail. Members of the Assets team are assisting Mountain Biking North Otago and the Puketapu Community Trust to develop and implement these projects. Puketapu Track improvements are at risk if additional funding is not secured.</p> <p><u>Next three-month focus (April – June)</u></p> <ul style="list-style-type: none"> Project plan with timeline and budget needs for the Mountain Bike Trail to be completed. Community fundraising plan to be completed for the Puketapu Track. 	Behind schedule
Waitaki Story and Identity	<p>The Waitaki Story and Identity is a key initiative within the Waitaki ED strategy to build community pride and ensure a consistent narrative and branding in support of attracting new businesses, residents, investors, and visitors to the district. A project team and brief has been developed and agencies to deliver are now being sought. Te Rūnaka o Moeraki has committed to delivering a cultural narrative, but resourcing and a timeline for this is still to be confirmed. A Waitaki District value proposition, identity and narrative is targeted for delivery in before the end of 2024.</p> <p><u>Next three-month focus (April –June)</u></p> <ul style="list-style-type: none"> Evaluation of expressions of interest. Agency appointment and contract to be agreed. Stakeholder engagement plan to be developed and deployed. 	Behind schedule
Ways of Working	<p>A Placemaking Operational Steering Group has been established to coordinate workstreams, input of different departments and ensure more efficient and effective use of resources across initiatives.</p>	

	In addition to Council, oversight of the Placemaking is through the Ahuriri Community Board and the relevant sub-committees of Council.	
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Forward Waitaki

Initiative	Commentary	Status
Land Use Diversification	<p>Goal: Support and grow the district's primary sector: By facilitating at least 2 new feasibility studies by the end of the financial year to enable land and water use optimisation and supporting innovation and secondary industry opportunities</p> <p>The ED team are facilitating a working group of landowners supported by expert input and research with a view to exploring the feasibility and trialling of new crop types. The group is on track to deliver crop trials in Spring 2024. The group has a focus on the health and wellness market, eg berries, medicinal herbs, natives etc. and Natural health products (NHPs) that could be an ingredient or final product. They are also focussed on how to keep the benefit of some or all of the value chain in Waitaki. This has implications for manufacturing, processing, innovation and skill build which will be assessed once new crops are confirmed. Current spending of Better Off funds has been invested in knowledge gathering and research to ensure an good information base for the proposed crop trials.</p> <p><u>Next three-month focus (April – June)</u></p> <ul style="list-style-type: none"> • Funding partnerships to be identified • Crop trial to be scoped - budget and resourcing • Stakeholder engagement to be undertaken to promote, inform and identify broader opportunities 	On Track
Business Innovation and Growth	<p>Goal: Enhance Business Innovation and Growth by supporting a minimum of 10 startups to become established through an entrepreneurship ecosystem</p> <ul style="list-style-type: none"> • Startups have been identified and supported in a bespoke way to date. • Pilot programmes (eg Senior Entrepreneurship) have connected us to businesses and informed the ecosystem required. • Cross-district and -region learning of other startup organisations led to a workshop being held in February to identify collaboration opportunities. • Storytelling – the ‘Inspire Waitaki’ Linked In page is gaining traction by promoting start-ups as well as new and established manufacturing businesses. <p><u>Next three-month focus (April – June)</u></p> <ul style="list-style-type: none"> • South Island Startup collaboration opportunities are piloted. 	Behind schedule

	<ul style="list-style-type: none"> • Entrepreneurship Ecosystem plan and resourcing recommendation is developed and shared with stakeholders. • Lead initiatives are activated. 	
Skill Build and Career Development	<p>Goal: Increase the skills base available to employers in the district and improve opportunities for skills development by creating career pathways for at least 50 people into employment across diverse business sectors</p> <ul style="list-style-type: none"> • The Mayors' Task force for Jobs, led by Stronger Waitaki, has driven 38 placements year to date. • Opportunities have been identified to leverage with other organisations: SOREC, Business South, Ara to leverage MTFJ as funding shifts to channel pathways and skill build. <p>1) <u>Next three-month focus (April – June)</u></p> <ul style="list-style-type: none"> • Support SOREC information session for manufacturing cohort – Dunedin symposium • Work with Business South and local businesses to identify workforce needs and resourcing. • Develop partnership opportunities with OPICG to unlock and pilot new skill build opportunities with a focus for youth and Pasifika communities. 	Behind schedule

Visitor Economy

Programme Goal: Increase visitor economy return by generating > 15% increase in overall visitor spend. Initiative led by Tourism Waitaki Limited		
Initiative	Commentary	Status
District Promotion	Duntroon and Otematata featured in two more episodes of Country House Hunters NZ in January 2024. The Duntroon episode featured Elephant Rocks and an interview with the then Geopark Manager, Lisa Heinz.	Other
Waitaki Whitestone Geopark	<p>The Geopark has welcomed a new Geopark Manager (Lynley Browne), and Chair (Rachel Plieger) who has recently returned home. TK Buchanan, one of Te Rūnaka o Moeraki representatives, has been appointed Deputy Chair.</p> <p>Visitor Solutions and Partners finalised a business case for the Geopark Discovery Hub and submitted it to MBIE's Tourism Innovation Fund pre-Christmas. The Trust is awaiting a response due in March.</p> <p>Over 30 community-led events were held across the district during the inaugural Geopark Festival which ran from 27-29 October 2023 with positive feedback. The OceanaGold self-guided tour and the Waitaki Moa trail, which were part of the festival, have now been added to the Geopark Touring App. Nine (9) 9 touring routes are now available.</p>	

	Partnership opportunities continue to be explored and educational opportunities are being discussed with the Ōamaru Blue Penguin Colony.	
Heritage NZ Pouhere Taonga (HNZPT)	HNZPT has initiated an assessment process for the Ōamaru Historic Town Centre and Port to be considered to be designated a National Historic Landmark. This is the first historic area proposed for the Landmarks programme, recognising its significance and uniqueness as an area. This is likely to be a 2–3-year process and will be led by HNZPT who will liaise with Council’s Heritage Advisor. There is no direct resource requirement for the Council.	
Tourism Waitaki Limited	Krissy Griggs has been replaced by Jade Harvey as Consumer and Trade Marketing Manager.	

WAITAKI ECONOMIC SITUATION AND OUTLOOK OVERVIEW

Spotlight



The latest Infometrics Quarterly Economic Monitor shows Waitaki’s GDP grew by 0.1% in the year to December 2023, according to provisional GDP estimates. This was behind national growth of 0.7%. However, consumer spending paints a more positive picture for Waitaki, with a growth of 4.6% in the year to December 2023, which exceeds the national percentage.

Employment of Waitaki residents grew by 2.5%, predominantly driven by tourism and hospitality adding 100 new jobs. This is balanced with a decline in employment in the sheep and beef sector, which is facing increasing pressure. Farm input costs look to have stopped rising but the sector is still in recovery from double digit increases over previous years. Dairy declines have been moderate and since the time of this quarterly Infometrics report the anticipated payout has increased.

The number of Jobseeker Support recipients in Waitaki had been falling but notched up 8% this quarter, signalling a shift in the labour market with more people looking for work and relatively fewer jobs available.

Waitaki’s tourism sector growth has eased with a marginal decline over the year of 0.6%. However, guest nights continue to rise, registering an encouraging increase of 26% in 2023. Translating this to total sector growth is an opportunity.

House values in Waitaki continue to slide, following the national trend, down 3.4% per annum; this is comparable to a national fall of 2.2%. House listings and sales volumes in Waitaki have fallen slightly over the last year, showing no indication of recovery. New dwelling and non-residential commercial consents have fallen by nearly a quarter, suggesting softer workloads for our construction sector to come.

Overview

Table 1. Overview of economic indicators

Indicator	Waitaki District	Otago Region	New Zealand
Gross domestic product (provisional)	+0.1% ▲	+1.4% ▲	+0.7% ▲
Business counts	-0.7% ▼	+1.5% ▲	+1.1% ▲
Consumer spending	+4.6% ▲	+6.5% ▲	+4.3% ▲
Tourism expenditure	-0.6% ▼	+7.7% ▲	+9.2% ▲
Guest nights	+25.8% ▲	+31.8% ▲	+26.6% ▲
Non-residential consents	-22.9% ▼	+16.6% ▲	-1.0% ▼
Electric vehicle registrations	-8.0% ▼	+36.6% ▲	+32.9% ▲
Car registrations	-15.7% ▼	-2.8% ▼	-0.6% ▼
Commercial vehicle registrations	-19.8% ▼	-27.3% ▼	-20.5% ▼

All measures are annual average percentage changes ⓘ

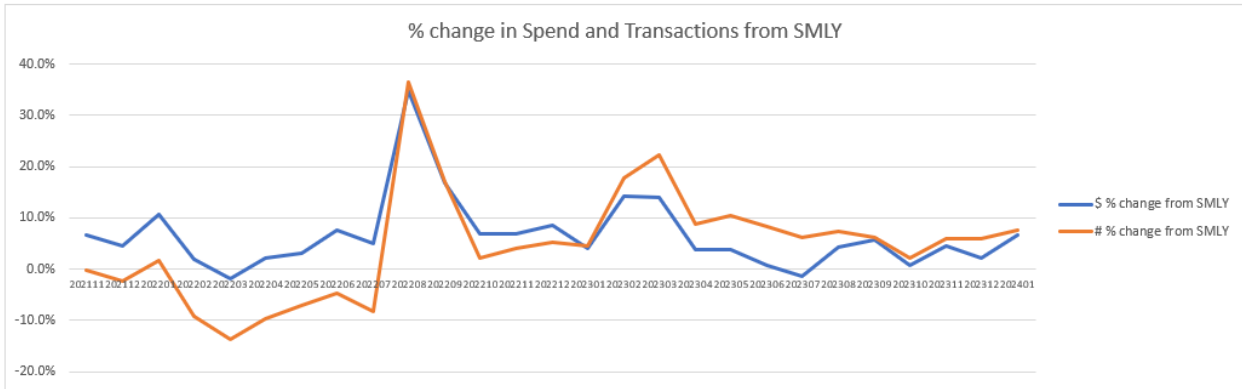
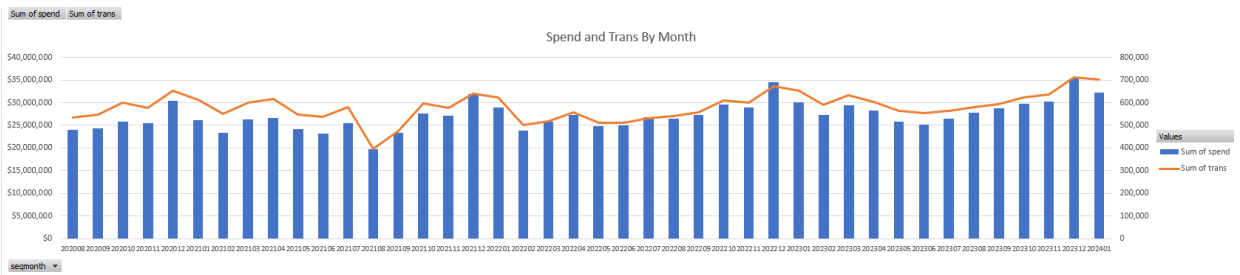
The Infometrics quarterly report now offers further insight into our broader economy and communities providing data on:

- Young People Not in Employment, Education or Training: The NEET rate: up from 10.8% to 12.9% in 2023 which is higher than both the Otago (10.5%) and national average (11.7%).
- Housing affordability: 4.8 in Waitaki - an improvement since 2022 and lower than Otago (8.2) and New Zealand (7.0) i.e. houses are more affordable in Waitaki.
- Housing register applicants: Increased by 31.2% in 2023 in Waitaki compared to Otago (6.7%) and New Zealand (decrease 2.1%). 42 applicants were on the housing register in 2023 in Waitaki demonstrating the need for suitable social housing in the district.
- Business counts: business units have decreased for Waitaki down from 2,939 to 2,918 in 2023.
- School attendance rates: 50.8% in 2023 down from 51.8%, marginally lower than the rest of Otago and higher than New Zealand.
- Crime rate: decreased in Waitaki in 2023 but remains higher than the rest of Otago and lower than New Zealand.

Further analysis of this new data will be provided next quarter.

Consumer Spending to January 2024– Marketview data

Electronic card consumer spending, as measured by Marketview, showed spend up 6.7% compared to January 2023. The number of transactions increased by 7.5% compared to January 2023, to \$32.2million. Annual spend to end of January 2024 was \$346.5m (+4.8% more than January 2023). Local spend has softened, but out of district visitors continue to positively impact with strong growth in international visitors continuing.



Customer Origin Breakdown	202301 Spend	202301 Trans	202401 Spend	202401 Trans	\$ % change from SMLY	# % change from SMLY
Local Spending	\$17,813,500	374,087	\$18,202,333	392,949	2.2%	5.0%
Domestic Tourism	\$10,542,402	242,117	\$11,103,050	251,050	5.3%	3.7%
International Tourism	\$1,777,917	35,488	\$2,862,077	56,750	61.0%	59.9%

Groceries & Liquor and Fuel & Automotive remain the highest spend sectors at \$19.6 million (~60%), with Fuel & Automotive the highest growth sector (+14.5%). The Accommodation sector had stronger bookings in January 2024 compared to the year prior (+19.5% increase in transactions but spend increased by only 4.5% suggesting visitors were choosing lower value options). Takeaways and Sports & Camping Equipment were the strongest performing sectors with spend of +8.5% and +7.4% respectively reflecting seasonality. Spend was lower than January 2023 in pharmaceutical, cosmetic and toiletry goods retailing (-5.1%) and in clothing, footwear & department stores (-2.7%) and home retailing (-3.5%). This is a likely reflection of the ongoing impact of higher mortgage rates and the general cost of living increases squeezing household disposable income.

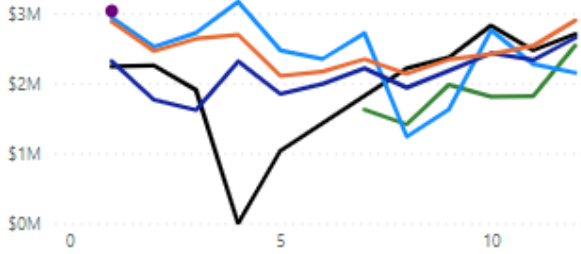
In the graphs below, the green line is 2019 (a pre-COVID-19 baseline), the black line is 2020 (a COVID-19 year), the light blue line is 2021, the dark blue line is 2022, and the orange line is 2023. To get back to pre-COVID patterns, the green line and the orange lines would meet.

KEY. This Month = January 2024 spends. Change this month = change versus previous month.

Food & Beverage \$ Change vs January 2023 + 5.3%	Groceries & Liquor vs January 2023 + 7.00%
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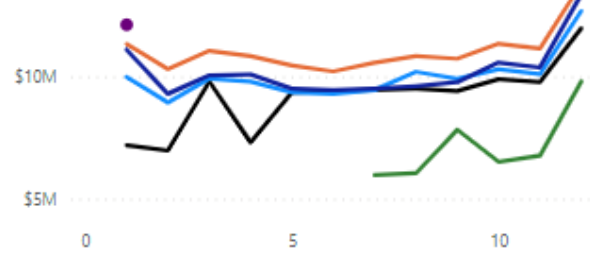
Food & Beverage			
This Month	\$3.04M	Change this month	4.70%

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 ● 2024



Groceries & Liquor			
This Month	\$12.12M	Change this month	-12.06%

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 ● 2024

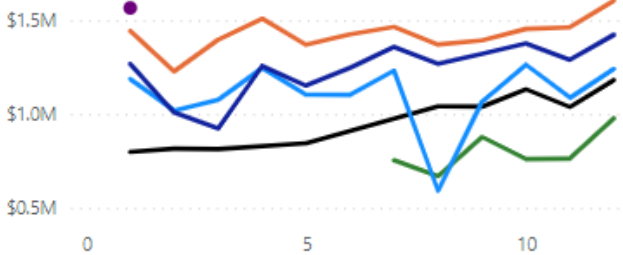


Takeaways \$ Change vs January 2023 + 8.5%
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Accommodation - \$ Change vs January 2023 +4.5%

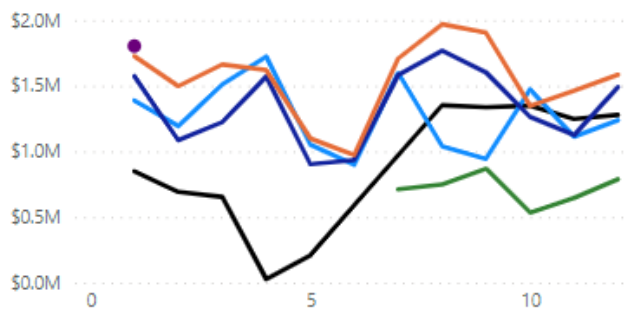
Takeaways			
This Month	\$1.57M	Change this month	-2.41%

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 ● 2024



Accommodation			
This Month	\$1.8M	Change this month	13.78%

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 ● 2024

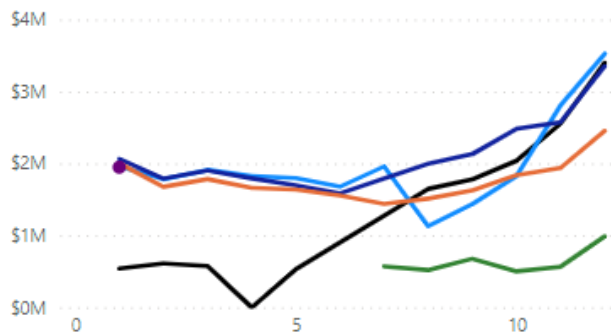


Clothing + \$ Change vs January 2023 -2.7%
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Pharmaceutical + - \$ Change vs January 2023 -5.1%
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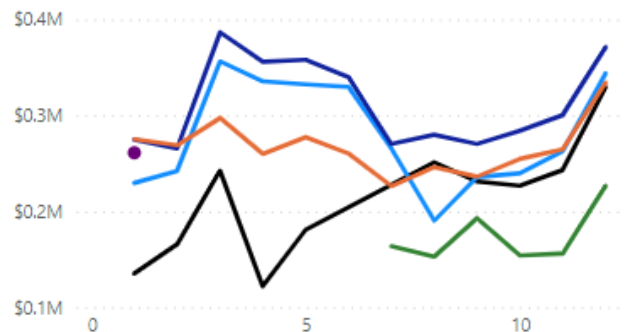
Clothing, Footwear & Department Stores			
This Month	\$1.95M	Change this month	-20.55%

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 ● 2024



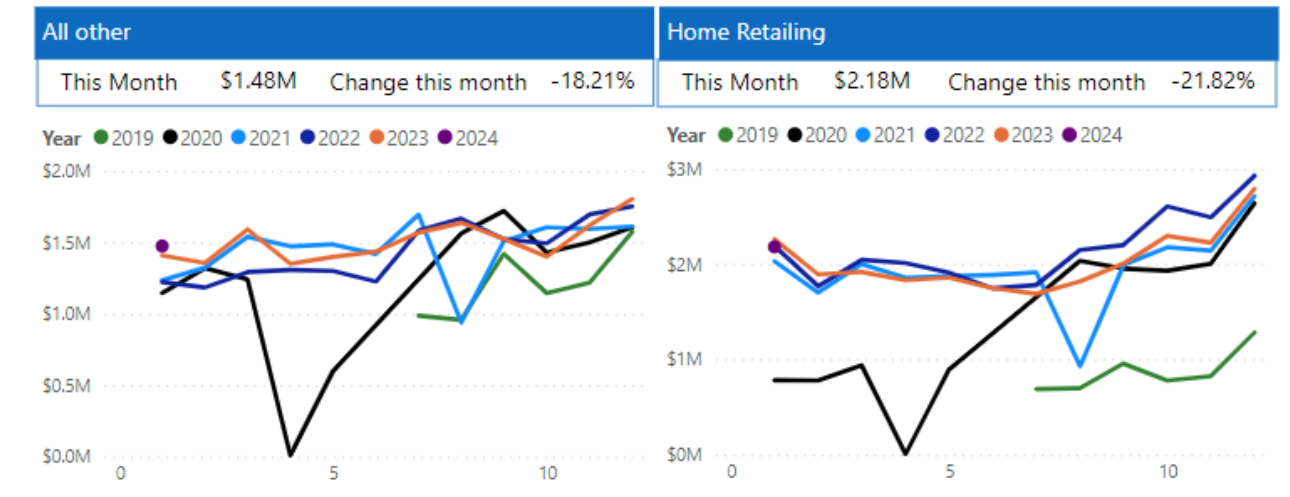
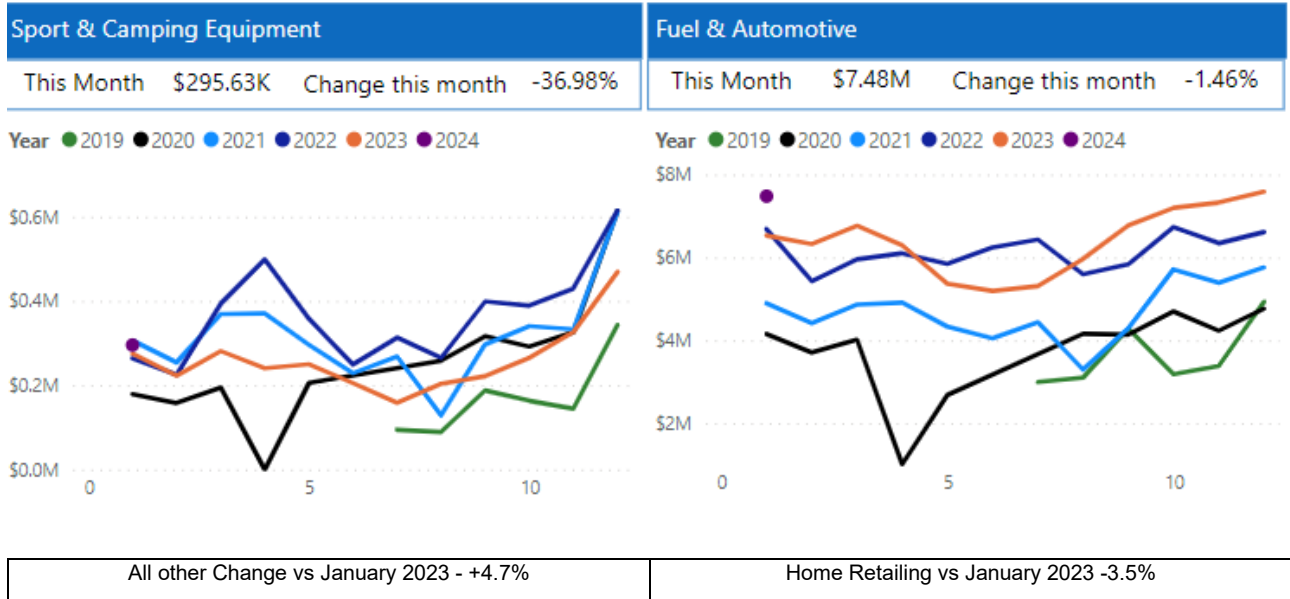
Pharmaceutical, Cosmetic and Toiletry Goods retailing			
This Month	\$261.16K	Change this month	-21.90%

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 ● 2024



Sports & Camping + \$ Change vs January 2023 - 7.4%

Fuel & Automotive - \$ Change vs January 2023 +14.5%
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1.4 COMMUNICATIONS UPDATE - MARCH 2024

Author: Sonia Martinez, Communications Team Lead

Authoriser: Alex Parmley, Chief Executive

PURPOSE

The purpose of this update is to keep Council informed about the activities and upcoming work of Council's Communications Team.

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. We are also the point of contact between local and regional media and Council departments, providing information and comment when needed, and referring queries to departments when necessary.

Looking ahead - the next three months

- Annual Plan consultation branding, content and collateral design and Long Term Plan community engagement and communications campaign.
- Proposed District Plan engagement preparation, including website content updates and explainer video on how to use the e-plan.
- Dog registration communications
- Dog Control Policy and Bylaw Review consultation
- Development Contribution and Revenue and Financing Contribution consultation
- Dangerous and Insanitary Building's Policy consultation
- Friendly Bay Family Fun Day promotion and event support
- Supporting ANZAC Day events
- Palmerston Landfill/Project Reclaim updates
- Supporting Stronger Waitaki's Tenancy Services workshop
- New website/webpage for Stronger Waitaki and content migration

Current Activities

The Communications Team is supporting Council to achieve the following community outcomes:

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

- Ardgowan Path: Documenting the progress and opening of this new community asset.
- Mayors' Taskforce for Jobs: Showcasing district employment with stories and photos from the programme.
- Highlighting water infrastructure work: celebrating Council staff and contractors at work on infrastructure and maintenance projects across the district

Meeting environmental and climate change challenges

- Waitaki Waste Minimisation and Management Plan: Developing consultation materials and supporting public engagement and consultation.

Enabling safe, healthy communities

- Dog Control Policy and Bylaw Review early engagement:
To prepare for the upcoming Policy and Bylaw review, we worked with the Animal Management Team to set up engagement tools on our *Let's Talk Waitaki* online engagement hub. We wound up the online engagement with 247 pieces of feedback collected through the site which the team are compiling for analysis.



- ‘Safety around Dogs’ educational materials:
Designing a suite of visual materials to support the Animal Management team’s education in schools campaign.
- Sharing public health and safety messaging:
Including Boil and Conserve water notices for Council and rural supplies, and water quality notices from Environment Canterbury and Otago Regional Council.

Celebrating our community identity
Connected, inclusive communities

- Supporting Council-led and community events:
Facilitating and/or covering community events and activities with promotion, event support, designed collateral and photography including – Library cultural events, Citizenship Ceremony, New Year’s Eve Party at the Gardens, Palmerston A&P Show, Cycle Skills Fun Day, and public art projects.





1.5 FINANCE AND CORPORATE DEVELOPMENT GROUP UPDATE - MARCH 2024

Author: Amanda Nicholls, Chief Financial Officer

Authoriser: Paul Hope, Finance and Corporate Development Group Manager

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 discussed below.

2022-23 Annual Report

- The 30 June 2023 Annual Report was adopted by Council on 19 December 2023. This was much later than expected and breached the legislative deadline of 31 October 2023, due to insufficient audit resources available to complete the audit.
- The Audit Manager noted that it was a smooth audit process this year. A largely complete initial version of the annual report was provided at the start of the audit in October. Supporting information and queries were responded to in a timely manner.
- To date, no feedback, findings, or recommendations on the audit have been received. There were no significant issues raised during the course of the audit. For these reasons, officers do not anticipate any major recommendations for improvement from the auditors.
- The audit fee of \$229,000 was reluctantly agreed to at the Council Meeting on 14 November 2023. It was agreed with Audit NZ that they would provide an open book exercise regarding their audit hours, but this has not occurred. Officers still feel that the audit fee was unreasonable and excessive for the service received. No charges for audit overruns are expected this year.
- The Finance team is continuing to make system and controls improvements based on prior years' audit findings. It is anticipated that the majority of concerns raised in previous audit reports will be closed this year.

2022-23 Summary Annual Report

- The Summary version of the 30 June 2023 Annual Report was signed off on 13 February 2024.
- The Summary was approved at the Additional Council Meeting on 19 December 2023. However, due to delays at Audit NZ/the Office of the Auditor-General, and in the absence of the Appointed Auditor, the Summary also breached the legislative deadline to be made publicly available within one month of adopting the Annual Report.

2024/25 Annual Plan / 2024-34 Long Term Plan (LTP)

- As a result of recent Government announcements, officers are currently working towards completing a 2024/25 Annual Plan and postponing the LTP for 12 months. Further details on this approach can be found in the Officer report to the 27 February 2024 Council Meeting entitled "Long Term Plan 2024-34 Preliminary Decisions" – *refer to Agenda Item 7.1, commencing on page 58 of the FINAL Agenda Papers PUBLIC published on the Meetings page of Council's website*.
- Work will continue on the underlying documents of the Long Term Plan (LTP), including the refinement of the Council-wide 10-year budgets and key policies.
- The 2024/25 Annual Plan will include the first year of the 10-year budgets which have been discussed with Council. The key change between Year 3 of the 2021-2031 LTP and what is now

Year 4 of that same 2021-2031 LTP (ie financial year 2024/2025) is the significant increase in waters capital requirements, which is putting pressure on borrowing and rates levels.

- Officers will continue to work on the later years' budgets with the intention of fine-tuning project proposals as well as completing further analysis on funding and financing options such as: changes to CCOs, commercialisation or investment in property, lending to other entities, borrowing options and other investment opportunities. The outcome of this ongoing work will further fine-tune the Financial Strategy over the course of the year.

1.

RATES

Instalment 3 was issued in early January and the Arrears Penalty No. 2 was run in early January to the value of \$102,619.00 across 242 assessments. This is an increase from the previous year January 2023 which was \$89,604.00 across 705 assessments. However, it is a decrease if compared to the Arrears Penalty No. 1 posting made in July 2023 at the start of the rating year which was \$201,203.00 across 879 assessments.

Further to an increase in Revaluation enquiries, it is anticipated that there will be an additional workload from Quotable Value (QV) leading up to, during and after the revaluation process. The loading of the revaluation into the Authority Rating System was completed in early February and is now in place for the coming rating year effective 1 July 2024. The information is also showing on the website. To date, all is running to schedule. The new valuation notices issued by QV have been sent to all ratepayers with the objection period being open until 14 March 2024.

An update from Quotable Value (QV) Data

There have been 74 Building Consents completed this month totalling 558 since 1 July 2023, with the subdivisions for this rating year being an additional 30 processed this month which now totals 318 for this rating year to date.

The latest report from QV for the period of 1 July 2023 to 19 February 2024 shows 443 property sales, with 47 sales to date this month and with the average house price currently sitting at \$483,917. This has risen slightly since our last report in November where it was sitting at \$467,715.

CORPORATE DEVELOPMENT

The change of Government continues to create a challenging and rapidly changing environment to deliver the 2024-2034 Long Term Plan.

The Water Services Act Repeal Bill that was first considered by the new Government on 13 February 2024 introduced a new option for the approach to the LTP that had previously been put forward by Local Government but had not been taken up by the new Minister. This new option allows the Long Term Plan to be deferred a year, making a requirement for an Annual Plan in 2024-2025, with a **2025**-2034 Long Term Plan (ie nine years rather than the usual 10) to be produced the following year.

Therefore, the 2025-2034 Long Term Plan will be a two-year plan (year 1 will be 2025-2026, and year 2 will be 2026-2027) and then a new Long Term Plan will be produced for the ten year period of 2027-2037.

To give our community the clarity they need with regard to costs in our Long Term Plan associated with our Waters assets and future management and subsequent rates impacts, an officer report to the 27 February 2024 Council Meeting recommended that Council defer the 2024-2034 Long Term Plan for 12 months (to become the **2025**-2034 Long Term Plan) and produce a 2024-2025 Annual Plan. Council resolved to adopt that approach at the meeting.

The work that had been done on the Long Term Plan will not be lost. It will continue to be updated as a 'live' working Long Term Plan document so that it is in a strong position for an early audit and consultation in 2025.

The change in legislation will require the 2024-2025 Annual Plan to be an enhanced Annual Plan providing a view on Groups of Activities and funding. There are other aspects that will require action, such as extension of current policies under the 2021-2031 Long Term Plan.

The shared resource of the Risk and Procurement Advisor with Central Otago District Council (CODC) is working well for both parties. CODC have requested an extension to this arrangement for another year as Mrs Lines has proven to be a valuable asset to their team (as she is to ours).

Council's risk awareness is improving, with the introduction of the Operational Risk Events (ORE) to all teams, and regular operational risk reviews. This is a positive change across the wider Council team, that they are more engaged in identifying and actively reporting on known or developing risks.

A Procurement Community of Practice has recently been set up within Council. The intention of this group is to improve the practises and consistency of procurement activities across Council looking at process and opportunities for improvement.

The Procurement Policy will start a review in March which will be presented to a future Performance, Audit and Risk Committee Meeting prior to going to Council for adoption.

COMMUNITY DEVELOPMENT

Mayors' Taskforce for Jobs (MTFJ)

A review of progress was completed with Local Government New Zealand (LGNZ), the Mayor, Chief Executive, and/or staff/contractors directly involved with the programme. Waitaki continues to perform well compared to other councils across the country and has been invited to make an application for further funding. Details around a \$2 million innovation fund was released mid to late February and Waitaki is in a strong position to take advantage of any funding returned by other districts to then provide jobs within our district.

Stronger Waitaki – electronic footprint

Staff are currently working together with the Communications team around an updated website for Stronger Waitaki. A draft template of the new website will be completed by the Communications team in February/March and a final release deadline agreed once this is complete. Along with the new website, regular posts are being made to other social media platforms Facebook and a new "Linked In" page has been created.

Monthly Newsletter

A new monthly newsletter from Stronger Waitaki is now being delivered to all partners. It is also open to the public to receive. The first issue was sent just prior to Christmas and the second issue in early February. Sign up is easy; emails can be sent to - strongerwaitaki@waitaki.govt.nz.

Welcoming Communities

Waitaki district has been selected for an evaluation and review of progress to date around its participation in the Welcoming Communities Programme. This evaluation is being carried out by Allen + Clarke Policy and Regulatory Specialist Limited and is scheduled to occur between 18 and 20 March.

Equitable access initiative

Following an approach from the Consumer Advisor for Te Whatu Ora South, a pilot programme group has been suggested with a focus on equitable access across the district to health, housing, accessibility, and information. At the time of writing, the first working group meeting had not taken place.

Youth Initiatives

“Beyond” (working title) being led by Youthtown and supported by Stronger Waitaki and partners is a community-driven initiative aiming to empower and inspire the youth of Waitaki. The initial focus is to identify gaps in services for young people, particularly those disengaged or not in full time education. With an emphasis on being inclusive rather than exclusive, the first meeting of the working group was held on 19 February 2024.

The 21st Life Century Skills Programme designed by Amanda Fleming looks at today’s teens, growing up in a world that is changing faster than ever before, and the pace of change is only going to increase. After a successful first weekend at the end of January, the next weekend is being planned for April 2024.

1.6 HEALTH AND SAFETY UPDATE - MARCH 2024

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 other sites where work is being carried out on its behalf.

COVID-19 CURRENT SITUATION

COVID cases continue to appear amongst staff, but this situation is being managed by utilising working from home where possible. To date, there has been no serious impact on Council's ability to provide normal services. Provision of free RAT tests by the Government until 30 June 2024 is welcomed. Council holds stock to supplement those freely available from pharmacies.

HEALTH AND SAFETY

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

Health and safety-related audits and reviews across Council

- During the remainder of 2024, Health and Safety Representatives will complete audits with their teams to establish the level of health and safety management system awareness and to discover and remedy any gaps in training and understanding.
- The Worker Engagement and Participation audit looking at road inspection risks and mitigations will be extended to Water Services over the third quarter of 2024.
- It is planned to carry out further audit assurance activities for the landfill remediation contract over the next quarter, with more 'due diligence' visits by members of the Governance Team where possible.
- Key health and safety-related policies and guidelines will be reviewed throughout the remainder of 2024 and into early 2025.

Hazard Register

The work done in 2023 to establish a more comprehensive Hazard Risk Register by departments and business units will be reviewed again by individual teams in the last quarter of 2024.

Health, Safety, and Wellbeing (HSW) Committee

Health and Safety Representatives are undertaking comprehensive health and safety-related training through to June 2024, so they can then participate effectively in more health and safety-related assurance audits and reviews.

Professional training resources are being used from the Government Health and Safety Lead's office, the regulator WorkSafe NZ, and the New Zealand Institute of Safety Management.

Emergency Preparedness

Opportunities are being taken to continuously improve Council’s readiness to manage all identified emergency scenarios well. The planned programme extends into the second and third quarters of 2024.

Some of the key improvement areas:

- Emergency procedures will allow for site-specific considerations.
- Review of Emergency Response Plans for the three sites with bulk LPG is planned for the second half of 2024.
- Scenario-based desktop audits will then be developed and undertaken in collaboration with those responsible for emergency event management – planned for implementation in 2025.
- The Crisis Management Plan and Business Continuity Plan are due for review and represent a large parcel of work, which will be led by the Executive Leadership Team. Experience from other councils may be considered when looking at improvements to our plans.

NOTES: ACCIDENT / INCIDENT REPORT – 1 JULY 2023 TO 31 JANUARY 2024 (2024 YTD)

The number of reported injuries to date in 2023/24 (67) includes 42 pool-related incidents, most of which have been minor and dealt with effectively by well trained staff. The incidence rate has dropped dramatically at the pool following situational safety training in 2023 and is particularly noticeable over the holiday periods.

Nine (9) recorded abuse incidents for the seven months to 31 January 2024 (six at the pool) are notable more for their increasing nastiness, but situational safety training has helped staff deal effectively with these. Encouraging staff and contractors to report them is an ongoing health and safety-related activity.

ACCIDENT / INCIDENT REPORT – PUBLIC AND WORKER INCIDENT COMPARISON

Description	Incident Area	2024 YTD	2023	2022	2021	2020	2019
Public-related	Pool clients	38	54	54	107	97	104
	Pool incidents	1	3	6	13	3	3
	Other clients	6	20	17	43	7	11
	subtotal	45	77	77	163	107	118
Worker-related	Pool staff	3	12	33	19	6	5
	Other staff	8	19	26	40	31	40
	Contractors	5	10	10	3	9	1
	Property/Environmental	6	2	8	8	8	10
	subtotal	22	43	77	70	54	56
Total incidents reported		67	120	154	233	161	174

ACCIDENT / INCIDENT REPORT – ANNUAL COMPARISON BY AREA AND TYPE

Description	Incident Type	2024 YTD	2023	2022	2021	2020	2019
Pool Clients	- Abuse*	5	2	6	2	9	5
	- Cuts/bleed	3	7	7	10	36	34
	- Bruise/crush	1	3			15	31
	- Body Stress/bleed	20	17	22	27	24	12
	- Slips/graze, bleed	2	9		#55	6	11
	- Swim/Superv/other	5	8	#11	6	5	8
	- Medical/self	2	8	5	7	2	3
				3			
Pool Staff	- Abuse*	1	4		2	1	
	- Cuts/bleed		2	17	3		2
	- Bruise/crush		2		1	2	
	- Body Stress/bleed	1	3	1	9	3	2
	- Medical			2	1		1
	- Haz Substance		1	6	1		
	- Slips, trips, falls	1		1	2		
				5			
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	1	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	2	1	2	1	2	
	- Medical		3	4	3		4
	- Slips, trips, falls	4	12	7	#36		
	- Haz Substance			2			
Other Staff	- Abuse*	2	7	11	17	5	4
	- Cuts/bleed	1	1	1	5	3	
	- Body Stress/bleed	2	5	4	7	12	13
	- Burns	1					2
	- Hearing					1	
	- Bruise/crush		1	1	3	2	6
	- Trauma		1	1		1	
	- Slips, trips, falls.	2	4	4	1		5
	- Eyes – dust/strain			1	1		2
	- Dental						1
	- Hygiene			1	2		
Contractors	- Near Miss	2	2			1	
	- No SOP/Expired Q	2	3	6			
	- Abuse*	1			1	1	
	- Electrocution					1	
	- Medical event				1	1	
	- Property		2	2		1	
	- Slip from boat.				1	1	
	- Body Stress/bleed		2	1		2	1
	- Fall		1	1		1	
Property	Property	2	2	2	6	2	5
Environmental	Environmental	1					1
Near Miss	Council - Near Miss	3		2	4	7	7

YTD	Total		67	120	154	233	161	174
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*The nature of abuse incidents is becoming nastier and more threatening. Situational safety training is important.
Less slips, trips, falls is the main contributor to lower incident numbers in and since 2022, including for the A2O.

1.7 ASSETS GROUP UPDATE - MARCH 2024

Author: Erik van der Spek, Project Manager (Major Projects)

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 Property, Parks and Recreation, Roading, and Water Services. The report provides relatively high-level detail and commentary relates to 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

Property Strategy Implementation

Of the current set of 31 Tranche One properties, 11 are on hold pending the release of the Target Operating Model for the Transformation Programme. This makes the available set of properties for consideration 20. Of these, seven (7) are in Strategic Evaluation, one (1) is in actions and decisions, and 12 are pending release as resources allow.

Community Housing

Healthy Homes installation in the Ōamaru complexes is scheduled to be 100% compliant in April when the final kitchen extractor is installed. Electrical upgrades and installation of kitchen and bathroom extractors are progressing once again at the Palmerston units and are expected to be completed later this year.

	Number of Units	% Compliant
Ōamaru	65	98%
Hampden	3	100%
Palmerston	20	45%

Our wait list for units in Hampden and Ōamaru remains high, with 62 people on the waiting list for 68 units. Many of these applicants will have found housing elsewhere and will not need housing when they reach the top of the queue. There remains very little demand for the units in Palmerston from high priority applicants (as defined by the Policy). We have granted two short-term tenancies of 90 days to maintain good occupancy level. Unit occupancy at the end of February is 100% across the complexes.

Ōamaru Airport

Annual aircraft movements have exceeded 40,000 for the first time (for the 12 months ending 31 December 2023). With the increase in movements, the Civil Aviation Authority (CAA) requires Council to conduct an aeronautical study to assess the existing and proposed changes to airport infrastructure to ensure a safe and efficient operational environment. The aeronautical study will provide advice on improvement measures for Council to implement. Mike Groome, Avsafe Limited, has been engaged to carry out the study which is due to be submitted to the CAA by 30 June 2024. Any goals and actions that are contained in the Ōamaru Airport Strategic Masterplan are on hold while this work is undertaken.

On 22 February, a discrete frequency zone will be implemented for the Ōamaru Airport; it is a radio frequency only assigned to the Ōamaru Airport. In the past, Ōamaru has shared a frequency with neighbouring airports. This safety measure has been applied to reduce radio congestion for the airport users.

Ōamaru Harbour

A review of the harbour is underway covering fees, income and expenses, consent compliance, risk, and opportunities. Discussions held with the Otago Regional Council (ORC) Harbourmaster regarding increases in visiting vessels and potential income and opportunities. Council has received notification of the ORC compliance audit of moorings to be undertaken before June 2024. The successful compliance audit of 13 consents relating to the harbour were completed by ORC in February 2024. In the last month, one vessel has broken down and dragged its mooring with no damage or injury and is currently safely on the slipway.

Forrester Gallery Extension

Resource consent and archaeological authority have been issued for the new building extension. The Geotechnical testing has been completed, with basalt rock struck 5m below the building extension floor level. The detailed design work and head contractor procurement planning is progressing well.

Risk and Opportunities

- Progress on implementing changes to property management continues to be slowed by competing resource constraints imposed by BAU and project work, and training commitments for new staff.
- A rapid increase in traffic density and frequency and changes in the type of aircraft operations have resulted in increased operational risk, as highlighted by an increase in reported occurrences at the Ōamaru Airport.
- Discussions with the ORC Harbourmaster have identified a need to review our processes with our Resource Consent for moorings to ensure compliance.

Looking forward – the next three months

- New underground services will be reticulated to Holmes Wharf Sheds.
- Ōamaru Harbour Slipway 20 tonne-rated cradle has been manufactured and is scheduled for installation in March 2024.
- Scheduling the remaining Reed Street, Ōamaru healthy homes ventilation installation and progressing the ventilation installations in the Palmerston community housing complex where upgrades to the power supply and kitchen have already been undertaken.
- Despite a quiet commercial market, it is hoped that a tenant for 1 Thames Street (old I-site) will be found by our contracted agency PGG Wrightson.

PARKS AND RECREATION

Waitaki Events Centre

Apollo Project Limited is working on its Detailed Feasibility Report which will lay out the specifications for agreement. A draft report is expected in mid-March. Detailed Design (Construction drawings) will commence after the report is agreed.

Recreation - Current Activity

- New contracts for maintenance of the Alps 2 Ocean trail have been awarded. The new contractors started on 15 January 2024.
- Awamoa Park Toilet – The Facility was opened to the public on 16 November 2023. Work is complete pending the installation of picnic tables. There have been 14,000 visitors to date. This project is forecast to come in well under budget and MBIE has paid out the third and final claim from the Tourism Infrastructure Fund.
- Alps 2 Ocean Repair and Resilience Works are nearing completion. The Resilience works are complete subject to Quality Assurance sign off. Contractors are busy completing smaller jobs in Rakis tunnel and drainage improvements along SH83 and Sailors Cutting.
- The Parks and Reserves Maintenance Contract was released to the market on 17 November 2023. Five (5) proposals were received, four (4) being of good quality. Officers are undertaking evaluations.
- Ōamaru Public Gardens – water play space. Tenders have closed, with four (4) proposals being received which are currently being evaluated.
- Ōamaru Public Gardens – the pond cleaning project has required additional testing of the water quality and accumulated sediments, to provide the basis for an appropriate methodology of improving the water quality.
- Work has continued with the refurbishment of the Ōamaru Public Gardens Display House. The northern end has been reglazed and awaits a final coat of paint. For continuity, works are progressing methodically throughout the middle section, replacing rot. This will then lead into work on the southern part of the display house as the final stage.
- NZ Gardens Trust has completed its assessment of the Ōamaru Public Gardens and awarded the Gardens as a Five-Star Garden (Garden of National Significance).
- Dunback Domain Boys Brigade Building remnants were removed, with the full footprint area being fully capped as required for the building demolition. ORC has since deemed this area as a Hazardous Activities and Industry List (HAIL) site. Council officers have requested further information on this notice.
- Waitaki Aquatic Centre – A swim meet for Special Olympics has been booked in for March; this is for the Otago region. A "ladies" only session will soon start on a Tuesday evening, following receipt of a lot of interest in such a programme.

Risk and Opportunities

- ORC has been investigating Council's compliance with the Maclean scale for work undertaken on the rabbit population at Moeraki. With a rating of three, it is expected that Council will have to continue this programme within the township.
- Hampden Beach Toilets have not been coping with increased use over the past months as a result of increased popularity of the area. This will likely require an upgrade to the existing facility. This toilet facility is within the Significant Coastal Landscape.

Looking forward – the next three months

- Cleaning of all district war memorials in anticipation of ANZAC Day.
- Ōhau Reserve Stormwater management – The catchment area has been surveyed. Officers expect to have preliminary pipeline designs completed by end of February 2024, following which consideration will be given to the extent of construction.
- Duntroon War Memorial restoration – Discussions are underway with the Department of Education, upon whose land the memorial resides, as to the various parties' levels of responsibility for undertaking any repair work.
- Cape Wanbrow Carpark – Officers are to assess the viability and cost of a carpark at the end of Test Street for users of the area.

ROADING

Current Activity

- **Kakanui Point Bridge Renewal:** The decision paper for Council has now been rescheduled to be considered at the 23 April 2024 Council Meeting.
- **Ardgowan Shared Path:** This is open and being well utilised, with positive community comment.
- **Resurfacing:** A further 9km of re-sealing has been added to the contract, utilising the extra funding received from Waka Kotahi for this financial year. This work will be completed by the end of March.
- **Rehabs:** Hillgrove-Moeraki Road is completed. The Eden Street rehabilitation work is progressing, and it is expected to be completed in the third week of March.
- **Road Roughness:** 2023 results show an improvement in 'overall ride quality', meaning our network is less bumpy than in 2021. Previously, urban areas were particularly rough, due to pavement failures, service covers, and slumped trenches. This has improved with the emphasis on urban areas for rehabilitation and resurfacing (including pre-reseal repairs) for the past two years.

Risk and Opportunities

- **Risk: Speed Management** – Changes to Speed Management Rules mean that Council does not *need* to continue with our full speed management plan (fSMP). However, there are a few schools that were noted for implementation as part of the fSMP and the principals are contacting the team asking when the speed reduction signage will be installed.
- **Opportunity:** Video footage of the entire network has recently been captured and is being analysed using Artificial Intelligence (AI). This will help improve our knowledge of network condition, enable more efficient forward works planning; and the footage can be used by multiple departments of Council (like an up-to-date version of Google Street View).

Looking forward – the next three months

- The District Road / Gilligan Street intersection improvement project has been re-scoped and will be tendered in February, for construction in March-April.
- Copinsha Street's new footpath (Waihemo Community Board project) is to be priced for construction by June.
- Perth Street retaining wall renewal: Design work has been completed. Budget is to be confirmed before construction.

- Central Management control system for streetlights: The base station is commissioned. Light control units are to be installed prior to July 2024.
- Rationalisation and programming of works ahead of the 2024/25 reseal and rehabilitation (reconstruction) programmes: Using new technology to support evidence-based decision making and 'right-sizing' repairs.
- Co-designing Forestry rate expenditure policy, with key stakeholders.
- Procedural audit by NZTA: According to the annual programme, Waitaki District Council is scheduled for Q4 (April, May, or June), although there is no confirmation for timing.
- Tranche two of the Roothing Policies will be presented to the Roothing Subcommittee for review and recommendation for Council approval around May 2024.
- Funding for 2024-2027 NLTP: Feedback on budgets is expected to be received around May-June 2024.

WATER SERVICES

Current Activity

Compliance and Development

Taumata Arowai Requirement for Protozoa Barriers – Water Services officers and the Corriedale Water Management Ltd (CWML) Chair met with representatives from Taumata Arowai to discuss Taumata Arowai's requirements around installing protozoa barriers. Barriers are expected to be in place by December 2024 for the following Council-owned water supplies:

- Managed by Water Services:
 - Ōmārama
 - Bushy Creek
 - Awahokomo
 - Lake Ōhau
 - Stoneburn
- Managed by CWML:
 - Awamoko
 - Kauru Hill
 - Tokarahi
 - Windsor

Bushy Creek, Lake Ōhau, and Awahokomo also require a barrier against bacterial contamination.

The option of an enforceable undertaking to meet these requirements for some of the water supplies was discussed and what the requirements would be if this option were taken.

Taumata Arowai representatives outlined that they are moving on from an establishment phase and will begin focusing more on enforcement.

Officers will be seeking Council's agreement on the proposed plan to meet the above requirement, at the 26 March 2024 Council Meeting. Budgets have been requested for the treatment plant upgrades as part of the Long Term Plan 2025-2034 development.

Monitoring Maintenance Contract Performance

Since 1 July 2023, SouthRoads has resolved 1,014 urgent and routine water-related customer requests and 49 urgent sewer-related customer requests.

The median response and resolution of these requests is currently well within the urgent targets of one-hour response and 24 hours resolution, and routine targets of two working days' response and five working days' resolution.

Operations and Maintenance

Kurow Water Supply bore pump failure – A bore pump failed in Kurow on 22 January leaving just one pump in operation. Normally, this would not be problematic, as the system operates on duty/standby. However, in the summer months, two pumps are required to meet demand. As such, the remaining pump struggled to keep up during the late afternoon/early evening peak and the community was placed on full restrictions overnight (no outside water use, and limited use inside where possible). A replacement pump was installed the next day which meant that the two-bore system was back up-and-running and water restrictions were lifted. The issue was resolved quickly thanks to the efforts of Water Services team officers, SouthRoads treatment plant operators, Plunket Electrical, and Kirk Irrigation. This issue has highlighted the limited redundancy at the site during the summer months. An assessment will be required to determine future improvements such as a third bore or planned summer restrictions.

Communication via text message was trialled during this event and was very successful. The text system will be utilised for all relevant communication going forward. An education campaign is being prepared to encourage consumers to provide Council with a cell phone number.

Beach Road pump station – A flow meter was installed on the discharge of the Oamaru Beach Road sewer pump station in January by SouthRoads and Mathias Plumbing. Property owners in the surrounding area were asked to conserve water and to keep sewer flows to a minimum, which aided the success of the project.

The flow meter will help with understanding the network's capacity, particularly during wet weather events, and plan for future upgrades.

Eden Street sewer replacement – SouthRoads replaced a section of failing sewer main on Eden Street in January. The work was not straightforward due to the sewer main being 1.9m deep. This required extensive health and safety planning and shoring up the trench walls to ensure it did not collapse.

Boil Water Notices in Kurow and Otematata – Boil Water Notices were issued for Kurow and Otematata in January due to positive E.coli sample results. The restrictions were lifted following three days of clear test results. The source of the E.coli is unknown. However, officers have reviewed sampling collection, transport, and storage processes to ensure samples are not at risk of contamination before getting to the laboratory for testing.

South Hill Reservoir – Concrete Structures Limited has begun work on construction of the second reservoir at the South Hill site. This work includes installing temporary perimeter fencing, site clearing, and scraping works, and excavation of the reservoir circumference.

The next stage of the work includes drainage installation, formwork, and reservoir foundation construction. The construction of the reservoir is expected to be complete by September 2024.

Activity Management and Strategic Programme

Condition assessment of falling mains – A condition assessment of the two large Cast Iron water supply falling mains from the Ōamaru Water Treatment Plant has been completed. These pipes were installed back in 1888 and are still in service.

The condition assessment results are pending and will determine if any intervention is required and help to predict the remaining life of the pipes.

Risk and Opportunities

- While inflationary pressures in procurement of materials have eased, cost increases are still being experienced across the board. This has had an impact on the cost of projects.
- The 3 Waters Reform legislation, specifically that related to the establishment of the entities, has been repealed by the new Government. Council will be required to consider the best operating model for 3 Waters into the future, such as the establishment of a Council-controlled organisation.
- Taumata Arowai's plans to focus more on enforcement means that, going forward, there is likely to be more scrutiny from the regulator and may also mean more instances of penalties being applied for non-compliance. The Water Services team continues to focus on providing safe drinking water that meets legislative requirements.

Looking forward – the next three months

Hampden septic tank cleaning and inspection – Preparations are underway for the second round of septic tank cleaning and inspection in the Hampden township. It has been five years since the first round was completed.

The project for a reticulated wastewater system for the township is being considered as part of the Long Term Plan 2025-2034.