PROJECTS AND SERVICES COMMITTEE

THURSDAY, 28 JUNE 2018

AGENDA

Meeting to be held in the Council Chambers, Civic Centre, Commerce Street, Whakatāne at 9:00 am

Marty Grenfell
CHIEF EXECUTIVE

22 JUNE 2018
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1 Membership

Mayor A A Bonne
Deputy Mayor J A Turner
Councillor A V Iles (Chairperson)
Councillor G F van Beek (Deputy Chairperson)
Councillor S Jarrett
Councillor G V Johnston
Councillor J C Jukes
Councillor R N Orr
Councillor A R Silcock
Councillor N S Tánczos
Councillor M van der Boom

2 Delegations to the Projects and Services Committee

The Projects and Services Committee will meet on a seven weekly basis. The purpose of the Projects and Services Committee is to monitor, review and enable the progress of the Council’s activities, projects and services. Specifically the Projects and Services Committee will:

a. Monitor the operational performance of Council's activities and services against approved levels of service

b. To have input and make decisions on the development of proposals, options and costs of projects and to monitor the progress of projects

c. Approval of tenders and contracts outside staff delegations

d. Progress the sale of properties as approved in the Long-term Plan and Annual Plan

e. Consideration of proposals to change the status or revoke the status of a reserve as defined in the Reserves Act 1977 (including the hearing of submissions)

f. Receive minutes of Community Boards

g. Consider any recommendations from Community Boards and make a recommendation to the Council
3 Apologies

h. Receive Minutes of the Funding Allocation and Young Achievers Special Committee, Creative New Zealand and Local Communities Funding Assessment Fund Special Committee and the Whakatāne District Youth Council

i. Receive minutes of the Whakatāne District Sister Cities Association and Pride Whakatāne District Committee

4 Announcements

5 Conflicts of Interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as an elected member and any private or other external interest they might have.

6 Public Forum

The Council has set aside time for members of the public to speak in the public forum at the commencement of each Council, Committee, Sub-committee and Community Board meeting (up to 30 minutes) when these meetings are open to the public. Each speaker during the public forum section of a meeting, may speak for three minutes. Permission of the Chairperson is required for any person wishing to speak at the public forum.

The public forum procedure does not apply in respect of any hearing, including the hearing of submissions where the local authority, committee or subcommittee sits in a quasi-judicial capacity.

With the permission of the chairperson, members may ask questions of speakers during the period reserved for public forum. If permitted by the chairperson, questions by members are to be confined to obtaining information or clarification on matters raised by the speaker.
7 Presentations

1. Rural Connectivity Group - Engagement Manager Caitlyn Metz

   Ms Metz will be presenting on the Rural Broadband Initiative Phase 2 and Mobile Blackspots Programmes.

2. Bay of Plenty Regional Council - Engineering Manager Mark Townsend

   Mr Townsend will be presenting on the following topics:
   - Rangitaiki Floodway Consent Changes
   - Whakatāne River Flood Management

3. Nicki Moen - Libraries: Future Directions and Opportunities

   Ms Moen will present her report. The report is within the agenda; attached to the General Manager Community Services Report, appendix 2.
8 Confirmation of Minutes

8.1 Minutes - Projects and Services Committee 10 May 2018

<table>
<thead>
<tr>
<th>Details of Meeting:</th>
<th>PROJECTS AND SERVICES COMMITTEE MEETING HELD IN THE COUNCIL CHAMBER, CIVIC CENTRE, COMMERCE STREET, WHAKATĀNE ON THURSDAY, 10 MAY 2018 COMMENCING AT 9:00 AM</th>
</tr>
</thead>
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<td>Present:</td>
<td>His Worship the Mayor A A Bonne, Deputy Mayor J A Turner, Councillors A V Iles (Chairperson), G F van Beek, S Jarrett, J C Jukes, A R Silcock and M van der Boom</td>
</tr>
<tr>
<td>In Attendance:</td>
<td>M Grenfell (Chief Executive), D C Bewley (General Manager Planning, Regulatory and Corporate Services), J Gardyne (General Manager Strategy and Economic Development), M Naude (General Manager Community Services), T Krawczyk (General Manager Infrastructure), Jim Finlay (Manager - Capital Projects), R Boreham (Manager Public Affairs) and S French (Governance Support Advisor)</td>
</tr>
<tr>
<td>Visitors</td>
<td>Erin Green and Drew Manning (Allandale School)</td>
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<tr>
<td>Apologies:</td>
<td>Councillors N S Tánczos, R N Orr and G V Johnston</td>
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1. APOLOGIES

RESOLVED

THAT The Projects and Services Committee accept the apologies from Councillors Tánczos, Orr and Johnston.

Jarrett/Turner
CARRIED

2. CONFLICT OF INTEREST

No conflicts of interest were recorded.

3. PUBLIC FORUM

3.1 Drew Manning and Erin Green – Allandale School

Refer to page 6 of the agenda and pages 6a-6b of the tabled item.

Principal of Allandale School, Mr Manning, reported the decile 2 school educated children from year one through to year six and currently the school roll was at 400 students. He said that two thirds of the pupils were of Māori descent and that numbers were increasing of international students. Mr Manning then introduced Mrs Green to speak on the proposed Te Puna Taiao Oasis project.
Mrs Green, a parent of an Allandale pupil, gave examples of wider issues that affect children and communities. She explained that her son had attended childcare and had enjoyed the natural environment, and when attending school visits the environment was quite different with flat fields, concreted areas and plastic playgrounds. Mrs Green said from scientific research and Mataruranga Māori, it was known what was needed for children to thrive and added that nature was important in their lives and that research had shown the health and wellbeing benefits in spending time in natural environments. She noted that through Kia Mua, it had been identified people wanted whanau friendly facilities and she noted that schools were a key to achieve this.

Mrs Green reported that Te Puna Taiao would be a community asset; an enriched greenspace in Kopeopeo for all the community to access, it would be playground grounded in nature and in te ao Māori and would help develop children for the future. She noted that the landscape designers spoke with the pupils and with the community prior to the design.

The project budget was $927,000 and Mrs Green advised that the school had applied for $571,000 from the Lotteries Commission Facility Fund, that $35,000 had been received in private donations, $251,000 from the schools Board of Trustees and $80,000 had been received in kind donations. The school was also seeking assistance from Council through the Long Term Plan 2018-2028 to help with ongoing maintenance of the facility.

In response to a query, Mrs Green said Te Puna Taiao was a ‘not for profit project’ to help schools transform and as part of schools capital projects, 10-12 schools were looking to develop similar oasis areas.

Mr Manning and Mrs Green were congratulated on their presentation, initiative and forethought relating to the project.

Mr Manning informed Members that the oasis would get publicity via open days, a 3D vision of the area, and a formal launch on completion, and he concluded that a day was planned for planting of the donated trees later in the week.

Attendance: Mr Manning and Ms Green left the meeting at 9:22 am.

4. CONFIRMATION OF MINUTES

4.1. Minutes Projects and Services Committee 19 March 2018

Refer to pages 7-12 of the agenda.

RESOLVED:

THAT the minutes of the Projects and Services Committee meeting held on Monday, 19 March 2018 be confirmed as a true and correct record.

Jarrett/Jukes
CARRIED

5. REPORTS

5.1. Civic Centre Seismic Strengthening Project

Refer to pages 13-14 of the agenda.
RESOLVED

1. THAT the Civic Centre Seismic Strengthening Project report be received.
2. THAT it be noted that the Civic Centre Seismic Strengthening Project will not proceed in its current form given the significant increase in estimated costs and current budget constraints;
3. THAT it be noted that the Steering Group will explore further options and develop a business case to re-define the project and/or budget and timeframe, and that the project is likely to require a public engagement and consultation process; and
4. THAT the current work being undertaken to develop a business continuity plan for the Council be completed.

Van der Boom/Jukes
CARRIED

5.2. Three Waters Budget Adjustments

Refer to pages 15-25 of the agenda.

RESOLVED

1. THAT the Three Waters Budget Adjustments for Current Year and Draft 2018-28 LTP report be received.
2. THAT it be recommended to Council that the following adjustments be made to the current year’s capital project budgets and those proposed in the draft 2018-28 LTP as follows:

i. **Extension of Whakatāne Watermain to Shaw Road development:**

The new project budget is $625,000 (devcon 98%, Loan 2%) with

- Shortfall of $225,000 funded from development contributions reserve fund
- Bring forward $180,000 from draft LTP to the 2017-18 year.

ii. **Provision of Wastewater service to Shaw Road development:**

The new project budget is $1,045,000 (devcon 98%, Loan 2%) with

- Bring forward $300,000 from the draft LTP to the 2017-18 year.

iii. **New Otumahi Water Supply**

The new project budget is $5,843,000 with

- The project overrun of $643,100 funded from the Plains Water Operating/Renewal Reserve.

iv. **Johnson Road Watermain renewal**

The new project budget is $395,000 with

- The additional $195,000 funded from Plains renewal fund.
v. **Renewal of Ōhope Water Supply Main on Ōhope Road:**

The new project budget is $1,350,000 (renewal) with

- The additional $500,000 funded by loan in the 2018-19 year.

vi. **Whakatāne Waste Water Treatment Plant upgrade**

The budget for the current year is $262,000 (renewal) with

- The additional $35,000 funded brought forward from the draft LTP.

vii. **Ōhope Ponds Desludging**

The revised project budget to desludge the Ohope ponds is $840,000 (renewal) with:

- The additional $140,000 be carried over from the existing Ōhope sewerage renewal fund into the 2018-19 year.

viii. **Peace Street stormwater collector**

The unspent budget for the current year is $95,000 (loan 100%) with

- This sum carried forward to the 2018-19 year.

ix. **Murupara watermain renewals**

The unspent budget for the current year is $115,000 (renewal) with

- This sum carried forward to the 2018-19 year.

x. **Murupara backflow prevention**

The unspent budget for the current year is $225,000 (loan 100%) with

- This sum carried forward to the 2018-19 year.

xi. **Murupara water meters**

Reduce draft LTP budget from $313,540 to $115,000 (loan 100%).

xii. **Murupara water take consent**

Leave budget (renewal 100%) for start of project in 2022-23 as per existing draft LTP.

xiii. **Murupara Wastewater Treatment upgrade and replacement of resource consent**

The draft LTP budget for renewing the Murupara wastewater treatment system be reduced to $3 million with the commentary describing the need for a further $6.14 million to be funded in the period beyond the 2018-28 LTP.
Wastewater Treatment Schemes-Environment Impact Assessments

Additional budgets be included for environment impact monitoring for the following wastewater treatment schemes:

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<th>Amount per year: 2019-20 to 2027-28</th>
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<tr>
<td>Whakatāne</td>
<td>$30,000</td>
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<tr>
<td>Edgecumbe</td>
<td>$15,000</td>
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<tr>
<td>Tāneatua</td>
<td>$15,000</td>
</tr>
<tr>
<td>Murupara</td>
<td>$25,000</td>
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<tr>
<td>Ōhope</td>
<td>$10,000</td>
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Jarrett/Jukes
CARRIED

5.3. General Manager Strategy and Economic Development

Refer to pages 26-41 of the agenda.

Acknowledgement was given to the Whakatāne i-Site for sales and performance.

RESOLVED:

THAT the General Manager Strategy and Economic Development Report be received.

Turner/van Beek
CARRIED

The meeting adjourned at 10:01 am and reconvened at 10:18 am.

5.4. General Manager Planning, Regulatory and Corporate Services Report

Refer to pages 42-51 of the agenda.

RESOLVED:

THAT the General Manager Planning, Regulatory and Corporate Services Report be received.

Van der Boom/His Worship the Mayor
CARRIED

5.5. General Manager Infrastructure Report

Refer to pages 52-84 of the agenda.

Acknowledgement was noted regarding the waste minimisation support provided over the summer period.
RESOLVED:

THAT the General Manager Infrastructure Report be received.

Turner/Jarrett
CARRIED

5.6. General Manager Community Services Report

Refer to pages 85-190 of the agenda.

It was reported that the desludging of Sullivan Lake was now scheduled to commence from 1 September 2018.

The following acknowledgements were made:

- Councillor Silcock was thanked for organising the official opening of the Murupara playground and new public conveniences.
- The increase in the Aquatic Centre attendance statistics was noted.
- The disabled access at the Matatā Resource Centre was complimented.

RESOLVED:

THAT the General Manager Community Services Report be received.

Van Beek/Silcock
CARRIED

6. COMMUNITY BOARD MINUTES

6.1. Murupara Community Board 26 March 2018

Refer to pages 191-195 of the agenda.

RESOLVED:

THAT the minutes of the Murupara Community meeting held on Monday, 26 March 2018 be received.

Silcock/His Worship the Mayor
CARRIED

6.2. Rangitāiki Community Board 28 March 2018

Refer to pages 196-202 of the agenda.

RESOLVED:

THAT the minutes of the Rangitāiki Community meeting held on Wednesday, 28 March 2018 be received.

Van Beek/His Worship the Mayor
CARRIED
6.3. Whakatāne-Ōhope Community Board 3 April 2018

Refer to pages 203-210 of the agenda.

RESOLVED:

THAT the minutes of the Whakatāne-Ōhope Community meeting held on Tuesday, 3 April 2018 be received.

Jarrett/His Worship the Mayor
CARRIED

6.4. Tāneatua Community Board 9 April 2018

Refer to pages 211-214 of the agenda.

RESOLVED:

THAT the minutes of the Tāneatua Community Board meeting held on Monday, 9 April 2018 be received.

Iles/van der Boom
CARRIED

7. Minutes of Other Committees

7.1. Funding Allocation and Young Achievers Special Committee – 12 April 2018

Refer to pages 215-218 of the agenda.

RESOLVED:

THAT the minutes of the Funding Allocation and Young Achievers Special Committee meeting held on Thursday, 12 April 2018 be received.

Jarrett/Silcock
CARRIED

THE MEETING FINISHED AT 11:35 AM

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<th>day of</th>
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CHAIRPERSON
1. REASON FOR THE REPORT

This report provides the Committee with an update on a report prepared by Library Consultant Nicki Moen entitled ‘Whakatāne Libraries: Future Directions and Opportunities.’ The report identifies 31 recommendations within five themes based on industry best practice and benchmarking with library services provided by a number of similar sized local authorities in New Zealand. Nicki Moen will present the report to the Committee.

2. EXECUTIVE SUMMARY

The Whakatāne Library services are provided in Whakatāne and Murupara with satellite libraries operated by volunteers at Ōhope and Edgecumbe. The Whakatāne Library located at Te Koputu a Te Whanga a Toi is the main library for the District and moved to its current location five years ago. The review was initiated to assess progress since the 2013/14 review and to identify opportunities to improve library services throughout the Whakatāne District.

3. BACKGROUND

In 2013/14 prior to the opening of Te Kōputu a Te Whanga a Toi, a review of the library services by Nicki Moen was initiated to provide direction for the activity within the new facility and for library services within the Whakatāne District. Staff have over the past five years initiated and completed a number of the recommendations of that report, however shortfalls in the service including minimal progress in developing and promoting a Digital Library as a legitimate service point, limited implementation of RFID technologies and digital experiences remain largely unchanged; and user numbers and book withdrawals are well below national averages.

The key purpose of the review is to assess progress since the 2013/14 review and identify opportunities to improve library services throughout the Whakatāne District, which will ensure that District libraries meet the current and future needs of the community.

The 2018 report again refers to a number of the recommendations identified in 2013/14 as potential improvement areas for the activity.

The report identified 31 recommendations within five themes including:
1. Strategic Direction
2. Collections / Content
3. Customer Experience / Engagement
4. Digital
5. Public Programmes

A summary of the themes and recommendations is attached as Appendix 1. The report Whakatāne District Libraries: Future Directions and Opportunities is attached as Appendix 2.

4. ASSESSMENT OF SIGNIFICANCE

The decisions or matters of this report are not considered significant in accordance with the Council’s Significance and Engagement Policy.

5. COMMUNITY INPUT AND PUBLICITY

No community input or consultation is intended. Public satisfaction with the library services is gauged in the annual Communitrak survey and through the Council's public websites.

6. CONSIDERATIONS

6.1. Financial/budget considerations

The Council has not included any increase in the Library activity budgets in the current LTP. Future financial increases will be requested in future Annual plan and LTP budget provisions.

6.2. Policy and planning implications

This activity supports the Community Outcomes as described in the LTP in that it supports the needs of the community and promotes sustainable economic development.

6.3. Risks

The risks associated with the Council not adopting the report and recommendations will result in a library service that does not meet the needs of the community and falls short of industry best practice.

6.4. Authority

The Committee has the delegation to approve the recommendations of the report.

7. CONCLUSION

The Whakatāne District Libraries provide an important service to the community and visitors to the District. It is important that the activity is dynamic and reviewed to ensure that services provided meet the needs of the community in terms of the traditional delivery and the digital age. The report provides the short to medium term future direction to the Council.
RECOMMENDATIONS:

1. THAT the Whakatāne Libraries: Future Directions and Opportunities report be received and;
2. THAT the recommendations and action plan attached to this report, Appendix 1: Action Plan Summary of Report Recommendations, be approved.

Attached to this report:


Report Authorisation

<table>
<thead>
<tr>
<th>Report writer:</th>
<th>Mike Naude</th>
<th>General Manager Community Services</th>
</tr>
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<tbody>
<tr>
<td>Final Approval</td>
<td>Marty Grenfell</td>
<td>Chief Executive</td>
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9.1.1 Appendix 1 - Action Plan Summary of Report Recommendations
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<th>Recommendation</th>
<th>Priority</th>
<th>Action</th>
<th>Comments</th>
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<tbody>
<tr>
<td>11. Redoing current rates within the library team</td>
<td>To create customer facing general positions (e.g., eliminating the current hierarchy of staff)</td>
<td>Medium</td>
<td>Review and advise</td>
<td>The suggested role for library assistants is to focus on service (e.g., customer service, digital and print literacy, shelf marking, reorganisation of the collection, maintenance) and to refocus effort on the more strategic issues and those that will directly add value to users of the collection.</td>
</tr>
<tr>
<td>12. Increasing the annual collections budget</td>
<td>The current $5.6 million per year should ideally be allocated to the two key components of $3.8 million for collections and $1.8 million for facilities. This would result in an approximate 3.5% increase per annum.</td>
<td>Medium</td>
<td>Review by Council, level of investment to be determined and supported.</td>
<td>It is recommended that performance measures for the Libraries Activity align with revised strategic priorities.</td>
</tr>
<tr>
<td>13. Contributing to Council’s Sustainable Economic Development Community outcomes</td>
<td>A significant benefit of the Libraries is that the collection (physical and digital media) is a major component of the economic development framework of supporting literacy and skills development, contributing to the knowledge economy, providing information and skills support to local businesses, and in providing services to visitors and tourists. In addition, the Libraries contribute to economic wellbeing as illustrated.</td>
<td>Medium</td>
<td>Review by Council, level of investment to be determined and supported.</td>
<td>It is suggested that Libraries planning directly aligns with Council’s vision, purpose and goals. Suggestions for improved alignment are:</td>
</tr>
<tr>
<td>14. Preparing and implementing a plan for the immediate improvement of the physical collection</td>
<td>A plan to comprehensively evaluate the collection is proposed and recommended as soon as possible. This is likely to result in a significant improvement in the collection but, at the same time, recognising the cost and challenge of change, it is essential to ensure that all future growth is sustainable and economically viable.</td>
<td>Medium</td>
<td>Review by Council, level of investment to be determined and supported.</td>
<td>It is recommended that performance measures for the Libraries Activity align with revised strategic priorities.</td>
</tr>
<tr>
<td>15. Alternating any inefficiencies currently associated with collection management</td>
<td>It is anticipated that current inefficiencies in the collection management process and associated deficiencies are not likely to be completely eradicated but that the process will continue to evolve and improve.</td>
<td>Medium</td>
<td>Review Activity Business Plan links to Council documents</td>
<td>It is recommended that performance measures for the Libraries Activity align with revised strategic priorities.</td>
</tr>
<tr>
<td>16. Involving all staff in looking after the collection</td>
<td>All staff are encouraged to be involved in general collection management, including selection, weeding, promotion, and coughing for the collection.</td>
<td>Medium</td>
<td>Review and advise</td>
<td>It is recommended that performance measures for the Libraries Activity align with revised strategic priorities.</td>
</tr>
<tr>
<td>17. Actively managing vendor relationships</td>
<td>The vendor relationship is highly valued and requires ongoing management and support to ensure that all stakeholders are satisfied and that the collection is being managed in the best possible manner.</td>
<td>Medium</td>
<td>Review and advise</td>
<td>It is recommended that performance measures for the Libraries Activity align with revised strategic priorities.</td>
</tr>
<tr>
<td>18. ‘Teaching’ staff of the collection</td>
<td>It is recommended that all staff learn and understand the characteristics of collections and are aware of the responsibilities they have regarding the collection. They should learn that it is their responsibility to ensure that new materials are added to the collection in a timely manner, and that they are responsible for maintaining a balance of materials across the District.</td>
<td>Medium</td>
<td>Review and advise</td>
<td>It is recommended that performance measures for the Libraries Activity align with revised strategic priorities.</td>
</tr>
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<td>19. Allowing all software and equipment used to manage the collections to be accessible</td>
<td>The current software and equipment used to manage the collection need to be integrated and compatible to ensure that all functions work together. This is required to ensure that all staff have access to the same information and can perform their tasks efficiently.</td>
<td>Medium</td>
<td>Review and advise</td>
<td>It is recommended that performance measures for the Libraries Activity align with revised strategic priorities.</td>
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<tr>
<td>20. Preparing an up to date Collection Development Policy</td>
<td>The current Collection Development Policy is comprehensive. The policy should outline the future management of the physical and digital collections, and will be a sound basis for practical application.</td>
<td>Medium</td>
<td>Review and advise</td>
<td>It is recommended that performance measures for the Libraries Activity align with revised strategic priorities.</td>
</tr>
<tr>
<td>Recommendations</td>
<td>Numbering as per Report</td>
<td>Detailed report commentary</td>
<td>Budget Implication</td>
<td>Funding Situation in Long Term Plan</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>-------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>11. Using volunteers to assist with basic tasks associated with computer management</td>
<td>No</td>
<td>The organization is located to host self-managed tasks in order to focus on the more strategic computer management issues, including many students for data entry for central tasks.</td>
<td>Mid-late 2019</td>
<td>20% of budget</td>
</tr>
<tr>
<td>20. Reviewing the visitor experience provided from Whakatāne’s Ty Ako Library</td>
<td>Yes</td>
<td>A suggested that the layout of Ty Ako is restricted to ensure the facility to be a better visitor, and to improve its visible capacity. Proficiency will require: Involvement in various aspects.</td>
<td>Mid-late 2019</td>
<td>20% of budget</td>
</tr>
<tr>
<td>3. Delivering a District-wide library service</td>
<td>No</td>
<td>It is suggested that purpose is to expand reach by focusing on improving collections and expanding library service programming. Replace the counter with a self-service area, and is horizons ‘offer’ and ensure within the library, and function around 50% of rooms and return to 90% suitable for a good library experience.</td>
<td>Mid-late 2019</td>
<td>20% of budget</td>
</tr>
<tr>
<td>26. Setting ambitious targets for lifelong learning programmes</td>
<td>No</td>
<td>It is recommended that planning to improve all four Kaplan to deliver for 50% of library and individual centre are included in the program evening hours, and the community, and particularly for young people.</td>
<td>Mid-late 2019</td>
<td>20% of budget</td>
</tr>
<tr>
<td>27. Promoting the benefits of library membership throughout the District</td>
<td>Yes</td>
<td>It is suggested that planning to improve all four Kaplan to deliver for 50% of library and individual centre are included in the program evening hours, and the community, and particularly for young people.</td>
<td>Mid-late 2019</td>
<td>20% of budget</td>
</tr>
<tr>
<td>30. Ensuring appropriate facilities for attachment schemes throughout the District</td>
<td>No</td>
<td>It is recommended that planning to improve all four Kaplan to deliver for 50% of library and individual centre are included in the program evening hours, and the community, and particularly for young people.</td>
<td>Mid-late 2019</td>
<td>20% of budget</td>
</tr>
<tr>
<td>5. Redesigning the service at Murupara Library and Service Centre</td>
<td>No</td>
<td>It is recommended that planning to improve all four Kaplan to deliver for 50% of library and individual centre are included in the program evening hours, and the community, and particularly for young people.</td>
<td>Mid-late 2019</td>
<td>20% of budget</td>
</tr>
<tr>
<td>12. Creating a Digital Library</td>
<td>No</td>
<td>It is recommended that planning to improve all four Kaplan to deliver for 50% of library and individual centre are included in the program evening hours, and the community, and particularly for young people.</td>
<td>Mid-late 2019</td>
<td>20% of budget</td>
</tr>
<tr>
<td>13. Continuing to invest in building digital resources</td>
<td>No</td>
<td>It is recommended that planning to improve all four Kaplan to deliver for 50% of library and individual centre are included in the program evening hours, and the community, and particularly for young people.</td>
<td>Mid-late 2019</td>
<td>20% of budget</td>
</tr>
<tr>
<td>19. Developing ambitious targets for lifelong learning programmes</td>
<td>No</td>
<td>It is recommended that planning to improve all four Kaplan to deliver for 50% of library and individual centre are included in the program evening hours, and the community, and particularly for young people.</td>
<td>Mid-late 2019</td>
<td>20% of budget</td>
</tr>
</tbody>
</table>
9.1.2 Appendix 2 - Whakatāne District Libraries: Future Directions and Opportunities Report
Whakatāne District Council

Libraries: Future Directions and Opportunities

Report prepared by Nicki Moen
April 2018
# Libraries: Future Direction and Opportunities, April 2018

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Section 1: Report summary

1.1 Report purpose and requirements

The key purpose of this review of Whakatāne’s libraries is to assess progress since the 2013/14 review and to identify opportunities that will improve library services throughout the Whakatāne District. Council wants to ensure that the District’s libraries are meeting the current needs of the community, and that they will continue to do so into the future.

The project brief highlighted a number of areas for particular investigation:

- Assess progress made on actions identified in the 2013/14 review
- Review processes associated with content and collections management
- Review how outreach is delivered and identify opportunities to increase participation in the Library’s services and programmes
- Assess the services currently delivered to the Ōhope, Edgecumbe and Murupara communities
- Assess staff capability and identify opportunities for skills development
- Investigate opportunities for improving digital literacy programming
- Identify opportunities for involving volunteers in the delivery of services
- Review current processes for cross-training of Museum and Library staff and identify opportunities for achieving seamless customer experiences
- Review the interior layout of the library and identify changes that would enhance visitor experience
- Investigate opportunities to improve online access via the Library and Museum websites
- Review the current offering of programmes and services and identify opportunities for additional partnerships and services

This evaluation of library services takes into account:

- Council’s expectation of Libraries, as a Council Activity
- Progress made in implementing improvements since the 2013/14 review of libraries
- Observations made and information shared by library staff
- Benchmarking with other similar New Zealand libraries
- District demographics
- Knowledge of public library trends and best practice

Section 2 of this report provides context for the review of the District’s library services. Council’s strategic aspirations, the District’s demographics, and progress made since the 2013/14 review are each considered in this section. Observations and recommendations are highlighted throughout this section.

Section 2 concludes with a proposed new vision and four goals for future library services:

Libraries - easy to use
- Quality services accessible throughout the District
- 24/7 digital access
- Multiple experiences

Libraries - building skills and capacity
- Literacy
- Skills development and lifelong learning
- Discovery and creation

Libraries - enabling participation
- Welcoming and inclusive
- Involving local people
- Active programming

Libraries - supporting a great lifestyle
- Modern and vibrant
- Telling local stories
- Inclusive community hubs

In Section 3 the various components of the library services are looked at in more detail, with observations and recommendations highlighted throughout.
1.2 Key observations
The following is a summary of the key issues observed, which inform the review’s recommendations:

- The name of the District’s library service is inconsistent, with an overall focus on library services delivered from Whakatāne, often to the exclusion of the rest of the network
- Planning is not well aligned to Council’s planning, and there is a lack of clear and consistent direction
- The District’s demographics show that approximately 40% of the District’s population do not currently have easy access to a ‘full-service’ library, and many of these are children
- Minimal progress has been made in implementing the suggestions proposed in 2014/2014
- Library opening hours across the District are primarily during weekday working hours, limiting access for many people. The District provides fewer ‘full-service’ opening hours compared to other benchmarked libraries
- Access to, and the arrangement of digital resources via the website needs to be improved
- The budget allocated for spending on digital and physical print collections is low and that this will be impacting on the quality of the District’s library collections and, most likely, on the use of the libraries throughout the District
- Aspects of the way collections are managed need to be improved
- The library has been buying, or subscribing to, a good range of digital resources (e-books, e-audio, e-magazines, e-newspapers, e-learning resources and subscription databases)
- Performance data shows a trend towards a decrease in walk-in visitors to the facility, which would suggest that it is timely, five years since the opening of Te Köpūtū, to review the visitor experience being provided from this facility
- Whakatāne has continued to operate a dual system of managing issues and returns, with only 26% of the total number of Te Köpūtū’s returns going through the either of the two kiosks; and only 44% of the total issues – it would be reasonable to expect that more than 90% of these transactions are managed through these kiosks or updated RFID equipment
- Most of the participants of lifelong learning programmes (public programmes) are children, with few programmes offered for adults
- The library space is too small to effectively accommodate the range of activities that would be desirable to have in Köpūtū
- The exhibition space is significantly underutilised, with most people being in the library
- Staff effort is still unnecessarily being directed to providing reactionary ‘behind the counter’ customer service, rather than moving throughout the building providing proactive assistance where and when it’s needed
- Most people are in the library using technology or sitting around the periphery or the centre of the library space
- The compartmentalised arrangement of the facility as a whole means that it is difficult to make adjustments to the use of space as needs change (for example, the exhibition galleries are climate controlled and so the doors must remain closed; the meeting rooms are generally unused as general study, place, reading, or social spaces; and the entrance and front of house area is ‘controlled’ by the very large counter)
- The area allocated for children is small, and filled mostly with books rather than a range of activities

1.3 Summary of recommendations
Overall, it is considered that the library has reacted to external influences (particularly the rapid development of technology and associated digital resources) and internal changes (especially the
development of Te Kōputu) while continuing to try and deliver services and utilise resources and systems much as they have been for many years.

It seems that the library team have regularly attempted to create a vision for the future and to identify desired best practice, but have struggled to implement any significant change.

In addition to this, funding seems to have been tight, particularly compared to other libraries, and this has made it difficult to maintain good collections, introduce new initiatives, and to develop all of the service points (including the website) to better reflect the needs of the user communities.

Taking into account the District’s key strategic aspirations, the unique features of the District, (including local community demographics), and best-practice elements of other libraries it would seem sensible to refocus all effort and to:

- Adopt the four new strategically aligned goals to guide and prioritise future library services
- Utilise all available technology and associated software to streamline administrative and transactional processes, and therefore enabling delivery on these four goal areas
- Realign staffing resources to three key areas – Customer Experience, Collections and Content, and Programmes and Lifelong Learning

The recommendations made in this report are:

1. Improving alignment to Council’s strategic vision and goals

2. Contributing to Council’s Sustainable Economic Development Community outcome

3. Delivering a District-wide library service

4. Revising library performance measures

5. Redesigning the service at Murupara Library and Service Centre (Budget impact)

6. Providing a professional and fully Council supported service at Edgecumbe Library (Budget impact)

7. Providing targeted outreach services, particularly to remote communities (Budget impact)

8. Adopting four new goals

9. Providing weekend opening hours at Murupara Library and Service Centre

10. Standardising hours, particularly at the community libraries

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11. Providing evening hours in Whakatāne  
   (Possible budget impact)

12. Creating a Digital Library

13. Establishing a ‘beyond the walls of the library’ outreach programme

14. Increasing the annual collections budget  
   (Budget impact)

15. Preparing and implementing a plan for the immediate improvement of the physical collection  
   (Budget impact)

16. Preparing an up to date Collection Development Policy

17. Utilising all software and equipment tools to manage the collections

18. Actively managing vendor relationships

19. Continuing to invest in building digital resources

20. Ensuring appropriateness of the collection for catchment communities throughout the District

21. Eliminating any inefficiencies currently associated with collection management

22. Involving all staff in looking after the collection

23. Using volunteers to assist with basic tasks associated with collection management

24. ‘Floating’ parts of the collection  
   (Budget impact)

25. Removing barriers to access, such as charges  
   (Budget impact)

26. Reviewing the visitor experience provided from Whakatāne’s Te Kōputu  
   (Budget impact)

27. Promoting the benefits of library membership throughout the District

28. Utilising RFID technology more effectively  
   (Budget impact)

29. Setting ambitious targets for lifelong learning programmes

30. Being early adopters of new technology in order to allow others to experience it  
   (Budget impact)

31. Re-describing current roles within the library team
Section 2: Context

Three elements are covered in this section in order to provide context for the review of the District’s library services:

- How the Library Activity links to the strategic aspirations of Council
- The District’s demographics and how these might impact on library service priorities
- Progress made since the 2013/14 library review

This section concludes with a proposed future vision Whakatāne’s library services, which aligns with Council’s vision and goals, responds to local needs, and reflects library trends and best-practice. These refined directions will help inform the recommendations proposed in Section 3.

2.1 Council’s strategic direction - Libraries Activity in the Long Term Plan

It is appropriate to align library services to the strategic aspirations of the Council, and Whakatāne District Council’s 2015 – 2025 Long Term Plan has set the following vision and purpose:

<table>
<thead>
<tr>
<th>Whakatāne District Council’s vision:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To be known as the place of choice for people to live, work and play</strong></td>
</tr>
<tr>
<td>- Our community will be safe and surrounded by people who are friendly and caring</td>
</tr>
<tr>
<td>- Businesses will be thriving</td>
</tr>
<tr>
<td>- There will be respect for, and pride in, our history</td>
</tr>
<tr>
<td>- We will be successful guardians of our natural environment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose: to lead Whakatāne District to meet the current and future needs of our community</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Good governance, leadership and advocacy</td>
</tr>
<tr>
<td>- Integrated long term planning</td>
</tr>
<tr>
<td>- Effective and reliable community infrastructure</td>
</tr>
<tr>
<td>- Outstanding service delivery</td>
</tr>
</tbody>
</table>

2.1.1 The Libraries Activity in the Long Term Plan

The 2015 – 2025 Long Term Plan states that the Libraries Activity is provided to the District to ensure “all members of the community have ready access to a wide range of resources for information, education, leisure and cultural enrichment”.

The Libraries Activity is delivered from four libraries throughout the Whakatāne District, and also via library resources and information available on Council’s website.

- Te Kōpūtu a te Whanga-a-Toi - Whakatāne Library and Exhibition Centre is the largest library, with the Horizon Energy Group Library Whakatāne being collocated with Museum display and exhibition galleries in Kākahora Drive, Whakatāne
- Council also fully supports a Library and Service Centre at Murupara
- Two smaller community libraries, which are located at Edgecumbe (currently is receiving an increased level of support from Council) and Ōhope, are primarily managed by volunteers

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2.1.2 Community Outcomes
Council has identified that Libraries contribute to two Community Outcomes:

- Community Needs
- Quality Services

Of Council’s high level goals, these two outcomes are appropriate for the Libraries Activity to be contributing to, although it would also be reasonable to expect that a high performing library service could also support aspects of the Sustainable Economic Development Goal, particularly through the Libraries’ role in supporting literacy and skills development, and in helping make the District a desirable place to live in or visit.

2.1.3 Performance measures
For the purpose of the Long Term Plan, Council currently reports on two measures of Library performance:

- User satisfaction with public libraries
- The number of people visiting Te Kōputu a te Whanga-a-Toi - Whakatāne Library and Exhibition Centre each year

Council’s most recent Annual Report confirmed that the user satisfaction target was achieved in 2016/17, with 95% of users satisfied with library services. The annual number of visitors to Te Kōputu a te Whanga-a-Toi - Whakatāne Library and Exhibition Centre was less than the targeted 220,000 annual visitors. In 2016/17 there were 213,920 visitors to the facility and in 2015/16 there were 215,521.

2.1.4 Summary of observations relating to the Libraries Activity

Linking library planning to Council’s high level planning:
The District’s Libraries can effectively respond to each element in Council’s vision and purpose statement, and it is reasonable to expect that current and future planning should directly align to the organisation’s strategic aspirations. Currently the Libraries’ most recent Activity Plans include Council’s vision, but the ‘Activity Vision’ in these plans does not align with the way the Libraries Activity is described in the Long Term Plan.

Name to reflect a District-wide library service
The name of the District’s library service is not clear in Council’s planning documents. Individual libraries are referred to by name in the Long Term Plan, but there is no collective term used to describe the overall service. Emphasis is given to Te Kōputu a te Whanga-a-Toi - Whakatāne Library and Exhibition Centre in the planning documents and also on the website, to the exclusion of the other libraries and services.

The Library Activity Plans refer to the service as Whakatāne District Libraries, but this is the only occasion where it is formally referred to as this. The website refers to Te Kōputu a te Whanga-a-Toi - Whakatāne Library and Exhibition Centre (and makes little mention of the other libraries and services), and the Long Term Plan’s performance measures also focus on Whakatāne Library rather than the wider District.

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3 2015/16, 2016/17 and 2017/18 Activity Plans were provided by the Manager Library Services
Other New Zealand libraries refer to a District-wide library service, e.g. the libraries which are used for benchmarking in this review are known as Ashburton Public Libraries, Libraries Horowhenua, South Taranaki LibraryPlus, Taupo District Libraries, Thames Coromandel District Libraries, and Timaru District Libraries.

**Aligning library performance measures to new goals**

The current measures relate primarily to the services and activity of the Whakatāne facility to the exclusion of the services and activities delivered from the other service channels, including online resources and outreach activity. Four new key library goals, which better align with Council’s vision and direction, are proposed in Section 2.4, and it would seem sensible to report on the Library Activity’s performance in these new areas.

**2.1.5 Recommendations**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Improving alignment to Council’s strategic vision and goals</strong></td>
<td>It is suggested that Libraries planning directly aligns with Council’s vision, purpose and goals. Suggestions for improved alignment are made in Section 2.4.</td>
</tr>
<tr>
<td>2. <strong>Contributing to Council’s Sustainable Economic Development Community outcome</strong></td>
<td>It is suggested that Council considers the Libraries’ role in contributing to the Sustainable Economic Development Goal, particularly in terms of supporting literacy and skills development, contributing to the knowledge economy, providing information and skills support to local businesses, and in providing services to visitors and tourists. In section 2.4 the potential for Libraries to contribute to economic wellbeing is illustrated.</td>
</tr>
<tr>
<td>3. ** Delivering a District-wide library service**</td>
<td>It is suggested that the District’s library services are considered and promoted as a District-wide service (encompassing all of the physical libraries, the digital library, and any other library outreach services), and therefore consistently referred to in all planning documents and publications as Whakatāne District Libraries (or a similar name).</td>
</tr>
<tr>
<td>4. <strong>Revising performance measures</strong></td>
<td>It is recommended that performance measures for the Libraries Activity align with revised strategic priorities.</td>
</tr>
</tbody>
</table>
2.2 District demographics

The 2013 Census Quickstats about the Whakatāne District show a usually resident population of 32,691, which was a decrease of 606 people since the 2006 census. However, Council’s 2016/2017 Annual Report indicates that the population has grown to 34,610.

At the time of the 2013 Census the median age of the District’s population was 39.6 years, compared to a median age of 38 years for New Zealand as a whole.

Formal qualifications are held by 72.6% of Whakatāne District’s population, compared with 79.1% of the total population of New Zealand.

Access to the Internet is nearly 10% lower than for New Zealand as a whole. In 2013, 67.1% of people living in the Whakatāne District had access to the Internet, compared with 76.8% for New Zealand as a whole. 79.5% of the population had access to a mobile phone, which is also lower than the 83.7% for New Zealand as a whole.

15.3% of the population are aged 65 years and older (compared with 14.3% for New Zealand as a whole); and 23.2% are younger than 15 years (compared to 20.4% for New Zealand overall).

In 2013, 66.3% of the population said that they belong to the European ethnic groups, compared to 74% for New Zealand as a whole, and 43.5% belong to the Māori ethnic group, compared with 14.9% for all of New Zealand. Pacific peoples make up 2.5% of the population, and 2.4% are Asian.

Te reo Māori is spoken by 16.9% of the total population of the District, and by 37.2% of Māori. For New Zealand overall Te reo Māori is spoken by 3.7% of people, and by 21.3% of Māori.

Access to phones, fax machines, and Internet

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The following chart utilises Stats NZ information and shows the population breakdown for the 19 statistical communities that made up the Whakatāne District at the time of the 2013 Census. Travelling distances to a library are also included in this chart.¹

This information shows that within the District there are communities with a high proportion of young people living in communities where there are low family incomes, comparatively limited home access to the Internet, and a lower percentage of people with formal qualifications. Several of these communities are located at a distance from a physical library.

Coloured fonts highlight communities where:
- The percentage of people aged 65 years or older is greater than the District’s overall percentage (blue font)
- The percentage of people aged under 15 years is greater than the District’s overall percentage (green font, and in bold where particularly evident)
- The median family income is lower than the median income for the District as a whole (red font, and in bold where noticeably lower)
- The percentage of households with access to the Internet is lower than for the District as a whole (red font, and in bold where 50% or lower)
- The percentage of the population with a formal qualification is less than 65% (red font, and in bold where 60% or lower)

<table>
<thead>
<tr>
<th>Area Unit</th>
<th>Population</th>
<th>Age distribution</th>
<th>Median income</th>
<th>Access to Internet</th>
<th>Formal qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whakatāne District</td>
<td>Median age: 39.6 65+: 15.3% Under 15: 23.2%</td>
<td>$25,600</td>
<td>67.1%</td>
<td>72.6%</td>
<td></td>
</tr>
<tr>
<td>Ōhope (Library, volunteer)</td>
<td>2,844</td>
<td>Median age: 48.5 65+: 23.3% Under 15: 16.6%</td>
<td>$33,500</td>
<td>83.1%</td>
<td>84.8%</td>
</tr>
<tr>
<td>Matata (24km/20 mins to Whakatāne)</td>
<td>645</td>
<td>Median age: 41.6 65+: 19.2% Under 15: 22.4%</td>
<td>$20,400</td>
<td>61%</td>
<td>64.4%</td>
</tr>
<tr>
<td>Taneatua (13km/12 mins to Whakatāne)</td>
<td>786</td>
<td>Median age: 25.6 65+: 8% Under 15: 31.8%</td>
<td>$19,300</td>
<td>40.4%</td>
<td>63%</td>
</tr>
<tr>
<td>Edgecumbe (Edgecumbe Library, volunteer)</td>
<td>1,638</td>
<td>Median age: 35.8 65+: 13.6% Under 15: 24.9%</td>
<td>$23,200</td>
<td>62.8%</td>
<td>65.7%</td>
</tr>
<tr>
<td>Te Teko (8.1km/8 min to Edgecumbe)</td>
<td>489</td>
<td>Median age: 39.6 65+: 9.2% Under 15: 25.8%</td>
<td>$16,200</td>
<td>47.6%</td>
<td>58.9%</td>
</tr>
<tr>
<td>Whakatāne North (Whakatāne)</td>
<td>2,997</td>
<td>Median age: 42.6 65+: 22.8% Under 15: 19%</td>
<td>$25,900</td>
<td>64.7%</td>
<td>71.8%</td>
</tr>
</tbody>
</table>

¹ Travelling distances and times via Google Maps

Libraries: Future Direction and Opportunities, April 2018
<table>
<thead>
<tr>
<th>Location</th>
<th>Population</th>
<th>Median Age</th>
<th>65+</th>
<th>Under 15</th>
<th>Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coastlands</td>
<td>948</td>
<td>41.8</td>
<td>11.7%</td>
<td>23.1%</td>
<td>$35,200</td>
</tr>
<tr>
<td>Whakatāne West</td>
<td>3,069</td>
<td>34.5</td>
<td>12.2%</td>
<td>26.3%</td>
<td>$23,900</td>
</tr>
<tr>
<td>Trident</td>
<td>3,105</td>
<td>38.8</td>
<td>20.8%</td>
<td>23.4%</td>
<td>$21,200</td>
</tr>
<tr>
<td>Allandale-Mokorua</td>
<td>3,726</td>
<td>44</td>
<td>19.7%</td>
<td>19.7%</td>
<td>$27,000</td>
</tr>
<tr>
<td>Orini</td>
<td>510</td>
<td>40</td>
<td>11.8%</td>
<td>22.4%</td>
<td>$21,900</td>
</tr>
<tr>
<td>Maraetotara</td>
<td>111</td>
<td>42.5</td>
<td>8.1%</td>
<td>21.6%</td>
<td>$31,700</td>
</tr>
<tr>
<td>Poroporo</td>
<td>621</td>
<td>35</td>
<td>11.6%</td>
<td>26.6%</td>
<td>$24,500</td>
</tr>
<tr>
<td>Otakiri</td>
<td>3,777</td>
<td>42.8</td>
<td>13.4%</td>
<td>21.3%</td>
<td>$33,600</td>
</tr>
<tr>
<td>Rotoma</td>
<td>1,722</td>
<td>40.4</td>
<td>10.8%</td>
<td>23.5%</td>
<td>$25,600</td>
</tr>
<tr>
<td>Matahina-Minginui</td>
<td>1,335</td>
<td>36.5</td>
<td>8.8%</td>
<td>24.5%</td>
<td>$25,600</td>
</tr>
<tr>
<td>Waimana</td>
<td>576</td>
<td>31</td>
<td>7.3%</td>
<td>33.3%</td>
<td>$19,600</td>
</tr>
<tr>
<td>Urewera</td>
<td>2,133</td>
<td>33</td>
<td>8.7%</td>
<td>27.5%</td>
<td>$24,600</td>
</tr>
<tr>
<td>Murupara</td>
<td>1,656</td>
<td>29.3</td>
<td>10%</td>
<td>31.2%</td>
<td>$17,100</td>
</tr>
</tbody>
</table>
2.2.1 Summary of observations relating to the District’s demographics

Approximately 86% of the District’s population live reasonably close to a library

- Of the 19 (Census 2013) communities, 15 are estimated to be less than 15 minutes driving to one of the District’s four libraries.
- This means that approximately 86% of the District’s population, (or about 28,000 people) live reasonably close to either a professionally staffed/fully Council supported library or a volunteer-run library.

Approximately 40% of people do not have easy access to a full-service library

- It is estimated that approximately 13,000 residents live a considerable distance away from a full-service/fully Council supported library.
- The combined populations of the Edgecumbe, Te Teko, Orini, Otakiri and Rotoma communities (all of which would be considered to be within the Edgecumbe Voluntary Library catchment area) is 8,136 people and, of this total, 1,858 are younger than 15 years of age.

- It is estimated that approximately 1,250 children do not have easy access to a library.
- The four communities that are of greatest distance from a library (Matata, Matahina-Minginui, Waimana and Urewera) have a combined population of 4,700 people and, of this total, 1,250 are children (younger than 15 years old) essentially with no easy access to a voluntary or professionally staffed library.

Household access to the Internet is low in many communities

- While household access to the Internet is 67.1% for the District as a whole, household access to the Internet is less than 60% in 12 of the 19 communities in the District.
- The 4 communities with the lowest household access to the Internet are Murupara (38.4% of households with Internet access); Taneatua (40.4%); Te Teko (47.6%); and Matahina-Minginui (50.7%).

2.2.2 Recommendations

5. Redesigning services at Murupara Library and Service Centre

It is recommended that the services provided from the Murupara Library are redesigned to ensure effective engagement, particularly by young people. Murupara Library is a significant facility within Murupara and the surrounding community, potentially playing an important role in supporting literacy, digital competence, and skills development for all members of that community, and particularly for young people.

6. Providing a professional and fully Council supported service at Edgecumbe Library

It is recommended that Edgecumbe Library transitions to become a full-service library and is fully supported by Council and, similar to Murupara Library, offers services which support literacy, digital competence and skills development for all members of that community, and particularly for young people.

7. Targeting outreach services, particularly to remote communities:

It is recommended that targeted outreach services are be delivered to the more remote communities throughout the District. Examples of options can be found in Section 3.2.5.

Libraries: Future Direction and Opportunities, April 2018
2.3 Library review in 2013/14

An informal review of the District’s library services was undertaken in 2013/2014. The primary purpose of that investigation was to identify opportunities to improve the delivery of library and information services across the District, and to incorporate this into future planning.

Visits were made to each of the four libraries and staff participated in a workshop where they shared ideas about where the library should be focusing effort. This feedback and general observations were incorporated into a summary report, which was completed in March 2014.6

In summary the main themes arising from the 2013/2014 review were:

<table>
<thead>
<tr>
<th>Key focus areas</th>
<th>Key opportunities identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff learning &amp; development</td>
<td>• All staff, regardless of role, keeping pace with the skills needed as libraries transform from primarily book lending environments, to technology rich places for people engagement, learning and sharing of ideas</td>
</tr>
<tr>
<td>Technology</td>
<td>• Making better use of Council’s investment in technology, such as RFID, and shifting staff effort away from transactional tasks</td>
</tr>
<tr>
<td></td>
<td>• Focusing instead on improving and developing areas such as customer experience, lifelong learning, and resource/content management</td>
</tr>
<tr>
<td></td>
<td>• Providing Wifi access at Edgecumbe Library.</td>
</tr>
<tr>
<td>Lifelong learning</td>
<td>• Building on the success of current programmes and introducing digital literacy/technology-based programmes</td>
</tr>
<tr>
<td></td>
<td>• Working with others to achieve improved community connections, particularly within the education and learning sector</td>
</tr>
<tr>
<td>Libraries as community spaces</td>
<td>• Modernising all library spaces, and transitioning them from being primarily text-based environments to community spaces that offer a range of experiences that are relevant to the communities in which they are located</td>
</tr>
<tr>
<td></td>
<td>• Reviewing library opening hours, particularly at Murupara Library &amp; Service Centre</td>
</tr>
<tr>
<td></td>
<td>• Improving each library’s profile within the community.</td>
</tr>
<tr>
<td></td>
<td>• Looking for ways to increase access across the wider District</td>
</tr>
<tr>
<td>Content and collections</td>
<td>• Monitoring and adjusting physical collections to ensure they are relevant to user needs</td>
</tr>
<tr>
<td></td>
<td>• Developing online resources and enhancing access to these by developing the website as a convenient and easy to use digital library</td>
</tr>
<tr>
<td></td>
<td>• Planning how to manage local history resources across the District</td>
</tr>
<tr>
<td></td>
<td>• Utilising social media to ‘push’ services, activities and information to the community</td>
</tr>
</tbody>
</table>

Several of the opportunities identified in 2013/14 are referred to again in Section 3 of this report.

2.3.1 Summary of observations relating to the 2013/14 review

That review considered the “transition and change” spectrum, as identified in the Public Libraries Strategic Framework. This spectrum sees public libraries evolving from providing services and resources associated with the ‘Information Age’, to moving towards the other end of the spectrum.

6 Whakatāne Libraries: Issues and Options, March 2014
Libraries: Future Direction and Opportunities, April 2018
where high performing libraries are contributing to ‘Knowledge Society’. In general, minimal progress has been made in transitioning the services.

Examples of opportunities to move through this spectrum were provided in 2013/14:

- Minimal progress has been made in developing and promoting a Digital Library as a legitimate service point, as recommended in 2014, although more e-resources have been purchased
- More use is being made of social media, but with opportunities for better planning, coordination and delivery
- Suggestions for improving workflows by making smarter use of RFID technologies have yet to be implemented
- Digital experiences appear largely unchanged, although it is evident many people are making use of the Wifi, which has been implemented at Edgecumbe Library

In 2014 it was suggested that current services were evaluated at a local level – and changes made based on meeting local community need. Changes suggested included:

- Weekend hours have not been implemented at Murupara
- The report suggested introducing new services and experiences and using libraries as venues where others can help deliver activities – minimal progress evident
- Planning and implementing effective outreach services, particularly in isolated communities – minimal progress evident
- Working towards increased integration of services, and improved visitor experience, in Whakatāne – no progress towards seamless services overtly evident
2.4 Future vision for library services

Thinking about the District’s vision and goals, as expressed in the Long Term Plan, and also taking into account the demographics and the limited access some residents have to a physical library, a future vision for the District’s Library services might be:

Whakatāne District Libraries: destinations of choice for everyone living in or visiting the District

- **Libraries - easy to use**
  - Quality services accessible throughout the District
  - 24/7 digital access
  - Multiple experiences

- **Libraries - building skills and capacity**
  - Literacy
  - Skills development and lifelong learning
  - Discovery and creation

- **Libraries - enabling participation**
  - Welcoming and inclusive
  - Involving local people
  - Active programming

- **Libraries - supporting a great lifestyle**
  - Modern and vibrant
  - Telling local stories
  - Inclusive community hubs

2.4.1 Libraries - easy to use

It needs to be easy for everyone to get to a library, find something to read, use a 3D printer, participate in an event, make something, watch a movie, use fast and free Wifi, learn, read, talk to someone, or just sit and relax. Whatever the reason for using a library, Council needs to make sure it’s been a great experience and ‘worth the visit’.

Easy to use could well mean not ‘walking in’, but going online, logging on, and using the digital library to get a book to read, browse a magazine, complete an online course, find study information, or find out what’s on. The digital library is a portable and convenient access option, open 24/7.

Easy to use might also mean being open on the weekends, or taking elements of the service outside the library walls. For example, people might find it easier to: get a book couriered to their home; or swap a book at the ‘free little library’ at the end of the road; or to use the free Wifi and pick up some books from the bulk community loan at their local garage; or to use a 3D printer at the monthly ‘pop-up library’ at the community hall. There are a number of innovative and low cost ways of delivering library experiences out into the community.

2.4.2 Libraries - building skills and capacity

Literacy is a skill often taken for granted, but many people are without a basic level of print-based and/or digital literacy skills. This means that supporting the development of literacy skills and encouraging the lifelong enjoyment of reading will continue to be an extremely important function of libraries.

The role of libraries has broadened to support literacy in all its forms and in a wide variety of formats, for all ages. While still providing physical resources, such as books and magazines, increased online content means that libraries subscribe to digital resources and this e-content will continue to sit comfortably alongside of books in the foreseeable future – providing everyone with choice, depending on their needs and circumstances. The need for libraries to buy good books hasn’t diminished; the growth of e-content simply means that libraries need to purchase a wider range of formats.

‘Literacy’ also means being able to confidently use new ‘everyday gear’ such as a phone or tablet; to be able to acquire basic business skills such as using an Excel spreadsheet; to complete an online form or an application; to be able to make a spare part by using the library’s 3D printer; to be able to speak

Libraries: Future Direction and Opportunities, April 2018
Exposure to new ideas and the opportunity to develop new skills is critical to the wellbeing of everyone living in the community, regardless of age or ability.

Economic growth relies on increased innovation, productivity and agility and the library has a key role to play in lifelong learning. While supporting people to acquire digital literacy skills remains important, libraries are now also hosting business ‘start-ups’, running skills development workshops, providing informal workspaces and providing meeting facilities. Many libraries are now purposefully creating opportunities for people to ‘muck around/give things a go’ in ‘makerspaces’ or workshops. It is the role of libraries to showcase new technologies and provide people with the opportunity to find out more, and have a go.

2.4.3 Libraries - enabling participation
Libraries can be places ‘just to be in’ alone or with to be with other people - New Zealand’s libraries have always had an excellent reputation for being inclusive and relevant to everyone.

Today they should be busy and inclusive places, offering full programmes of events and activities which are of relevance to all sectors of the community. Run at convenient times and locations, the library is often the venue, with staff having facilitated community involvement in the design and delivery of programmes. These days libraries are working less in isolation and are instead recognising the benefit of coordinating effort and sharing expertise and resources.

2.4.4 Libraries - supporting a great lifestyle
Excellent library services help encourage people to settle in the area, with modern and well-resourced and equipped library environments help make a District a great place to live in.

Libraries also have an excellent reputation for being a place for visitors to go to talk with local people, use the Internet, and find out what to see and what is happening locally.

**Suggested success measures**
- Increased membership
- Increased visitor numbers across the District
- Increased loans across the District
- Increased on-line activity (Internet use, and use of digital resources)
- Increased number of events, programmes and activities across the District, and increased attendance at these
- Increased user-satisfaction survey results
- Increased partnerships across the District, and increased involvement of local communities in the delivery of library services
- Increase in use of libraries throughout the District as community venues
- Maximum use of self-service technology across the District, and decreased transactions managed by staff
2.4.5 Recommendation

8. Adopting four new goals

It is recommended that Council adopts a new vision for library services, which aligns with Council’s vision, and adopts four new goals for the District-wide delivery of library services.

**Whakatāne District Libraries: destinations of choice for everyone living in or visiting the District**

<table>
<thead>
<tr>
<th>Libraries - easy to use</th>
<th>Libraries - building skills and capacity</th>
<th>Libraries - enabling participation</th>
<th>Libraries - supporting a great lifestyle</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Quality services accessible throughout the District</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 24/7 digital access</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Multiple experiences</td>
<td>• Literacy</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Skills development and lifelong learning</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Discovery and creation</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Welcoming and inclusive</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Involving local people</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Active programming</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Modern and vibrant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Telling local stories</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Inclusive community hubs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Section 3: Current state and opportunities for enhancement

3.1 Benchmarking with other libraries

Benchmarking against other libraries serving populations of a similar size provides a snapshot of the high level performance of Whakatāne's library services with its peer libraries on a range of measures that are currently used by public libraries.

The data used for the benchmarking is taken primarily from the 2015/2016 annual statistics compiled by the Public Libraries of New Zealand.7

Whakatāne’s Libraries have been benchmarked against the public libraries in the Horowhenua, South Taranaki, Timaru, Thames-Coromandel, Taupo, and Ashburton Districts. These libraries were selected because they serve similar sized populations and, in the main, have a similar number of libraries within their Districts.8 The slightly more populated Timaru District has also been included, as this is often used by Council for other benchmarking purposes, as are Horowhenua and Thames-Coromandel Districts.

<table>
<thead>
<tr>
<th>District</th>
<th>Population (nearest 100)</th>
<th>Name of the library service</th>
<th>Land area (km²)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashburton</td>
<td>31,000</td>
<td>Ashburton Public Library7</td>
<td>6,187</td>
</tr>
<tr>
<td>Horowhenua</td>
<td>31,100</td>
<td>Libraries Horowhenua10</td>
<td>1,064</td>
</tr>
<tr>
<td>South Taranaki</td>
<td>26,600</td>
<td>South Taranaki LibraryPlus11</td>
<td>3,575</td>
</tr>
<tr>
<td>Taupo</td>
<td>32,900</td>
<td>Taupo District Libraries12</td>
<td>6,970</td>
</tr>
<tr>
<td>Thames-Coromandel</td>
<td>26,200</td>
<td>Thames Coromandel District Libraries13</td>
<td>2,297</td>
</tr>
<tr>
<td>Timaru</td>
<td>43,900</td>
<td>Timaru District Libraries14</td>
<td>2,737</td>
</tr>
<tr>
<td>Whakatāne</td>
<td>32,700</td>
<td>Whakatāne Library15</td>
<td>4,442</td>
</tr>
</tbody>
</table>

This comparison between libraries should be used as a guide only. Variables such as the number of libraries, the geographic spread of the District, the size of settlements, and the number of libraries (fully Council supported, or volunteer run) impacts on the comparability between the benchmarked library services.

In some instances information is incomplete, as separate data has not been collected.

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7 PLNZ limits access to statistics to members only. The 2016/2017 statistics have not yet been published.
8 Population totals are from the 2013 Census, and land areas
10 https://horowhenua.library.org.nz
11 https://www.southtaranaki.com/live/libraryplus
13 https://www.tcdc.govt.nz/library/
14 https://library.timaru.govt.nz/home
15 https://www.whakatane.govt.nz/library

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3.2 Access to library services

Access, as discussed in this section of the report, relates to:
- Library locations, hours, and levels of service
- Digital access to library services and resources
- Outreach to the more remote communities within the District

3.2.1 Libraries and opening hours

Currently, the total opening hours for the District’s two ‘full-service’ libraries are 85.5 hours per week. The Whakatāne Library and Exhibition Centre is open for 48 hours each week, and the Murupara Library and Service Centre for 37.5 hours.

In addition to these fully Council supported libraries, the volunteer-run Edgecumbe and Ōhope Libraries provide 51 additional opening hours each week. The four libraries are open for a total of 136.50 hours each week.

Saturday hours are provided at Whakatāne, Edgecumbe and Ōhope, but not Murupara. Sunday hours are only provided at Whakatāne. There is no evening service across the District, with the Whakatāne Library and Exhibition Centre open the latest, until 5pm weekdays. The table on the following pages compares Whakatāne District’s library opening hours with the benchmarked libraries.

Volunteer-run vs full service library

It should be noted that a ‘volunteer-run library’ means a library that is not fully supported by Council, and therefore will provide a limited range of resources and services and will be primarily for book lending. These libraries are unlikely to have professionally trained staff available; will have limited or no technology (including access to the Internet) available for use by volunteers or by library users; and will offer limited literacy and lifelong learning programmes and experiences.

A full-service library is, by comparison, fully Council supported (staffing and resources) and offers a wide range of modern library lending, technology and lifelong learning services.
- Of the seven benchmarked libraries, Ashburton and Whakatāne are the only Districts with volunteer-run libraries (although Ashburton Public Library does not promote their Methven Library on their website)
- It is noted the Edgecumbe Library is currently receiving an increased level of support from Council, including the provision of WiFi and the Internet, but is expected not to offer the same range of services as found in the other two libraries
- It is, however, common to find volunteers helping in libraries, for example all of Horowhenua’s fully Council supported Libraries welcome volunteer help with a range of activities (examples include shelving, book processing, welcoming and guiding visitors, delivering programmes, delivering reading materials to housebound people)

Overall, Ashburton and Whakatāne Districts offer the smallest number of library opening hours each week. However, Ashburton, with just one library in the District, offers the longest opening hours of all of the benchmarked libraries.
The following chart provides a summary of the opening hours of each District’s libraries.

<table>
<thead>
<tr>
<th>District</th>
<th>Total library opening hours each week</th>
<th>Total hours ‘full-service’ libraries open (excluding volunteer-run libraries)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashburton (31,000 &amp; 6,187km)</td>
<td>61 hours/week</td>
<td>Ashburton: weekdays 9-8; Sat: 10-1; Sun: 1-4 (61 hours) (Volunteer-run library in Methven)</td>
</tr>
<tr>
<td>Horowhenua (31,100 &amp; 1,064km)</td>
<td>136.5 hours/week</td>
<td>Levin: weekdays 9-5.30, except Wed 10-9; Sat: 10-4; Sun: 1-4 (54 hours) Foxton: weekdays 10-5.30; Sat: 10-4; Sun: 10-4 (49.5 hours) Shannon: weekdays 10-12, 1-5, except Wed 10-12, 1-6; Sat: 10-12 (33 hours) (No volunteer-run libraries)</td>
</tr>
<tr>
<td>South Taranaki (26,600 &amp; 3,575km)</td>
<td>275 hours/week</td>
<td>Hawera: weekdays 9-5.30; Sat: 9-1 (49.5) Eltham: weekdays 9-5.30; Sat: 9.30-12 (45) Kaponga: weekdays 1-5 (20 hours) Mania: weekdays 9-5 (40 hours) Opunake: weekdays 9-5; Sat: 9.30-1 (43.5) Patea: weekdays 9-5; Sat: 9.30-12 (42.5) Waverley: weekdays 9-12.30 &amp; 1-5 (37.5) (No volunteer-run libraries)</td>
</tr>
<tr>
<td>Taupo (32,900 &amp; 6,970km)</td>
<td>125.25 hours/week</td>
<td>Taupo: weekdays 9-5,30, except Thu 9-8.15; Sat: 9-4 (52.25 hours) Mangakino: weekdays 9-12, 12-4 (32.5 hours) Turangi Library: weekdays 9.30-5; Sat: 10-1 (40.5 hours) (No volunteer-run libraries)</td>
</tr>
<tr>
<td>Thames-Coromandel (26,200 &amp; 2,297km)</td>
<td>127.50 hours/week</td>
<td>Thames: weekdays 9-5, except Wed 9.30-5; Sat: 9-12 (42.5 hours) Tairua: weekdays 9-5, except Wed 9.30-5; Sat: 9-12 (42.5 hours) Mercury Bay: weekdays 9-5, except Wed 9.30-5; Sat: 9-12 (42.5 hours) (No volunteer-run libraries)</td>
</tr>
<tr>
<td>Timaru (43,900 &amp; 2,737km)</td>
<td>150 hours/week</td>
<td>Timaru: weekdays 9-8, except Tue &amp; Thu 9-6; Sat: 10-1; Sun 1-4 (57 hours) Temuka: weekdays 8.30-5, except Fri 8.30-6; Sat: 10-1 (46.5 hours) Geraldine: weekdays 8.30-5, except Fri 8.30-6; Sat: 10-1 (46.5 hours) (No volunteer-run libraries)</td>
</tr>
<tr>
<td>Whakatāne (32,700 &amp; 4,442km)</td>
<td>85.5 hours/week</td>
<td>Whakatāne Library and Exhibition Centre: weekdays 9-5; Sat: 10-2; Sun 10-2 (48 hours) Murupara Library and Service Centre: weekdays 9-4 (37.5 hours) (2 volunteer-run libraries: 55 hours) Edgecumbe: weekdays 9-4; Sat: 9-1 (39 hours) Ōhope Library: Mon, Wed, Fri: 10-12; Tues, Thu: 2-4; Sat: 10-12 (12 hours)</td>
</tr>
</tbody>
</table>

Libraries: Future Direction and Opportunities, April 2018
3.2.2 Key observations relating to library opening hours

As anticipated, Whakatāne District provides a lower number of ‘full-service’ library opening hours compared to the other benchmarked libraries. This is primarily because two of the four libraries have traditionally been volunteer-run libraries, rather than full-service/fully Council supported libraries.

Three full-service libraries in the District

If Edgecumbe Library were to permanently become a full-service library, this would lift the opening hours to 124.5 per week, which is a level closer to the opening hours of Libraries Horowhenua and Taupo, Thames-Coromandel, and Timaru District Libraries. Each of these Districts have three full-service libraries.

Whakatāne District’s demographics appear to confirm a need for a full-service library in Edgecumbe. In 2013 the combined population of the four communities considered to be within the Edgecumbe Library catchment area was 8,136 and, of that total, 1,858 were younger than 15 years of age. In terms of population, this is considered to be large enough to warrant a full-service library. Many of New Zealand towns have full-service libraries that serve populations smaller than this, and in cities a population catchment of 10,000 would usually trigger planning for a new neighbourhood library.

The higher levels of deprivation (as illustrated by the lower family incomes, lower access to telecommunications, and lower formal qualifications in these catchments communities) suggests that it would appropriate to permanently provide a full-service library at Edgecumbe.

Determining the types of services delivered from a library

It is expected that a full-service library would provide more than just a lending service. Smaller libraries, such as Edgecumbe and Murupara would offer services that would contribute to the achievement of all four of the proposed new goals, but perhaps to a lesser extent that the District’s larger library in Whakatāne. It is usual to see a hierarchy of libraries within a District, and frequently the larger library is referred to as the District Library.

The District Library would most likely have a larger book collection, an extended range of technology resources, and extended opening hours. The District Library would endeavour to meet the needs of all members of the community, compared to a smaller ‘community’ library, which might target resources to particular user groups such as young people (certainly in the case of Murupara and Edgecumbe) and families. This would not be to the exclusion of adults, but instead would see resources thoughtfully provided, based on evidence of particular need. In these two smaller libraries, if taking the 2013 census information into account, it would be reasonable to see a strong focus on digital access and digital literacy, and on programmes that support skills development and lifelong learning.

Opening hours that make it easy to visit a library

A further consideration is how best to achieve the goal of ensuring that libraries are ‘easy to use’. The current opening hours across the District tend to mirror traditional work hours, potentially making it difficult to use a library outside of normal business hours, unless visiting the library in Whakatāne on the weekend. Many of the benchmarked libraries provide Saturday opening and extended hours on at least one evening each week.

The 2013/14 review suggested that Murupara Library and Service Centre is open on Saturday, to enable families and commuters to use the library. One way of achieving weekend opening, within the current budget, may be to remain closed on some weekday mornings. The high number of young people living in Murupara Library’s catchment suggests that after-school opening hours would be important to retain.
Standardising opening hours across the District can make it easy to remember when the library is open. Thames-Coromandel appear to have done this with their three libraries, while the other benchmarked libraries provide longer opening hours at their ‘main’ library, similar to what is offered at Whakatāne. An option could be to provide similar opening hours at Murupara and Edgecumbe (with weekend opening and possibly reduced weekday morning opening) and recognise these as the District’s ‘Community Libraries’, providing services in response to the unique needs of each catchment population (both of which include a high number of young people).

Whakatāne’s Library and Exhibition Centre provides a seven-day service, which is appropriate for the type of facility it is. However, access would be improved if some evening hours were provided. This might be achieved by extending weekday closing until 6pm, or introducing a late night service, perhaps to 8pm, on at least one weekday evening.

It is appreciated that the financial resourcing of any extension of hours can be difficult. The following options are proposed for consideration:

- Making better use of Council’s investment in RFID technology, and promoting self-service issues and returns (customers managing their own transactions) at all three libraries and therefore being able to redirect staff effort to other areas (options for self-service is discussed further in Section 3.4.6).
- Overseas, particularly in Denmark and Ireland, libraries use RFID to extend opening into the evening by providing the library as an unstaffed venue from e.g. 5pm to 9pm each weekday evening. Customers use their library card and a PIN to access the library and use it for reading, WiFi access, and borrowing items using self-service kiosks. Volunteers usually are rostered to provide general security. These communities understand that services after-hours are less than when the library is open during normal hours.
- Often security is an issue in libraries, and sole-charge operations are usually avoided, meaning that two staff are paid to be at work when, in reality, business at times of the day might warrant only one staff member. Using community volunteers could make extending hours more feasible, especially if the library requires only one staff member at times.
- As mentioned earlier, another option is to close the library some mornings in order to extend opening hours into the weekend.

Volunteering and involving the community in their local libraries

As mentioned above, the use of community volunteers in libraries, can help strengthen a community’s ownership of their local library.

While it is suggested that Edgecumbe Library transitions to becoming a full-service/fully Council supported library, volunteers assisting in each of the libraries (but not running them) would be able to undertake a number of tasks including, but not limited to:

- Providing additional adult presence in the library to provide a greater sense of safety and security
- Helping with routine tasks such as shelving and book processing/mending
- Helping with the delivery of programmes, including local history, or those activities where community members share skills with others
- Helping with basic technology trouble shooting
- Helping customers use self-service technology
- Greeting visitors and making them feel welcome
3.2.3 Recommendations
(Note that the earlier Recommendations 5, 6 and 7 relate to redesigned services at Murupara to better meet the needs of the catchment population; and to transition Edgecumbe Library to a permanently full-service/fully Council supported library, and to implement outreach services, which better meet the needs of remote communities)

9. Providing weekend opening hours at Murupara Library and Service Centre
It is recommended that Murupara Library and Service centre opening hours are extended to include weekend hours.

10. Standardising hours, particularly at the community libraries
It is recommended that library opening hours are altered so that they are reasonably similar across the District, making them easy to remember.

11. Providing evening hours in Whakatāne
It is recommended that opening hours at Te Kōputu a te Whanga-a-Toi - Whakatāne Library and Exhibition Centre are extended to include some weekday evening hours.

These recommendations link to all four goals:

- Libraries - easy to use
  - Quality services accessible throughout the District
  - 24/7 digital access
  - Multiple experiences

- Libraries - building skills and capacity
  - Literacy
  - Skills development and lifelong learning
  - Discovery and creation

- Libraries - enabling participation
  - Welcoming and inclusive
  - Involving local people
  - Active programming

- Libraries - supporting a great lifestyle
  - Modern and vibrant
  - Telling local stories
  - Inclusive community hubs
3.2.3 Access to resources via an online library

Earlier in this report a ‘Digital Library’ has already been mentioned as a convenient way of accessing library resources.

The following table provides the internet links to each of the benchmarked library pages and their catalogues. All benchmarked libraries, with the exception of South Taranaki and Horowhenua are part of the Kotui consortium, meaning that they use the same National Library run Library Management System. Whakatāne’s catalogue (accessed by clicking onto the ‘Search the library catalogue’ link) is similar to the other Kotui libraries, providing good access to information about the library’s physical collections, and also digital content, and other information about the library. (Screen shots of these library sites are appended to the report.)

<table>
<thead>
<tr>
<th>District</th>
<th>Website &amp; catalogue access</th>
</tr>
</thead>
</table>

The libraries in the Ashburton, South Taranaki, Taupo and Timaru Districts are all easy to find from the Council homepage, either via a ‘Services’ tab, and/or a ‘Library’ tab. This is also the case for Whakatāne. Timaru also has its own library address, and is also able to be accessed from Council’s homepage. Thames-Coromandel has a pleasant and easy to use library site but it is, compared to the other library websites, more difficult to access from the Council homepage. Each library’s Kotui page is also able to be read on a Smartphone, and Timaru’s library page is well-designed for phone or tablet use.

Libraries: Future Direction and Opportunities, April 2018
3.2.4 Key observations relating to access to an online library

Whakatāne, as mentioned earlier, promotes library services available in Whakatāne Library, and excludes up-front information about the Exhibition Centre or the wider library network.

- It is necessary to scroll down the page, past the icons and information about some online resources, before finding links to information about the library. Accessed under ‘contact the library’, it is difficult to find information about the District libraries and their locations and opening hours.
- Overall, it is not an easy site to use. In 2013/14 staff identified that it was important to improve the library website but, apart from the addition of more digital resources, little progress appears to be made in improving it.

Council is interested in more effectively creating a joint Library/Exhibition Centre online experience. It is useful that Horowhenua is a benchmarked library in this review, as Horowhenua District Council has grappled with similar issues about how to provide access to facilities and library information. Horowhenua now has two of its libraries within community hubs: Te Takere and Te Awhou Nieuwe Stroom. These facilities offer a range of experiences in addition to library services, and Council has chosen to take a ‘facilities’ approach to their website. It is worthwhile spending time searching for information on Horowhenua’s website, as this ‘facilities’ approach actually makes it quite difficult to find library resources or other information that you might expect to find in a personal digital library.

- Searching for e-books at Horowhenua or, for example, finding information about the various early literacy programmes at Libraries Horowhenua is difficult on screen, or on a mobile.
- As a contrast, with the same exercise repeated at Timaru, and the result is very good.

It appears that Whakatāne has two separate needs which will need to be managed by:

- The creation of a well organised and easy to use ‘Digital Library’, which provides people with more choice about how and when to access the library (physical walk-in experience or digital on-line experience).
- The online promotion of Te Kōputu a te Whanga-a-Toi – Whakatāne Library and Exhibition Centre as an integrated experience, and a ‘must visit’ for local people and visitors to the District.

However, for the purpose of improving and extending access to library services, the rearrangement of the library’s e-resources and digital information needs to be undertaken. The development of a Digital Library would link directly to at least the first two of the four proposed goals.

The development of an online presence which promotes Te Kōputu a te Whanga-a-Toi – Whakatāne Library and Exhibition Centre as a key visitor destination, a community learning and cultural hub, and a fully integrated experience requires more thought. Importantly the separateness of the two services needs addressing in the first instance. Both are content and, potentially, experience rich. It would be appropriate to make information about this facility directly accessible from Council’s website, perhaps linked to the Digital Library, but not replacing it. Addressing both would see a good fit with all four of the proposed goals.
3.2.4 Recommendation

12. Creating a Digital Library

It is recommended that, in order to make it easier for people to use library services and resources, that the current library webpages are improved and that a ‘Digital Library’ is launched. This would be seen as a legitimate access point to the District’s library network and easy to find and use. E-resources would complement the District’s walk-in services. The development of the Digital Library should follow best-practice.

This recommendation relates particularly to two of the goals.

Libraries - easy to use

- Quality services accessible throughout the District
- 24/7 digital access
- Multiple experiences

Libraries - building skills and capacity

- Literacy
- Skills development and lifelong learning
- Discovery and creation

3.2.5 Outreach beyond physical libraries

While ‘outreach’ is often a term used in libraries to describe programmes, especially for children, in this section it is used in relation to improving access to library services across the District.

Section 2.2 highlighted that while approximately 86% of the population live reasonably close to a library, a number of the District’s communities are a considerable driving distance from a physical library. It is estimated that about 4,700 people are without convenient library access and, of this number, about 1,250 are young people.

Three of the initiatives proposed already in this document are likely to help improve access, and therefore make libraries ‘easy to use’:

- Providing three full-service/fully Council supported libraries across the District (Murupara and Edgecumbe as Community Libraries and Whakatāne as the larger District Library)
- Extending or reorganising opening hours to include weekend services at Murupara, and providing some evening access in Whakatāne
- Creating and promoting the Digital Library as another ‘easy to use’ service point, therefore enabling people to access library digital resources 24/7 on their computer, phone or tablet

The demographics show that there are a number of communities throughout the District that may benefit from targeted outreach (the provision of print resources, opportunities for digital connection, and support to develop digital literacy and other skills).

The following are ideas which could be developed and managed or facilitated by an outreach team.

Community run Free Little Libraries

‘Free little libraries’ are found throughout the world and are usually self-managed free book exchanges. Often constructed by locals or community groups, books are kept refreshed by people exchanging one for another. In some communities the library provides an establishment collection and regular top-ups using cancelled or duplicate books.

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Based on trust rather than a formal lending system, the objective of the Free Little Libraries is to share books and promote literacy and reading.

Pop-up libraries
The work being undertaken by Libraries Without Borders provides inspiration for how New Zealand libraries could take library services out into communities which are at a distance from a physical library.17

Essentially creating a ‘pop-up’ multi-media centre and learning hub, this portable library concept could be adapted for use in more remote parts of the community. A simplified version of the ‘ideas box’ could be created through collaboration with other organisations and local communities. 18

This concept could see aspects of library service (for example, books for loan, computers for use, lifelong learning and events) taken around the District.

Books by courier service or the provision of bulk loans for community use
A ‘books by courier’ service could be an added-value service, for those willing to pay for a convenient selection/delivery option. This would most likely be a personalised service where a librarian regularly selects reading material for customers and arranges them to be delivered, potentially by courier.

16 Free Little Libraries in Poland (at a railway station), Canada (in a residential area), Denmark (at a school) and Dunedin (also residential)
17 https://www.librarieswithoutborders.org
18 https://www.librarieswithoutborders.org/ideasbox/
However, it would be sensible to investigate whether a regular exchange of books to isolated communities could be organised by the library in partnership with others regularly travelling throughout the District (other Council colleagues, police, or other agencies, etc.). A regular supply of books could be selected by staff at a library and delivered to a central point in a community (a garage, or dairy, for example), and used by local people.

3.2.6 Recommendation

13. Establishing a ‘beyond the walls of the library’ outreach programme

It is recommended that planning is undertaken, in partnership with other organisations and local communities, to develop an outreach programme which would see library services extended out into isolated communities.

This recommendation would link to all four goals:

- **Libraries - easy to use**
  - Quality services accessible throughout the District
  - 24/7 digital access
  - Multiple experiences

- **Libraries - building skills and capacity**
  - Literacy
  - Skills development and lifelong learning
  - Discovery and creation

- **Libraries - enabling participation**
  - Welcoming and inclusive
  - Involving local people
  - Active programming

- **Libraries - supporting a great lifestyle**
  - Modern and vibrant
  - Telling local stories
  - Inclusive community hubs
3.3 Physical collections and digital content

Access to a good quality and well managed physical (book and magazine) collection, for reading in the library or for lending, will continue to be an important public library service. These days the physical collection is supplemented by a growing collection of electronic/online resources. They will continue to sit comfortably together in libraries, with neither replacing the need for the other. For a few years there was a view that books might be replaced by e-resources and information found on the Internet, but publishers are now reporting increasing growth in book sales and the use of library book collections throughout New Zealand has remained reasonably steady.

Three key observations made about Whakatāne’s collections are:

- That the budget allocated for spending on digital and physical print collections is low and that this will be impacting on the quality of the District’s library collections and, most likely, on the use of the libraries throughout the District
- That aspects of the way collections are managed need to be improved
- The library has been buying, or subscribing to, a good range of digital resources (e-books, e-audio, e-magazines, e-newspapers, e-learning resources and subscription databases) and this investment in building a good library of digital resources should continue to grow, but that the access to these resources, by way of an improved digital library, needs to improve

3.3.1 Collections and online content as compared with the benchmarked libraries

It is perhaps useful to look first at the benchmarked libraries: the size of the collections, the amount spent on purchasing collections, and annual issues. (Note that Timaru has not been included in this comparison due to a larger population and also suspected inaccuracies in data entry).

<table>
<thead>
<tr>
<th>District</th>
<th>Collections budget 2015/16 (including e-materials), and annual acquisition/cancellation numbers (to nearest 100)</th>
<th>Annual issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashburton (31,000)</td>
<td>$132,000 Collection size: 99,700 Items added in year: 3,900; items withdrawn in year: 7,400</td>
<td>2015/2016: 275,000</td>
</tr>
<tr>
<td>Horowhenua (31,100)</td>
<td>$177,000 Collection size: 79,800 Items added in year: 9,200; items withdrawn in year: 10,000</td>
<td>2015/2016: 334,400</td>
</tr>
<tr>
<td>South Taranaki (26,600)</td>
<td>$208,000 Collection size: 71,600 Items added in year: 10,400; items withdrawn in year: 16,800</td>
<td>2015/2016: 157,100</td>
</tr>
<tr>
<td>Taupo (32,900)</td>
<td>$237,000 Collection size: 147,300 Items added in year: 13,600; items withdrawn in year: 8,700</td>
<td>2015/2016: 287,700</td>
</tr>
<tr>
<td>Thames-Coromandel (26,200)</td>
<td>$116,000 Collection size: 38,800 Items added in year: 4,500; items withdrawn in year: 5,900</td>
<td>2015/2016: 218,900</td>
</tr>
<tr>
<td>Whakatāne (32,700)</td>
<td>$100,000 Collection size: 60,200 Items added in year: 3,900; items withdrawn in year: 1,000</td>
<td>2015/2016: 158,600</td>
</tr>
</tbody>
</table>

The data above shows that, of these benchmarked libraries, Whakatāne’s combined physical and digital collection budget is the lowest (at $100,000 per annum), and Taupo’s the highest ($237,000).

The District’s per capita collections spend is considerably lower than other libraries

The following graph shows that amongst the benchmarked libraries, Whakatāne has the lowest annual per capita spend on collections. It equates to approximately $3.04 per person. The average spend per
capita, amongst the benchmarked libraries, is $5.40. Whakatāne’s figure is considered to be low compared to many libraries in New Zealand.

The benchmarking data also shows that most of the libraries (with the exception of Taupo and Whakatāne) have withdrawn at least the equivalent number of items as have been added to the collection, if not more.

- Collection management best-practice would usually see a ‘steady state’ collection, usually with the aim of withdrawing a similar number as added during the year

**Whakatāne’s annual issues are low compared to the other libraries**

Whakatāne has the second lowest number of annual issues, just 1,500 annual issues ahead of South Taranaki.

Often the appeal of a collection is reflected in the collection’s ‘stock turn’. The collection turnover rate shows how hard a collection works and is calculated by dividing the total issues for the year by the size of the collection:

- Thames-Coromandel and Horowhenua’s collections have the highest turnover rates at 5.6 and 4.2 respectively
- Taupo’s is the lowest at 1.9 (as to be expected having the largest collection but a similar sized population)
- Whakatāne’s turnover rate (2.6) is similar to Ashburton’s (2.8) and South Taranaki’s (2.2)

Information about issues is always interesting, but it is also important to note that this data only relates to the lending aspect of collections. Other aspects such as visitor numbers, participation in programmes, Wifi and Internet use, and use of the website resources are all important to also factor in.

In general it is likely that a well-managed and resourced collection will attract higher use.

The following charts provide further illustration of the lending of collections (but not in-library use – this is not always counted by libraries). By comparison to the use of the physical book collections, Whakatāne’s e-book issues perform well compared to the other libraries.

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<table>
<thead>
<tr>
<th>Library</th>
<th>2015/2016 Spend on Collections per Capita ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashburton</td>
<td>4.26</td>
</tr>
<tr>
<td>Horowhenua</td>
<td>5.69</td>
</tr>
<tr>
<td>South Taranaki</td>
<td>7.82</td>
</tr>
<tr>
<td>Taupo</td>
<td>7.2</td>
</tr>
<tr>
<td>Thames-Coromandel</td>
<td>4.42</td>
</tr>
<tr>
<td>Whakatāne</td>
<td>3.04</td>
</tr>
</tbody>
</table>

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Libraries: Future Direction and Opportunities, April 2018
Whakatāne’s ‘issue per capita’ is noticeably lower than the other libraries.

3.3.2 Aspects that might impact on how well a library’s collection is used

Issues per capita might usually be influenced by a number of things:

- Good access to and use of libraries across a District
- An appropriate annual collections budget, which sees new and relevant materials purchased to keep collections refreshed and up-to-date
- Purchasing decisions that reflect community interest, with ongoing monitoring of collections, and proactive vendor relationship management
- Effective display and promotion of materials, and uncrowded shelving (taking a retail approach)
- All staff involved in aspects of collection management including display and promotion, regularly refreshing display shelves, and deselection and discarding items

Libraries: Future Direction and Opportunities, April 2018
• Regular checking, and withdrawing of materials based on use, currency, reliability of information, condition, and relevance
• Use of online tools which give up to date data about the collection, and regular analysis of usage statistics
• Actively encouraging the community to provide suggestions for purchase
• Effective promotion of reading and literacy to all ages via outreach, web, social media, publications, conversations with customers
• Ideally few financial barriers, such as all items free to loan, free reserves, minimal fines, effective email or text alerts
• A current Collection Development Policy, which describes how the collection is currently being managed

3.3.3 Whakatāne’s digital resources
By comparison to the other benchmarked libraries, Whakatāne has established a strong collection of digital resources, which are appropriate for the size of the library and, as a member of the Kotui consortia, Whakatāne has also subscribed to a quality package of online databases. This growing collection of e-books and e-audio materials is obviously being enjoyed by some sectors of the community, given the library’s strong position in the issues table compared to the other benchmarked libraries.

Whakatāne is part of an e-resource sharing group, where the library’s base collection of e-books is supplemented by a collection shared between ten libraries. This shared collection is obtained through Wheelers e-platform. The Memorandum of Understanding between the participating libraries, dated 11 October 2017, outlines that the agreement is in place for two years and will be reviewed after 12 months. The financial contribution of each participating library to this consortia has been determined according to each District’s population. Whakatāne’s annual contribution is $5,370.

Libraries throughout New Zealand have established groups similar to this: for example libraries in the South Island have formed a group known as the South Island Downloadable Zone with 16 member libraries; EPukaPuka in the lower North Island also has 16 member libraries; and NZ Libraries eBook Collection has 4 member libraries.

In addition to the shared collection of Wheelers e-books, Whakatāne also subscribes to a number of other excellent digital resources, including:
• Bolinda Library’s BorrowBox, which provides access to downloadable MP3 fiction and non-fiction e-book and e-audio materials
• RB Digital, which has downloadable magazines, including many New Zealand titles
• Pressreader, which has more than 6,000 newspapers and magazines able to be downloaded
• Bridget Williams Books, which provides access to New Zealand historical texts and resources
• Languagenut, which provide courses in 11 languages
• TumbleBook Library, which are e-resources for children

E-collections will continue to grow, and searching other library websites, especially the larger libraries, will give a good idea of what other digital tools are being subscribed to. For example, many libraries now have subscriptions to Lynda.com, which is a video library with more than 5,000 courses and 260,000 online tutorials.
3.3.4 How the collection budget is spent

Appendix 2 is a screenshot of the ‘library stock budgets 2016/2017’ and proposed spending for 2018. (Similar budgets are available for previous years).

According to this budget information, the purchase of e-books is included in the annual budget of $100,000, making up just over 8% of the total spend.

Some of Whakatāne’s library materials are selected locally (by the library staff from online resources or visiting book reps) and some are selected by Wheelers according to ‘selection scope notes’ and guidelines. The outsourcing of collection selection, acquisition, cataloguing, and processing is normal practice in New Zealand libraries. Libraries vary as to who they use as their vendor or vendors, the proportion of materials outsourced, and the services they purchase. Wheelers are a widely used library supplier.

- Good collection management practice would see active communication between the library and each vendor to ensure appropriate resources are being selected, that the arrangement continues to be cost effective, and that the most efficient processes are in place.

It is usual practice for libraries to maintain a current Collection Development Policy which explains the library’s approach to collection management. Usually these are publicly available, and are kept current. Whakatāne’s Collection Development Guidelines is the equivalent of a Collection Development Policy. However, as it was last updated in June 2012, it is out of date.

3.3.5 Size of the collection

While the PLNZ statistics show the size of the District’s collection as 60,000, recent information provided by library staff suggests the total size of the collection may currently be closer to 54,000 items. The following chart shows that the bulk of the collection is located in Whakatāne (approximately 44,000 items). Edgecumbe has approximately 3,200 items; Murupara 4,300 items; and Ōhope has about 2,500 items.

The size of a collection in each library is determined by a number of factors, such as the space available, the turnover of the collection (taking into account how many are out on issue at any time); the demographics of the library catchment and the resources the community prefers to use (for example, some libraries provide small book collections, and more technology and other resources and experiences).

Libraries: Future Direction and Opportunities, April 2018
The size of Whakatāne’s collection may be appropriate, given the current level of lower use. Further evaluation of the collections at Murupara and Edgecumbe would be necessary before commenting on the size appropriateness of these.

Three additional points to be noted in relation to the size of the collection:

- Earlier in this document it was proposed that the services at Edgecumbe and Murupara are redesigned to better reflect the catchment population – this redesign should also include the evaluation of the collection and whether the size and content is appropriate to meet local need.
- Many libraries now ‘float’ their collections (rather than assigning them a fixed library location), which means that if an item is borrowed from one library and returned to another – it stays in that location rather than being returned to the ‘owning’ library. This system works well for many libraries as it means collections across the District are informally refreshed with new materials; the collection is accessible as a District-wide resource; and it means staff need to be more actively involved in the day to day management of the collection (such as noticing duplicates or imbalances occurring in each collection).
- Many libraries are now also removing the charge to customers to request books in order to make the entire collection more easily available to all residents, regardless of where they live.

3.3.6 Age and condition of the current collection
The age and condition of the collection is of concern. Only 28% of the total collection is six years old or younger (published between 2012 and 2018). Ideally between 50% and 75% should be in this age range. The chart below illustrates that a significant part of the collection is between 11 and 20 years old. Ideally most of the collection should be younger than 10 years old.

A random physical check on a number of non-fiction shelves in Whakatāne confirmed that the collection is in reasonably poor condition. Most of the shelves checked had about 35 to 45 items, and of each of these shelves between 2 and 10 books would have been retained if discarding books based on currency, accuracy of information, condition, or relevance. This exercise suggested that perhaps approximately 60% of the non-fiction items on the shelves at that time should be discarded.

As mentioned in the introduction to this section, the poor condition of the collection is most likely because of two factors:
An annual collection budget allocation that is too low to be able to meet the needs of the community

Time allocated to priorities other than actively managing the collection, including managing community profiling and vendor relationships

The library also appeared to lack the more expensive books, which are often pictorial, in favour of basic information materials, which had been selected because they were less expensive. It was disappointing to see the lack of the type of books that people would enjoy borrowing or browsing in the library, but most likely couldn’t afford to buy themselves.

3.3.7 Recommendations

14. Increasing the annual collections budget
That the collections budget for the purchase of physical and digital items is increased in order to realise an improved collection (currency, condition and relevance), increased lending, and increased use of the walk-in and digital libraries overall. The current $3.04 spend per capita should ideally be lifted as close to the benchmarked average of $5.40 as affordable (which is still lower than many New Zealand libraries). This would equate to approximately $170,000 per annum.

15. Preparing and implementing a plan for the immediate improvement of the physical collection
That a plan for immediately improving the collection is prepared and implemented as soon as possible. This is likely to involve a significant weed of the collection but, at the same time, managing the risk of reducing it too dramatically in size. A one off financial investment in additional titles may be necessary, if affordable. The plan should also include options for improving the display and layout of the collection.

16. Preparing an up to date Collection Development Policy
That an up to date Collection Development Policy is prepared. This policy would guide the future management of the physical and digital collections, and would be a current/live document, and potentially available for public information.

17. Utilising all software and equipment tools to manage the collections
That the tools available through the Library Management System, its associated software, and also RFID equipment (such as a hand held scanner) are used to appropriately evaluate collection use and condition. The frequent use of these tools, combined with a regular physical examination of the collection, would be considered appropriate collection management practice.

18. Actively managing vendor relationships
That the vendor relationships are regularly reviewed, not only in terms of financial value, but also in terms of delivery and performance. A proactive partnership should be established and maintained.

19. Continuing to invest in building digital resources
That the library continues to invest in digital resources and promotes these effectively, and to ensure that they are easy to access via the Digital Library.

20. Ensuring appropriateness of the collection for catchment communities throughout the District
That, as part of any rearrangement of Whakatāne, Murupara or Edgecumbe libraries, the collection size, layout, display and content is appropriate to the needs of each library’s catchment community.
21. Eliminating any inefficiencies currently associated with collection management
That all administrative processes currently associated with collection management are reviewed in order to eliminate inefficiencies, and to refocus effort on the more strategic issues and those that will directly add value to users of the collection.

22. Involving all staff in looking after the collection
That all staff are encouraged to be involved in general collection management, including weeding, promoting, and caring for the collection.

23. Using volunteers to assist with basic tasks associated with collection management
That volunteers are recruited to help with administrative tasks to enable librarians to focus on the more strategic collection management issues.

24. ‘Floating’ parts of the collection
To consider floating parts of the collection, so that all items are assigned as a District-wide resource, rather than being permanently located at one library. This would mean that if an item is returned to a different library, it might remain there for a time. This may facilitate improved access to titles across the District.

25. Removing barriers to access, such as charges
To consider removing financial constraints, such as charges for reserves and, potentially, for loans to ensure fair access to the collection across the District.

These recommendations link to all four goals:

Libraries - easy to use
- Quality services accessible throughout the District
- 24/7 digital access
- Multiple experiences

Libraries - building skills and capacity
- Literacy
- Skills development and lifelong learning
- Discovery and creation

Libraries - enabling participation
- Welcoming and inclusive
- Involving local people
- Active programming

Libraries - supporting a great lifestyle
- Modern and vibrant
- Telling local stories
- Inclusive community hubs
3.4 Visitor experience

'Visitor experience' includes 'walk-in' users of the library as well as on-line users, social-media users and also participants in the library’s lifelong learning programmes. Along with the information provided in this section, consideration should also be given to the previous sections covering access to the libraries and the information about the collections, as these all contribute to user experience.

3.4.1 Walk-in visitors

PLNZ collates the annual number of visitors to libraries, although this data might be variable with some libraries electronically counting visitors to all of their District’s libraries, and some just visitors to their larger library. The latter is the case for Whakatāne, where an electronic count of people walking into Te Kōputu is the only count taken in the District. For information, the data presented in the 2016/2017 PLNZ statistics is as follows:

No data was supplied by Thames-Coromandel. The high number of walk-in visitors at Horowhenua reflects the huge popularity of Levin’s Te Takere, which is a multi-purpose library and community hub and has been exceptionally well-used since its opening in 2012/2013. It is expected that, with the recent opening of Foxton’s Te Awahou Nieuwe Stroom, Horowhenua’s figures will have significantly increased in this current year’s data. Whakatāne’s foot-traffic is stronger than Ashburton’s, which is a stand-alone library compared to Whakatāne’s co-located facility.

Whakatāne keeps a comprehensive record of statistics (WDC Stats since 2004), primarily recording activity at Te Kōputu (only issues statistics are collected for Edgecumbe and Murupara) and the following screenshot from this document provides information about the monthly and annual foot-traffic in Whakatāne. The data shows a trend towards a decrease in walk-in visitors to the facility.

This data would suggest that it is timely, five years since the opening of Te Kōputu, to review the visitor experience being provided from this facility.

Libraries: Future Direction and Opportunities, April 2018
3.4.2 Annual registration of new members

Membership of a library is still important as library users need to be registered members to borrow physical or electronic items and also to be able to access many of the library’s electronic information resources. However, library membership is not required to spend time in a library, to participate in programmes, or to use computers or the Wifi. This would be the case throughout New Zealand and in many countries overseas.

PLNZ collates data about the number of registered users (this particular data is often unreliable as it also includes non-active users), new members, and active members. Whakatāne’s ‘active members’ and ‘new members’ in 2016/2017 compared favourably with the benchmarked libraries. (Timaru has been excluded due to what was considered to be an error in the data entered; and no data had been entered for Horowhenua’s new members.) It is interesting to note that while membership of Horowhenua’s libraries is comparatively low, walk-in/visitor counts are noticeably higher than the other benchmarked libraries. This will be due to the active use, by all sectors of the community, of Te Takere as a multi-use community facility.

It is presumed that the PLNZ data for Whakatāne’s membership is accurate, however the Whakatāne statistics spreadsheet (WDC Stats since 2004) has a ‘membership’ tab, with no information recorded on that page.

It would be timely to undertake a targeted membership drive to encourage increased use of the digital resources.
3.4.3 Use of RFID enabled self-service kiosks

Council has invested in RFID, with RFID-enabled self-service kiosks installed at Te Kōputu.

The majority of New Zealand’s public libraries have now transitioned to RFID, or intend to in the near future. Two of the key benefits of RFID are that the system allows libraries to transform the processes associated with the lending functions of the library (issues, returns, reserves, payments, and even sorting in larger libraries), and also the processes associated with collection management.

Part of the transition from barcode and scanner technology to RFID involves placing RFID tags on all collection items. It is presumed that all items throughout the District are tagged. If not, they should be, especially if the collections ‘float’ between libraries.

It is usual for libraries, having made the investment in RFID, to aim to have most issues transacted through the kiosks. There will be a small percentage that are bulk staff-managed loans, for example for housebound, rest-homes, and educational institutions but many libraries aim for, and achieve, 95% of their issues via the kiosks.

Whakatāne has continued to operate a dual system, with only 26% of the total number of Te Kōputu’s returns going through the either of the two kiosks; and only 44% of the total issues. This is illustrated by the screenshot from the WDC Stats:

This dual system means that at three staff are rostered onto ‘front-of-house’ duties, ‘information’ and ‘returns’ in two-hour slots throughout the day. Better utilisation of the RFID technology would impact on how staff are used in customer-facing roles.
3.4.4 Use of Wifi and the Internet
All of the benchmarked libraries except Horowhenua are members of Aotearoa People’s Network Kaharoa (APNK). Statistics of Wifi use at each of the participating libraries are available via APNK’s website, and screenshots showing daily, weekly and annual activity at Whakatāne and Murupara are appended to this report (Appendix 3). 19

As expected, there is good use made of the Wifi at Te Köputu:

<table>
<thead>
<tr>
<th>Total user/device sessions</th>
<th>7 days</th>
<th>30 days</th>
<th>365 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>(week beginning 31 March 2018)</td>
<td>473</td>
<td>2,130</td>
<td>30,510</td>
</tr>
</tbody>
</table>

Tracking the live APNK website graph across the months over the four years (2014 to 2018), the use of Wifi at Te Köputu is reasonably steady, although there appears to be a slight decline in use in the past year. However, the Wifi use at Te Köputu compares favourably with the other larger centres:

The use at Murupara is significantly lower, with the APNK graph (Appendix 3) showing a decline in use since 2014.

<table>
<thead>
<tr>
<th>Total user/device sessions</th>
<th>7 days</th>
<th>30 days</th>
<th>365 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>(week beginning 31 March 2018)</td>
<td>80</td>
<td>429</td>
<td>5,443</td>
</tr>
</tbody>
</table>

No statistics were available for Wifi use at Edgecumbe.

3.4.5 Use of social media
Whakatāne has a Facebook page (Whakatāne Library @whakatānelibrary) with 224 followers. There appears to be no library Twitter account.

Out of the benchmarked libraries, Horowhenua (with separate Facebook pages for Te Takere and Te Awhaou), South Taranaki, Thames-Coromandel, and Timaru have Facebook pages.

Postings on Whakatāne’s Facebook page are reasonably regular and have been mostly, but not exclusively, about children’s events (either before or after):
- 5 April, calling for volunteers at Edgecumbe; 29 March, promoting the forthcoming school holiday programme; 22 March, an illustration promoting reading; 21 March, promoting Digi-E-Bop; 20 March, promoting Mike King’s tour; 17 March, photo from Bookaboo in the park.

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19 http://www.aotearoapeoplesnetwork.org/content/wifi-stats

Libraries: Future Direction and Opportunities, April 2018
3.4.5 Lifelong learning programmes

The WDC Library statistics indicate that 3,253 people attended what is referred to as ‘public programmes’ in 2016/2017. Of this total, 2,307 were children and 946 were adults. The following screenshot shows the range of public programmes delivered over a four-month period.

Regular programmes over these four months appear to be Book-a-boo, school visits, and activities for children in the holidays, associated with the Summer Reading programme. It is not evident from this data whether many outreach programmes to schools, pre-schools, rural communities, and community libraries are delivered.

Adult participants in programmes over these four months appear to be adults who have accompanied children to library programmes.

Libraries: Future Direction and Opportunities, April 2018
3.4.6 Opportunities for enhancing visitor experience

This section essentially provides suggestions and examples of best practice, as options for how the District might transform the library experience for its residents, and also for visitors to the District.

Ensuring the library physical environments are well equipped and suited to current needs

Redefining the levels of service provided from Edgecumbe and Murupara Libraries has already been identified in recommendations in Section 2.2.2. However, an obvious key challenge is to re-think the layout of Te Kōputu and redesign the library processes to ensure this facility is used to its maximum capacity.

Overall, it seems that the library space is too small to accommodate the range of activities that would be desirable to have in the library. The following is obvious:

- The exhibition space is significantly underutilised, with most people being in the library
- Staff effort is still unnecessarily being directed to providing reactionary ‘behind the counter’ customer service, rather than moving throughout the building providing proactive assistance where and when it’s needed
- Most people are in the library using technology or sitting around the periphery or the centre of the library space
- The compartmentalised arrangement of the facility as a whole means that it is difficult to make adjustments to the use of space as needs change (for example, the exhibition galleries are climate controlled and so the doors must remain closed; the meeting rooms are generally unused as general study, place, reading, or social spaces; and the entrance and front of house area is ‘controlled’ by the very large counter)
- The area allocated for children is small, and filled mostly with books rather than a range of activities

Modern library spaces are customer driven, flexible and dynamic

Contemporary features of public libraries, whether ‘stand-alone’ or shared and mixed-use, include the provision of meeting rooms, flexible-use spaces, cafes, social lounge areas, physical and digital media resources, performance and exhibition spaces, and mixed-use areas for collaboration, innovation and experience.

- Today’s library services are largely customer driven, with staff as facilitators and enablers rather than the more traditional ‘keepers and distributors’ of information
- Essentially libraries today need to provide a well-balanced mix of quiet/solitary and active/social/creative experiences
- Many communities have established co-located facilities, such as Te Kōputu, which are essentially community hubs in that they bring together a range of activities, usually under one roof but often operating as separate activities. Fully integrated services, which offer visitors a seamless experience across a number of activities, are less common in New Zealand but Horowhenua’s Te Takere and Te Awahou are extremely well-used facilities providing fully integrated customer experiences
- Many and, in fact, most old or more traditional public library spaces have been designed around book display and associated lending functions, with technology and social spaces fitted in around these collections and now space constraints are limiting the introduction of new resources, experiences and programmes. Modern library design would see all space potentially able to be transformed to accommodate changed use in the future.
- Modern and effective library layouts would see flexible-use environments that sit seamlessly alongside of physical resources, including spaces for exhibition and performance; co-working; accommodating community groups, agencies and organisations; and interactive areas, workshops, and creation and learning spaces
Using RFID technology to streamline processes and redirect resources

The bulk of library issues and returns can be managed using RFID equipment, and a number of libraries have significantly altered their workflows in order to gain maximum benefit from the investment in this technology.

New Zealand’s two main RFID providers are Bibliotheca and FE Technologies and both companies are constantly upgrading their equipment in response to library requirements. Each company now provides, for example, easy-to-use, and reasonably affordable solutions for handling library returns.

Christchurch’s Te Hapua Halswell Centre worked with FE Technologies to create a simple solution to managing book returns. The customer simply places their item on a flat pad and an audio instruction tells them whether to place it on the trolley to the right (ready for others to borrow) or in a bin to the left. Enquiries at this (recently opened) library are either managed at a simple sit-down table, or one of three stand-up pods which are scattered throughout the library. Reserves, or holds, are collected off the shelf by customers and issued at the self-issue kiosks.

Bibliotheca’s self-returns option is the SmartBlade, which is a unit with a series of RFID enabled shelves (the reader is built into the shelving). Customers simply place their returned books on the shelves and they are immediately cleared from their account and are ready for others to borrow. Manawatu District has invested in one of these systems, eliminating the need for a large counter, and customers find the new solution easy to use.
Getting ideas from others and implementing programmes that suit a range of ages

The Public programme statistics, as recorded in the WDC Library Statistic spreadsheet indicate that the majority of lifelong learning programmes are primarily for children. Ideally the programming target audience should be broadened to include learning activities for all ages, and at a range of locations. Learning from other libraries is a good way to begin broadening the breadth of programmes.

The following are examples of programmes being delivered by two libraries:

<table>
<thead>
<tr>
<th>Christchurch City Libraries20:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Lego Mindstorm Robotics: working with Lego Mindstorms EV3, learn the basics of how robots work</td>
</tr>
<tr>
<td>- Chill out Tunes: make your own music, using an iPad and using GarageBand</td>
</tr>
<tr>
<td>- Bee-Bots Story Adventure: explore a story with a bee-bot and learn basic robotic skills</td>
</tr>
<tr>
<td>- Maker space family time: craft, Lego, 3D colouring, clay, and interactive games</td>
</tr>
<tr>
<td>- Minecraft Game Zone: creating and interacting with others in an online world</td>
</tr>
<tr>
<td>- Maker space workshop club: exploring a range of technologies including 3D design, coding and robotics, photo editing and animation, eTextiles and papertronics</td>
</tr>
<tr>
<td>- Minecraft club: building imaginative worlds and battle nocturnal creatures</td>
</tr>
<tr>
<td>- GenConnect: students helping older adults use Ipads, Smart Phones, tablets, Facebook, Skype, etc.</td>
</tr>
<tr>
<td>- Beginners guide to family history</td>
</tr>
<tr>
<td>- Using your Smart Phone: how to connect to WiFi networks, download apps and browse the Internet</td>
</tr>
<tr>
<td>- Beginner’s 3D design and printing: how to use free, basic 3D modelling software to design and print</td>
</tr>
<tr>
<td>- Technology Help Drop-in sessions: email, searching the Internet, and using electronic resources</td>
</tr>
<tr>
<td>- Beginning Computer Skills: using a mouse, keyboard, using documents, folders, and the Internet</td>
</tr>
<tr>
<td>- Beyond beginners Computers: consolidation of computer skills, using Word, and eResources</td>
</tr>
<tr>
<td>- Introduction to Ipads: the basics</td>
</tr>
<tr>
<td>- Beyond beginners Ipads: exploring an iPad, music, books, and social networking</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Manawatu District Libraries:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Science Fun For Kids</td>
</tr>
<tr>
<td>- Makey Makey and OSMO sessions: turning everyday objects into touchpads</td>
</tr>
<tr>
<td>- Solar robots: building solar powered robots and filming them when moving</td>
</tr>
<tr>
<td>- Water rockets: designing, making and launching water rockets</td>
</tr>
<tr>
<td>- 3D printing and design: hands on design and print sessions</td>
</tr>
<tr>
<td>- Pi Makers: Raspberry Pi project using Raspberry Pi kits</td>
</tr>
</tbody>
</table>

Setting ambitious targets for programmes gets results

Following a review of Manawatu District Libraries in 2014, and in order to encourage new people to use the library, ambitious targets were set for the delivery of programmes in that District. A target was set in the 2016/2017 annual plan for libraries to deliver 920 events and programmes throughout the year, with 18,300 participants. While 925 events and programmes were delivered, the number of participants was slightly under target (due to having to limit numbers due to space limitations), at 13,212 participants. This was a significant increase on the previous year when, in 2015/2016 there were 364 events and 6,385 participants.21

As a result of shifting staff effort away from traditional transactional tasks to focus on programming, a large number of previously non-library users have realised the relevance of Manawatu’s Library services. This increased participation in programming has also been reflected in other statistics such

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20 https://my.christchurchcitylibraries.com/uncover-huraina/
21 http://www.mdc.govt.nz/Forms_Documents/Strategic_Documents/Annual_Report
as increased visitor numbers, increased membership, increased use of online resources, and increased issues.

Following Facebook posts is another good way to get inspiration for lifelong learning events
Making people aware of what’s available at the libraries

Getting the message out about what libraries can do is important, and there are some excellent examples of how this is being done. Obviously social media is effective if it has a good number of followers (Manawatu, for example, has more than 1,000 Facebook followers, compared to Whakatāne’s 224).

Often libraries use technology to promote activities and resources within the library.

Well written messages are important, as is promoting the collection as well as activities.

Using Council vehicles can be effective in spreading information across the District.
Having the budget available to introduce new technology and equipment
A good example of this is being able to buy 3D printers when they first came onto the general market, so that people could visit their local library to see and try out this technology. Libraries now provide opportunities for people to have a go at new things – sometimes in a formal workshop environment (frequently referred to as Makerspaces) or by setting up a variety of experiences within the general library space.
Creating safe and engaging spaces for children

Children enjoy environments in libraries that are ‘special’ to them and have space to read, play, listen to stories, use technology etc. Great children’s areas help make libraries popular family destinations.
### 3.4.7 Recommendations

**26. Reviewing the visitor experience provided from Whakatāne’s Te Kōputu**

It is suggested that the layout of Te Kōputu is reconsidered to ensure this facility is future-flexible, and is used to its maximum capacity. A redevelopment brief may include:

- Redesigned processes for managing customer enquiries and library transactions
- Consideration of integrated rather than collocated exhibition/library visitor experiences
- Consideration of relocating the museum aspects of the Exhibition area to the new heritage facility, and extending library space to seamlessly connect with the exhibitions
- Creating a larger children’s area
- Creating multi-use spaces which can be used for social activity, meetings, creation and workshop activities, etc.

**27. Promoting the benefits of library membership throughout the District**

Make people aware of what’s available at the libraries by using a range of communication techniques to inform residents about the services.

**28. Utilising RFID technology more effectively**

Use RFID to streamline process and to therefore redirect staffing resources to improving collections and expanding lifelong learning programming. Replace the counter with a smaller enquiries area, and a free-standing ‘help’ pod further within the library, and transition at least 90% of issues and returns to the RFID solutions. Budget to invest in upgrading the RFID technology.

**29. Setting ambitious targets for lifelong learning programmes**

Extend lifelong learning programmes to include programmes for adults, which are delivered at a range of locations across the District. Set bold targets for the number of programmes and attendees. Refocus staff effort to this area.

**30. Being early adopters of new technology in order to allow others to experience it**

Budget to be able to expand equipment and technology and to be able to respond quickly to the rapid change in technology.

These recommendations link to all four goals:

- **Libraries - easy to use**
  - Quality services accessible throughout the District
  - 24/7 digital access
  - Multiple experiences

- **Libraries - building skills and capacity**
  - Literacy
  - Skills development and lifelong learning
  - Discovery and creation

- **Libraries - enabling participation**
  - Welcoming and inclusive
  - Involving local people
  - Active programming

- **Libraries - supporting a great lifestyle**
  - Modern and vibrant
  - Telling local stories
  - Inclusive community hubs
3.5 Staffing resources

The current staffing is arranged along traditional lines, in that it appears no significant changes have been made to the library roles for many years. The team structure and roles, in the main, are familiar from the days when libraries were largely paper/hardcopy based lending and information institutions. The current structure is also quite hierarchical, which was typical of public and university libraries or about two decades ago.

These days it is usual for library assistants to have the skills and capability to manage most enquiries, thus minimising the need to hand-on enquiries to an ‘information specialist’.

Other libraries have responded to the significantly changed focus of public libraries by readjusting staffing roles, professional focus and team structure. The following table compares Whakatāne’s library positions (with the date when that Position Description was last updated) with a selection of roles that other libraries have:

<table>
<thead>
<tr>
<th>Whakatāne’s roles (Position Description last updated)</th>
<th>Examples of recently advertised roles in other public libraries22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor - Service Delivery (2013)</td>
<td>Content Leader</td>
</tr>
<tr>
<td>Supervisor - Content Management (2013)</td>
<td>Programmes and Partnerships Leader</td>
</tr>
<tr>
<td>Team Leader Library Services (2012)</td>
<td>Library Technology Leader</td>
</tr>
<tr>
<td>Information Specialist - Service Delivery (2013)</td>
<td>Team Leader</td>
</tr>
<tr>
<td>Information Specialist - Content (2013)</td>
<td>Kaitakawaenga (services to Maori)</td>
</tr>
<tr>
<td>Information Officer (2014)</td>
<td>Content Management Team Leader</td>
</tr>
<tr>
<td>Public programmes Officer (2013)</td>
<td>Content Development Librarian</td>
</tr>
<tr>
<td>Customer Services Officer (2014)</td>
<td>Programmes Coordinator</td>
</tr>
<tr>
<td>Digital Services Officer (2017)</td>
<td>Library Assistant</td>
</tr>
<tr>
<td></td>
<td>Learning Specialist</td>
</tr>
<tr>
<td></td>
<td>Selection and Access Librarian</td>
</tr>
<tr>
<td></td>
<td>Programming Specialist</td>
</tr>
<tr>
<td></td>
<td>Team Leader Community Library</td>
</tr>
<tr>
<td></td>
<td>Media Studio Specialist</td>
</tr>
<tr>
<td></td>
<td>Librarian - Youth</td>
</tr>
<tr>
<td></td>
<td>Librarian - General Reference</td>
</tr>
<tr>
<td></td>
<td>Librarian - Local History</td>
</tr>
<tr>
<td></td>
<td>Librarian - Children</td>
</tr>
<tr>
<td></td>
<td>Librarian - Digital Services</td>
</tr>
<tr>
<td></td>
<td>Librarian – Community Learning</td>
</tr>
<tr>
<td></td>
<td>Children’s and Youth Services Coordinator</td>
</tr>
</tbody>
</table>

It will be difficult to implement a changed service focus, to deliver on the proposed four new goals, and to effectively respond to the rapid pace of change in libraries within the current structure.

Three new team focus areas would better position the library for the future:

- Customer experience (supporting walk-in and online customers across the District)
- Collections and Content (providing and managing physical and digital resources)
- Lifelong Learning and Outreach (programmes for all ages, outreach to educational institutions, communities, rural areas)

22 Position descriptions are available for each of these roles

Libraries: Future Direction and Opportunities, April 2018
The following is an example of a refocused team:

### 3.5.1 Recommendations

#### 31. Re-describing current roles within the library team

It is recommended that library roles are re-described to:

- Better reflect modern library practice
- To create customer-facing generalist positions (thus eliminating the current hierarchy of activity)
- To realign work-streams to three key focus areas – Customer Experience (District-wide walk-in and digital, service promotion, social media); Collections and Content (physical and digital media); Lifelong Learning and Outreach (programmes for all ages, outreach to educational institutions, communities, rural areas)

This recommendation links to all four goals:

- **Libraries - easy to use**
  - Quality services accessible throughout the District
  - 24/7 digital access
  - Multiple experiences

- **Libraries - building skills and capacity**
  - Literacy
  - Skills development and lifelong learning
  - Discovery and creation

- **Libraries - enabling participation**
  - Welcoming and inclusive
  - Involving local people
  - Active programming

- **Libraries - supporting a great lifestyle**
  - Modern and vibrant
  - Telling local stories
  - Inclusive community hubs

Libraries: Future Direction and Opportunities, April 2018
Section 4: Recommendations

1. Improving alignment to Council’s strategic vision and goals
   It is suggested that Libraries planning directly aligns with Council’s vision, purpose and goals. Suggestions for improved alignment are made in Section 2.4.

2. Contributing to Council’s Sustainable Economic Development Community outcome
   It is suggested that Council considers the Libraries’ role in contributing to the Sustainable Economic Development Goal, particularly in terms of supporting literacy and skills development, contributing to the knowledge economy, providing information and skills support to local businesses, and in providing services to visitors and tourists. In section 2.4 the potential for Libraries to contribute to economic wellbeing is illustrated.

3. Delivering a District-wide library service
   It is suggested that the District’s library services are considered and promoted as a District-wide service (encompassing all of the physical libraries, the digital library, and any other library outreach services), and therefore consistently referred to in all planning documents and publications as Whakatāne District Libraries (or a similar name).

4. Revising library performance measures
   It is recommended that performance measures for the Libraries Activity align with revised strategic priorities.

5. Redesigning the service at Murupara Library and Service Centre
   It is recommended that the services provided from the Murupara Library are redesigned to ensure effective engagement, particularly by young people. Murupara Library is a significant facility within Murupara and the surrounding community, potentially playing an important role in supporting literacy, digital competence, and skills development for all members of that community, and particularly for young people.

6. Providing a professional and fully Council supported service at Edgecumbe Library
   It is recommended that Edgecumbe Library transitions to become a full-service library and is fully supported by Council and, similar to Murupara Library, offers services which support literacy, digital competence and skills development for all members of that community, and particularly for young people.

7. Providing targeted outreach services, particularly to remote communities
   It is recommended that targeted outreach services are be delivered to the more remote communities throughout the District.
8. Adopting four new goals

It is recommended that Council adopts a new vision for library services, which aligns with Council’s vision, and adopts four new goals for the District-wide delivery of library services.

**Whakatāne District Libraries: destinations of choice for everyone living in or visiting the District**

<table>
<thead>
<tr>
<th>Libraries - easy to use</th>
<th>Libraries - building skills and capacity</th>
<th>Libraries - enabling participation</th>
<th>Libraries - supporting a great lifestyle</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Quality services accessible throughout the District</td>
<td>• Literacy</td>
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</tr>
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</tr>
<tr>
<td>• Multiple experiences</td>
<td>• Discovery and creation</td>
<td>• Active programming</td>
<td>• Inclusive community hubs</td>
</tr>
</tbody>
</table>

9. Providing weekend opening hours at Murupara Library and Service Centre

It is recommended that Murupara Library and Service centre opening hours are extended to include weekend hours.

10. Standardising hours, particularly at the community libraries

It is recommended that library opening hours are altered so that they are reasonably similar across the District, making them easy to remember.

11. Providing evening hours in Whakatāne

It is recommended that opening hours at Te Köputu a te Whanga-a-Toi - Whakatāne Library and Exhibition Centre are extended to include some weekday evening hours.

12. Creating a Digital Library

It is recommended that, in order to make it easier for people to use library services and resources, that the current library webpages are improved and that a ‘Digital Library’ is launched. This would be seen as a legitimate access point to the District’s library network and easy to find and use e-resources would complement the District’s walk-in services. The development of the Digital Library should follow best-practice

13. Establishing a ‘beyond the walls of the library’ outreach programme

It is recommended that planning is undertaken, in partnership with other organisations and local communities, to develop an outreach programme which would see library services extended out into isolated communities.

14. Increasing the annual collections budget

That the collections budget for the purchase of physical and digital items is increased in order to realise an improved collection (currency, condition and relevance), increased lending, and increased use of the walk-in and digital libraries overall. The current $3.04 spend per capita should ideally be lifted as close to the benchmarked average of $5.40 as affordable (which is still lower than many New Zealand libraries). This would equate to approximately $170,000 per annum.

15. Preparing and implementing a plan for the immediate improvement of the physical collection

That a plan for immediately improving the collection is prepared and implemented as soon as possible. This is likely to involve a significant weed of the collection, with the risk of reducing it too dramatically in size. A one off financial investment in additional titles may be necessary, if
affordable. The plan should also include options for improving the display and layout of the collection.

16. Preparing an up to date Collection Development Policy
That an up to date Collection Development Policy is prepared. This policy would guide the future management of the physical and digital collections, and would be a current/live document, and potentially available for public information.

17. Utilising all software and equipment tools to manage the collections
That the tools available through the Library Management System, its associated software, and also RFID equipment (such as a hand held scanner) are used to appropriately evaluate collection use and condition. The frequent use of these tools, combined with a regular physical examination of the collection would be considered appropriate collection management practice.

18. Actively managing vendor relationships
That the vendor relationships are regularly reviewed, not only in terms of financial value, but also in terms of delivery and performance. A proactive partnership should be established and maintained.

19. Continuing to invest in building digital resources
That the library continues to invest in digital resources and promotes these effectively, and to ensure that they are easy to access via the Digital Library.

20. Ensuring appropriateness of the collection for catchment communities throughout the District
That, as part of any rearrangement of Whakatāne, Murupara or Edgecumbe libraries, the collection size, layout, display and content is appropriate to the needs of the catchment communities.

21. Eliminating any inefficiencies currently associated with collection management
That all administrative processes currently associated with collection management are reviewed in order to eliminate inefficiencies, and to refocus effort on the more strategic issues and those that will directly add value to users of the collection.

22. Involving all staff in looking after the collection
That all staff are encouraged to be involved in general collection management, including weeding, promoting, and caring for the collection.

23. Using volunteers to assist with basic tasks associated with collection management
That volunteers are recruited to help with administrative tasks to enable librarians to focus on the more strategic collection management issues.

24. ‘Floating’ parts of the collection
To consider floating parts of the collection, so that all items are assigned as a District-wide resource, rather than being permanently located at one library. This would mean that if an item is returned to a different library, it might remain there for a time. This may facilitate improved access to titles across the District.

25. Removing barriers to access, such as charges
To consider removing financial constraints, such as charges for reserves and, potentially, for loans to ensure fair access to the collection across the District.
26. Reviewing the visitor experience provided from Whakatāne’s Te Kōputu
It is suggested that the layout of Te Kōputu is reconsidered to ensure this facility is future-flexible, and is used to its maximum capacity. A redevelopment brief may include:

- Redesigned processes for managing customer enquiries and library transactions
- Consideration of integrated rather than collocated exhibition/library visitor experiences
- Consideration of relocating the museum aspects of the Exhibition area to the new heritage facility, and extending library space to seamlessly connect with the exhibitions
- Creating a larger children’s area
- Creating multi-use spaces which can be used for social activity, meetings, creation and workshop activities, etc.

27. Promoting the benefits of library membership throughout the District
Make people aware of what’s available at the libraries by using a range of communication techniques to inform residents about the services.

28. Utilising RFID technology more effectively
Use RFID to streamline process and to therefore redirect staffing resources to improving collections and expanding lifelong learning programming. Replace the counter with a smaller enquiries area, and a free-standing ‘help’ pod further within the library, and transition at least 90% of issues and returns to the RFID solutions. Budget to invest in upgrading the RFID technology.

29. Setting ambitious targets for lifelong learning programmes
Extend lifelong learning programmes to include programmes for adults, which are delivered at a range of locations across the District. Set bold targets for the number of programmes and attendees. Refocus staff effort to this area.

30. Being early adopters of new technology in order to allow others to experience it
Budget to be able to expand equipment and technology and to be able to respond quickly to the rapid change in technology.

31. Re-describing current roles within the library team
It is recommended that library roles are re-described to:

- Better reflect modern library practice
- To create customer-facing generalist positions (thus eliminating the current hierarchy of activity)
- To realign work-streams to three key focus areas – Customer Experience (District-wide walk-in and digital, service promotion, social media); Collections and Content (physical and digital media); Lifelong Learning and Outreach (programmes for all ages, outreach to educational institutions, communities, rural areas)
Appendices

Appendix 1: Benchmarked Website/Digital Libraries

Ashburton Digital Library


Libraries: Future Direction and Opportunities, April 2018
Thames-Coromandel Digital Library
Access via Thames-Coromandel District Council’s homepage: https://www.tcdc.govt.nz/library/


Libraries: Future Direction and Opportunities, April 2018

...
Taupo Digital Library


Libraries: Future Direction and Opportunities, April 2018
9.1.2 Appendix 2 - Whakatāne District Libraries: Future Directions and Opportunities Report (Cont.)

Timaru Digital Library
Access via: https://library.timaru.govt.nz/home


Libraries: Future Direction and Opportunities, April 2018
9.1.2 Appendix 2 - Whakatāne District Libraries: Future Directions and Opportunities Report (Cont.)

Libraries: Future Direction and Opportunities, April 2018
Horowhenua Libraries/Community Centres
Access to information about Horowhenua’s libraries/community hubs via:


Information about Te Takere in Levin, which includes the link to the catalogue:
https://www.tetakere.org.nz/Your-Library

Libraries: Future Direction and Opportunities, April 2018
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**Total Budget:**

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**Total Expenditure:**

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Appendix 3: Wifi activity at Whakatāne and Murupara

### Whakatane

(Please select APNK site)

(Data Selected: Fri, 30 March 2018, Users:)

#### User/device sessions last 7 days

#### User/device sessions last 30 days

#### User/device sessions last 1 year

#### User/device sessions last 2 years

### Murupara

(Please select APNK site)

(Data Selected: Wed, 4 April 2018, Users:)

#### User/device sessions last 7 days

#### User/device sessions last 30 days

#### User/device sessions last 1 year

#### User/device sessions last 2 years

Libraries: Future Direction and Opportunities, April 2018
9.2 Whakatāne Museum and Arts Volcanic Artist Residency Pilot Programme

This report provides the Committee with an update on Whakatāne Museum and Arts Volcanic Artist Residency Pilot Programme (The Programme) scheduled to commence in July 2018.

The Whakatāne Museum and Arts Volcanic Artist Residency is a new initiative by Whakatāne District Council to host artists, cultural managers, and creative people from across New Zealand and abroad by inspiring new ideas and cultural output based on local experiences and temporary residencies.

The Programme is an initiative designed to expand arts and culture scope, build partnerships beyond the District, and enhance the public image of Whakatāne Museum and Arts Activity (the Activity) on a national and international level. The programme has the potential to generate future museum and arts programmes and exhibitions, contribute to permanent collections relating to White Island and environment, and forge new collaborations beyond the District. The initiative is designed to augment the Council's events and tourism development efforts, align with the District Growth Strategy, and support economic development, tourism marketing, and cultural identity.

The Programme is a small part of a larger blueprint to position Whakatāne Museum and Arts activity as an interesting, exciting, community engaged cultural institution. It is one of several upcoming initiatives to redefine the activity as a bold programmer, community partner, institution of national significance, and a new model for the 21st century regional museum.

Specific strategic objectives for The Programme include:

- Expanding awareness and visibility of Whakatāne Museum and its role in the community
- Forging connections and partnerships across New Zealand
- Building international relationships and potential exchanges
- Supporting economic development and cultural tourism
- Positioning Whakatāne, through cultural collaboration with South Pacific island artists and centres, as a site for Polynesian cultural exchange
- Repurposing historic property into cultural exchange residency
- Hosting and converting New Zealand cultural leaders into advocates for White Island and local volcanic experiences
Leveraging guest-host relationships to efficiently generate future museum/cultural programming and partnerships

- Connecting visiting artists with the museum collection and exhibitions
- Generating new fine art and cultural output, and build a White Island collection of related material for Whakatāne Museum.

3. DISCUSSION

Artist-in-Residence programmes are common in North America and Europe, but very few opportunities exist for creative people in New Zealand. As a pilot programme, Whakatāne Museum and Arts Volcanic Artist Residency will invite notable figures from diverse creative fields and provide them with temporary accommodation and studio or work space to develop a project, an opportunity to explore White Island and heritage aspects in Whakatāne. Visiting artists and participants will be based at the Harbour Masters House on Muriwai Drive.

The initiative will also connect these guests with local artists, and has been structured as a collaborative effort, planned across multiple Council departments, and made possible by a number stakeholders and partners.

During the pilot programme year scheduled to commence in July 2018, residencies of between one and six weeks will support creative development and collaboration, establish significant new relationships for the Activity and the Council, and connect participants with the Eastern Bay of Plenty’s active offshore volcano, White Island/Whakaari, and other unique environments.

The initiative will largely be funded by way of grants/sponsorships and within existing budget allocations.

4. TIMELINE

During April and May 2018, the Museum and Arts team initiated the project by completing the research and planning for The Programme. Initial discussions were held with key internal and external stakeholders and funding partners.

The exhibition by artists Edwards + Johann was undertaken as the pilot project for the programme. Their exhibition featured drawing, painting, performance, and video installation. The artists were in residence in Whakatāne for two weeks and made a day trip to White Island followed by creating a new installation work for the front room at Te Köputu.

In June, following the success of the Edwards + Johann Exhibition, a $7,500 grant application was lodged with Creative New Zealand Sponsor to further develop The Programme. The Museum staff have developed programme materials, applications, FAQ, web content and invited phase one artists from across NZ. Registration of interest has been received from over 30 artists.

The plan for July and August will see the launch of the 2018-19 pilot programme. This will include finalising the programme materials, announcing the artists and other details of The Programme. Following the evaluation of The Programme, applications for the 2019-20 programme will be invited during the final half of 2019.

5. ASSESSMENT OF SIGNIFICANCE

The decisions or matters of this report are not considered significant in accordance with the Council’s Significance and Engagement Policy.
6. COMMUNITY INPUT AND PUBLICITY

The project is a collaboration between a number of Council departments including Communications and Business Services.

The project has a number of secured sponsors including White Island Tours, Antipodes Water Company, Nicholson Auto, Law Creative Group, Whakatāne Museum and Arts Trust and Arts Whakatāne.

It is intended that the Museum and Arts team will hold an Open Day for the public to learn about the Programme and donate items.

7. CONSIDERATIONS

7.1. Financial/budget considerations

There is an overall cost of running The Programme of approximately $7,500 due to lost opportunity for rent for the Harbour Masters House. This however will be offset by a $5,000 sponsorship from Antipodes Water Company. An application for a $7,500 grant from Creative New Zealand was lodged in June (awaiting notification of outcome). Other in kind sponsorship has been received from Nicholson Auto, White Island Tours and Law Creative Group is confirmed. Further sponsorships and funding sources will be identified prior to the commencement and as part of the ongoing support of the project. Furnishing the house will be by way of donations of furniture and fittings. In addition, some property maintenance will be completed ahead of schedule at the cost of approximately $5,500. Overall the project will be managed within existing budgets.

7.2. Policy and planning implications

This programme supports the Community Outcomes as described in the LTP in that it supports the needs of the community and promotes sustainable economic development.

7.3. Risks

The risks associated with this programme are considered minor.

7.4. Authority

The Committee has the delegation to approve the project as it will have minimum impact on existing budgets and will be largely funded by way of sponsorships and within existing budgets.

8. CONCLUSION

The Volcanic Artist Residency is part of a larger blueprint to position Whakatāne Museum and Arts activity as an interesting, exciting, community engaged cultural institution. It is one of several upcoming initiatives to redefine Whakatāne Museum and Arts activity as a bold programmer, community partner, institution of national significance, and a new model for the 21st century regional museum. The programme will be funded by way of grants, donations and within existing budget allocations.

RECOMMENDATION:

THAT the Whakatāne Museum Volcanic Artistry Residency Pilot Programme report be received.
9.2 Whakatāne Museum and Arts Volcanic Artist Residency Pilot Programme (Cont.)

Report Authorisation

<table>
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<tr>
<th>Report writer</th>
<th>Eric Holowacz</th>
<th>Director, Museum and Arts</th>
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<tr>
<td>First Approval</td>
<td>Julie Gardyne</td>
<td>General Manager</td>
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<tr>
<td>Final Approval</td>
<td>Mike Naude</td>
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1. REASON FOR THE REPORT

The purpose of this report is to provide an update for the Council on overnight parking by self-contained vehicles. This report aims to provide an update following increased monitoring in the peak 2017/18 summer season, and provide an update on a central government led review of freedom camping nationally.

2. BACKGROUND

On 14 December 2017, the Council made the following resolutions:

THAT the Council approves the unbudgeted expenditure of $20,000 in the current budget to increase monitoring to twice per night for the period 14 December 2017 to 31 March 2018 between 7pm and 7am daily and on public holidays.

THAT a report be prepared following the conclusion of the peak summer 17/18 season regarding the effectiveness of the increased monitoring regime.

THAT subject to the outcome of the increase monitoring regime, consideration be given to introducing a Freedom Camping bylaw in accordance with the Freedom Camping Act 2011.

3. OUTCOME OF THE INCREASED MONITORING REGIME

Monitoring results from 18 Dec 2017 to 6 February for three over-night parking sites are attached to this report. The sites are; Maraetōtara Reserve, McAllistair Street and Port Ōhope (east).

Ōhope West-end was not included in the monitoring as it is closed to over-night parking between the third week of December and 31 March. During this period, Council officers or contractors respond as required to complaints from the public.

There is no maximum limit as to the number of vehicles permitted per night at each sites - control is simply by requiring vehicles to locate within a designated area. The results indicate that use is generally within staff expectations of what each site can reasonably accommodate.

Of 865 vehicle nights, security staff contracted to do the monitoring undertook 15 enforcement actions in relation to over staying time-limits; parking outside the designated area or; not being self-contained.
During the monitoring period there was a marked decrease in the amount of complaints received from the public reporting incidents where over-night parking was occurring and not complying with Council policy. Following the end of the monitoring period the amount of complaints again increased. The results indicate that while there is an associated cost, monitoring is proving effective in controlling both the number and the behaviours of people using the three sites for overnight parking. This said, there continues to be specific strong opposition to the designation of the Maraetotora Reserve as an overnight camping area.

4. **BYLAW CONSIDERATIONS**

In 2015, Council adopted a Public Places Bylaw under the Local Government Act 2002 that included camping provisions, which align with the permissive intent of the Freedom Camping Act 2011 (FCA). This came after a previous Council decision to adopt a Bylaw under the FCA. It was decided that a Bylaw under the FCA was not the most appropriate because it was difficult to administer. The current camping provisions set out in the Public Places Bylaw are that:

- Camping by self-contained vehicles is permitted in Council’s public places unless it is prohibited or restricted through the bylaw, with the exception of one rural reserve where all types of camping can occur (Aniwhenua).
- Four sites for self-contained vehicles only. These sites are advertised on Council website and subject to restrictions.
- In eleven areas, self-contained overnight parking is prohibited.

Consideration has recently been given by staff as to the appropriateness of reviewing Council’s self-contained over-night camping provisions, and namely whether a Bylaw under the FCA would enhance the community outcomes achieved. In order to make this assessment, consideration must be first given to the need for a Bylaw. Monitoring and enforcement are significant issues of contention. In 2015, there was little evidence of any ‘actual’ effects of freedom camping as defined by the FCA, in our District. Non-compliance with camping provisions and the lack of monitoring and enforcement of the camping regime made up the majority of complaints. Because the restrictions are not made under the FCA, we cannot utilize the infringement provisions of the FCA and cannot recover costs.

With the results of the impact of increased monitoring over the peak summer period, the opportunity arises to assess whether the infringement provisions of the FCA are required to reduce complaints. From experience over the last 5 months, the number of complaints has significantly reduced as a result of the monitoring provided. This suggests that the Bylaw as it currently sits, achieves the required outcome, when accompanied by once per day monitoring.

Secondly consideration must be given as to whether a review of the self-contained camping provisions would enable a Bylaw that more aligns with the Council’s objectives. Producing a Bylaw under the FCA emphasizes a much greater focus on opening up overnight camping for a greater array of campers (freedom campers, not just self-contained vehicles) and directs Councils to be less prescriptive and restrictive. This approach does not seem to be in line with the concerns that the community have raised and therefore it is felt that developing a Bylaw under the FCA will not help achieve the desired outcomes.

5. **CENTRAL GOVERNMENT REVIEW OF FREEDOM CAMPING**

In addition, on 8 March 2018, the Minister of Tourism, Kelvin Davis met with mayors, including Mayor Bonne, from around the country at a Mayor’s Forum to discuss freedom camping. The Minister announced at that forum that a working group was being established to look at existing tourism...
infrastructure, the laws governing freedom camping and weigh up whether to introduce user-pays at the facilities they use. The Minister noted that New Zealand may need country-wide policies to govern freedom camping.

The Responsible Camping Working Group has since been established, and while the strategic focus of the Working Group is a fundamental look at the entire camping system, an immediate task is to recommend and where possible implement effective, practical, short term supports for councils and communities ahead of the 2018/19 peak season to address the key issues of:

- The growing volume of campers;
- The irresponsible behaviour of a small number of campers;
- The need for more infrastructure to support responsible camping and the funding of this infrastructure; and
- The difficulties with the enforcement regime including the collection of infringements.

In response to a letter from the working group to Mayor Bonne, Council has signalled an eagerness to be involved in discussions regarding this topic and offered to facilitate local stakeholder engagement to facilitate the development of options appropriate to our community. The working group are intending to report back to the minister by the end of July 2018.

6. OPTIONS FOR MANAGING FREEDOM CAMPING

Options for a bylaw response:

a. Status quo – retain current Public Places Bylaw at this time and reassess situation when central government recommendations are received.

b. Start to review the Public Places Bylaw now, in particular exploring options for greater restrictions on Maraetōtāra reserve, to be in place for the summer of 2018-19. Council should note that any changes to sites or site restrictions in the bylaw would most likely require consultation on the whole Bylaw.

c. Start to develop a new Freedom Camping Bylaw now to be in place for the summer of 2018-19.

Given the intentions of the central government to review freedom camping, it may be appropriate to await the outcome of recommendations from the working group before considering Council’s longer-term approach. This being said, the timing of the review would leave little time for Council to complete a bylaw review or development before this coming 2018-19 summer.

The staff recommendation is for option a, waiting to undertake an assessment of any necessary changes to the bylaw after such time as central government direction has been provided and with additional data from a second summer of monitoring.

7. ASSESSMENT OF SIGNIFICANCE

The decisions or matters of this report are not considered significant in accordance with the Council’s Significance and Engagement Policy. However if the Council were to review a Bylaw, then the level of significance would be reassessed at that time.
8. COMUNITY INPUT AND PUBLICITY

The Council has heard from the community on numerous occasions regarding Freedom Camping, the most recent of which being submissions received to the Reserves Management Plan in May 2018. This report includes feedback from the monitoring that has occurred over the summer 2017/18. The recommendation of this report is it not review Bylaw provisions at this time. However if the Council decide to review the current Public Places Bylaw, or develop a Freedom Camping Bylaw, then further consultation would form part of that process.

9. CONSIDERATIONS

9.1. Financial/budget considerations

Council approved unbudgeted expenditure for 2017/18 for monitoring. There is no on-going budget provision included in the LTP 2018-28 for this service.

9.2. Policy and planning implications

No change is being proposed through this paper to change the Council’s position on Freedom Camping at this time.

9.3. Risks

In the past, the Council has received strong complaints and opposition to freedom camping in specific locations in particular at Maraetōtara reserve. The monitoring regime for freedom camping has helped to alleviate a number of the concerns raised.

There are no major risks associated with the decisions or matters considered in this report but there is a perception and reputational risk associated with the Council’s continued/future response to the issue.

10. Conclusion

This report provides an update to the Council on overnight parking by self-contained vehicles. It indicates that the increased monitoring regime over the 2017-18 summer period is proving effective in controlling both the number and the behaviours of people using the three sites for overnight parking. The report informs Council that a central government working group is due to review existing tourism infrastructure, the laws governing freedom camping and weigh up whether to introduce user-pays at the facilities they use – the group are hoping to report to the Minister of Tourism by the end of July 2018. This paper suggests that the Council await the outcome of recommendations from the working group before considering a bylaw response for managing freedom camping.

RECOMMENDATIONS:

1. THAT the Overnight Parking by Self-Contained Vehicles Report Back report be received; and
2. THAT the status quo is retained (i.e. not develop a Freedom Camping Bylaw) until the Government’s Responsible Camping Working Group has reported back on its assessment of the current freedom camping legislation and tourism infrastructure.
9.3 Update on Overnight Parking by Self-Contained Vehicles (Cont.)

Report Authorisation

<table>
<thead>
<tr>
<th>Report writer:</th>
<th>Cashy Ball</th>
<th>Manager Strategy &amp; Community Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Approval:</td>
<td>Mike Naude</td>
<td>General Manager Community Services</td>
</tr>
<tr>
<td>Final Approval:</td>
<td>Julie Gardyne</td>
<td>General Manager Strategy &amp; Economic Development</td>
</tr>
</tbody>
</table>
9.4 General Manager Strategy and Economic Development Report

1. REASON FOR THE REPORT

This report covers the key issues and activities of the Strategic Policy and Community Development, Governance, Business Services, Public Affairs and Recovery teams within Council during May 2018.

2. EXECUTIVE SUMMARY

This month sees the end of two large Council projects for the Strategic Policy Team, the Bylaw Review and the LTP 2018-28. The LTP will be adopted by Council in a Council meeting at the conclusion of this Committee meeting. There is also a separate paper on this Committee agenda regarding Freedom Camping.

The Business Services section of this report includes event summaries from Oxfam Trailwalker and Whai-Ora Spirited Women.

Finally, the report also includes an update on the work underway in relation to the Regional Growth Leadership Group. A resolution regarding support for the costs of this work is included at the end of this report.

3. STRATEGY AND COMMUNITY DEVELOPMENT

3.1. Long Term Plan Adoption

Development of Council’s Long Term Plan 2018-28 has been a 12 month project including the review of Council’s strategic direction, key policies, workplan and financial limits. The culmination of this project involves the adoption of the LTP by Council on 28 June 2018. Following adoption, the LTP Programme will enter its final phase; making the document available electronically and hard copies; replying to submitters directly regarding their submission points; and promotion to complete the engagement loop.

3.2. Bylaw Review Completed

Council’s 18 month long Bylaw Review project has now come to an end, with Council formally adopting the last suite of Bylaws on 7 June 2018. This marks the end of a thorough process of reviewing all Council’s existing Bylaws that were due to expire at the end of June 2018. A final review is still required to Council’s Parks and Reserves Bylaw, which was put on hold pending the outcome of Freedom Camping discussions. Note, a paper regarding Freedom Camping is provided separately on this agenda.
3.3. Climate Change Project

A Project Plan, including team structure, has been developed to guide the review and expansion of Council’s Sustainability and Climate Change Strategy and the review and development of 5 action plans. These will incorporate both Climate Change Mitigation and adaptation.

The Council has been working in collaboration with Meridian on a joint study to identify the feasibility of installing solar photovoltaic panels on Council facilities. Note this topic has a separate report on the July Policy Committee agenda.

In addition, Council has commenced an Energy Audit, with funding from EECA. EMSOL have been commissioned to undertake this work, and the findings will feed into Council’s Energy Action Plan, with recommendations for future energy reduction and cost saving proposals.

3.4. Whakatāne Ki Mua

The Whakatāne Ki Mua Cross sector Forum met on 11 May and identified an overarching objective for the forum, and five focus areas.

Of these focus areas, the forum determined that the initial area of priority for all members is Drug and Alcohol Addiction. Work is underway already with a stock-take of this focus area in our community, to inform a forum discussion about the best course of action moving forward. An Action Plan will be developed to look at how the Forum partners can work together collaboratively on this issue.

Some of the key Ki Mua initiatives under way led by Council include; Street Art Festival; Safe Ways to Schools; further projects led by the community include; Whakatāne 0 Waste, Green Print and Project Taiao.

3.5. Eastern Bay Road Safety

The hapū-based learner licence programme is currently being delivered in Te Whāiti/Minginui, in partnership with Eastbay REAP. A second programme has been scheduled for Ōpōtiki/Te Kaha. This programme will enable 20 young people to achieve their learner licence.

Four Young Drivers events have been held in Kawerau, Whakatāne, Te Kaha and Murupara, with a focus on information for the Graduated Licence System and promotion of zero tolerance to alcohol (and drugs) for people aged under 20. They involve a bar being set up with no-alcohol beers and mocktails, a Road Code Q&A session offering major prizes, and a booze goggle exercise.
The latest repeat alcohol and drug programme on 12-13 June 2018 was postponed due to the weather. Instead, a programme for young people (14-24 years) with a focus on methamphetamine harm reduction. Conversations have been held with the Project Team about NASH (Ngāti Awa Social Health) taking a lead role in this programme and will be contracted to facilitate/coordinate from 2018-2019.

Car Restraints are an issue, with over half of current restraints incorrectly used. The Project Team consists of car seat technicians from Eastbay REAP, Whakatōhea and Te Puna Ora o Mataatua and Road Safety. ‘Protect our Pepi’ car restraint clinics were held in Ōpōtiki, Murupara, Edgecumbe and Matatā during this period.

Winter Driving is a key issue for the Eastern Bay and two Winter Pit Stops to check vehicle safety, by way of T (tyres), W (windows), I (indicators), R (rust), and L (lights) have been confirmed in Kawerau and Whakatāne during June/July. NZTA, ProEvents, local mechanical students, BOP Regional Council and Road Safety make-up the Project Team.

### 3.6. Healthy Homes Project, Murupara

Te Ika Whenua Hauora, is providing the final components of the Healthy Homes programme in Murupara. 14 properties have been insulated with the aim of supporting a further eight households to be insulated by the end of June. Three Community Days have been held on 26 April, 16 May and 30 May 2018. A further two are being planned for June. This project is expected to conclude by 30 June 2018 with final meeting and report in July 2018.

### 3.7. Youth Council

The 2018 Youth Council report to the Policy Committee on 24 May provided an update on the purpose and progress of the Youth Council. The Youth Council this year have a strong direction and have allocated roles and action teams to progress areas of interest. The Youth Council have been involved in various community events and activities, and have been involved in presenting to Council’s Long Term Plan deliberations. 11 Youth Council members are also part of the Future Leaders Programme.

### 3.8. Future Leaders

The Future Leaders programme is an initiative of Inspiring Stories. The programme aims to support young people aged 17–25 in rural and provincial communities to develop their social entrepreneurship and leadership capability, and make a difference in their backyards.

This Programme has commenced, involving 25 young people from our District. A series of local and national hui, alongside a large ‘Festival for the Future’ Event will provide opportunities for inspiration, engagement and collaboration.

### 4. GOVERNANCE

### 4.1. Māori Wards Poll

A total of 10,831 (44.35%) electors voted in the Māori Ward poll with the result being:

- 4,801 (44.33%) voting for the wards
- 6,004 (55.43%) voting against
- 26 blank and informal votes
The result means Māori Wards will not be introduced for at least the next two triennial elections in 2019 and 2022.

4.2. Community Support

Thirteen applications were received for the $16,300 to allocate from the Creative NZ Community fund for a variety of art related workshops, exhibitions and performances.

Community support continues for the Civic Anzac Day ceremony with around 800 people attending this years’ service. William Stewart was the MC for the service with Reverend Chris Barnard, local Members of Parliament and representatives from the RSA, Regional Council and BOP District Health Board attending to support the Mayor and Councillors.

A Citizenship Ceremony for 30 applicants was held on 13 June 2018, representing 7 different nationalities.

5. BUSINESS SERVICES

5.1. Regional Growth Leadership Group

There is a focus in the team currently around the work and opportunities available as a result of the Provincial Growth Fund. The team are heavily involved in the work of the Regional Growth Leadership Group (RGLG), which is a collaboration between the Mayors of the three Eastern Bay of Plenty councils, the Mayor of Western Bay of Plenty District Council, the Chair of the Bay of Plenty Regional Council and the Chair of Toi-EDA. Project sponsors are MP Kiri Allan and Sir Michael Cullen.

The purpose of the RGLG is to discuss and collectively support regional economic development growth priorities, focus areas and initiatives and ensure that these create local jobs and improve underlying social issues in the Eastern Bay of Plenty.

The joined up approach to Eastern Bay economic development is intended to ensure that the opportunities of this area are showcased in a cohesive manner, providing assurance that our interdependencies and constraints have been well considered, and that ultimately investment in this region has clear measurable benefits.

Since the RGLG was formed, Stakeholder Strategies have been engaged, to develop a robust and quantitatively-based analysis to demonstrate the return to Crown investment in key Eastern Bay of Plenty projects. An initial phase of work, which is now completed, focused on a scoping/a stocktake of projects and existing business cases. A second stage now underway involves developing an analytical framework, modelling project benefits, regional independencies and developing an interim report.

A separate report around the work of the RGLG, and the provincial growth fund opportunities will be provided to the Policy Committee in July 2018. However, in the interim, the Committee is asked to acknowledge the costs of the work being undertaken by Stakeholder Strategies. It is anticipated that work that has been endorsed by the RGLG so far will cost approximately $55,000 to Whakatāne District Council, based on a proportional approach based on population against the overall costs across the EBOP councils. Toi EDA has also contributed $12,000 towards these costs.
5.2. Business Development

![Business Development 2017-18]

5.3. Infometrics– Quarterly Economic Monitor March 2018

A summary from the Infometrics Quarterly Economic Monitor report is included as an appendix to this report. The summary is very positive, and indicates that Whakatāne is experiencing its most rapid growth since 2003. The provisional GDP estimate is that Whakatāne’s economy expanded by 5.7% in the March 2018 year, compared with the national average of 2.7%.

5.4. Strategic Property

5.4.1. Whakatāne Airport

5.4.1.1. RESA Update

Following the 7 June 2018 report to Council updating the status of the Runway End Safety Area (RESA) extension, the Mayor and Chief Executive met with the Chief Executive of the Ministry of Transport (MoT) to discuss the MoT position on outstanding monies. The MoT aims to advise Council, at the end of June, the outcome of its paper to Cabinet detailing payment.

Staff have met with Air Chathams to keep them updated on the MoT position. Air Chathams are keen to introduce the SAAB 340 as soon as the RESA works are complete.

Staff have also kept the Airport grazing land lease holders and RESA Contractors up to date.

5.4.1.2. Runway Edge Lighting Project Update

The Runway Edge Lighting renewal project is progressing well. Whakatāne Electrical Contractors (WEC) are on schedule with the civil works, however, Airways International have advised there will be a delay in the overseas supply of the Apron and Hold Pont Lights. CAA have been advised of the delay.

5.4.2. Ports

5.4.2.1. Commercial Wharf Development

The inaugural meeting of the Wharf Redevelopment Governance Group was held on 14 June.
Discussions with MBIE staff regarding this project are ongoing. A draft strategic case for the project has been completed and a Better Business Case assessment is underway, to bring together the components necessary to help Governance Group make an informed decision on wharf options.

The project is centred on the replacement of the current wharf structure, parts of which are over 100 years old. The location, design and replacement options involved could not only provide for the unmet demand for berthage, now and in the future, but also create a vibrant waterfront area for the town, consistent with the aims of the Town Vision Plan.

Monitoring of the condition of the Commercial wharf is ongoing, with current use and vehicle access restrictions being reviewed.

5.4.2.2. Harbour Operations

The charter boats that spend time in the North targeting warm water species have all returned to their berths.

River bar soundings have continued to show good depth on the bar.

New signage has been installed at the Port Ōhope Boat Ramp and the Port Ōhope Wharf to improve the safety of both swimmers and moving vessels. Signs have also been upgraded to improve the safety of vehicle, pedestrian interaction on the Port Ōhope Wharf.

The storm event on 11 June damaged one of the Otuawhaki Wharf pontoon pile outriggers causing the pontoon to tilt during tidal changes. It is scheduled to be replaced as soon as possible.

5.4.2.3. Opihi Development

Consent has been granted, by an independent commissioner, to subdivide the reserves, buffer areas and development lot at 77 Bunyan Road. Title to each of the subdivided lots should issue by mid July 2018. This will be an important milestone which will trigger the payment plan for the block with stage one likely to settle on or before April 2019.

The Opihi developer has engaged DC Structures Studio to prepare concept designs for a pedestrian and cycleway bridge as well as a boardwalk. Council staff have viewed the initial concept designs and provided feedback. It is anticipated that concept plans and details on pricing will be available for circulation in early July.

5.5. Visitor Economy

5.5.1. Whakaari/ White Island Project Update

There are a number of actions underway in relation to the Council’s Whakaari/ White Island strategy. Current actions include:

- i-SITE 3D Model and information zone: Construction of the model is in progress and planning is underway for the surrounding area to support the model.
- White Island/ Whakaari mini documentary: Bullseye Productions has been commissioned to produce the documentary with production now underway.
- White Island/ Whakaari Merchandise design: Luggage tags and license plate surrounds have been produced and a White Island / Whakaari colouring book is in progress
- Remaining Gateway to White Island signs will be installed, including some referring to Gateway to Whakaari, where space allows on the sign.
5.5.2. Marketing and Promotion

Recent statistics taken from whakatane.com show the pre-summer and shoulder season (autumn) marketing campaigns were very successful in attracting new site visitors when comparing site statistics with the same period (October to April) the previous year. Domestic visitors to whakatane.com increased by 26.7% and there was an almost 100% increase in visitors coming directly to whakatane.com (visits not via a search engine, social media or another website). This shows that print ads, articles and radio advertising is proving to be successful in both reaching our target audience and persuading them to gain more information by visiting whakatane.com.

Whakaari/ White Island features on the cover of the June/July issue of NZ Today magazine, leading to an eight-page article about the island inside.

Fishing in Godzone magazine visited Whakatāne in April to take part in the Surtees Boats Fishing Competition. The May/June issue features a six-page article about the competition and fishing in Whakatāne.
The annual Essential Guide to New Zealand magazine (published in August) will feature a double page article about moving to Whakatāne and the great lifestyle it offers. 20,000 copies of the magazine are distributed on newsstands throughout the United Kingdom and at the Down Under Live Expos, where 4,000 people attend to find out more about moving to New Zealand or Australia.

In conjunction with Mōtū Trails, the autumn edition of Go Travel New Zealand magazine featured a one-page advertorial about cycle trails in the Eastern Bay of Plenty.
5.5.3. Korean Film Crew

‘The Fisherman’ (Korea) TV show spent three days in Whakatāne and Ōhope with Cascade Charters, Ōhope Beach Resort and Ōhope Top 10 Holiday Park filming a reality TV show in February this year. The link to final TV product as a result of a famil in February is attached.


5.5.4. Tourism Bay of Plenty

Tourism Bay of Plenty is embarking on a long term strategy to become a Destination Management Organisation after receiving a 46% boost in Council funding.

The $612,000 increase, approved in Tauranga City Council’s Long Term Plan, brings Tourism Bay of Plenty’s combined annual funding from its three contributing councils – Tauranga City Council, Western Bay of Plenty District Council and Whakatāne District Council – to $1.6m.

Destination Management, an emerging trend worldwide, is the strategic and sustainable management of visitor-related development, coordinated with residents’ interests, to preserve a region’s unique identity. It brings stakeholders together and provides them with the tools to work collaboratively to meet the demands of growing numbers of visitors.

This funding boost means Tourism Bay of Plenty now has the ability to shift the focus of the organisation from not just attracting visitors to the Coastal Bay of Plenty (which stretches from Waihi Beach to the Whirinaki Forest) but to better manage visitor stays while they are here.

Coastal Bay of Plenty Visitor Economy MBIE Monthly Regional Tourism Estimates to Year End April 2018

<table>
<thead>
<tr>
<th>YEAR</th>
<th>TOTAL VISITOR SPEND</th>
<th>% CHANGE</th>
<th>DOMESTIC VISITOR SPEND</th>
<th>% CHANGE</th>
<th>INTERNATIONAL VISITOR SPEND</th>
<th>% CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>$735m</td>
<td>10.85%</td>
<td>$601m</td>
<td>10.23%</td>
<td>$134m</td>
<td>13.71%</td>
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<td>$828m</td>
<td>12.72%</td>
<td>$667m</td>
<td>11.07%</td>
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<td>2016</td>
<td>$914m</td>
<td>10.31%</td>
<td>$721m</td>
<td>7.97%</td>
<td>$193m</td>
<td>20.00%</td>
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<td>2017</td>
<td>$949m</td>
<td>3.86%</td>
<td>$756m</td>
<td>4.90%</td>
<td>$193m</td>
<td>-0.03%</td>
</tr>
<tr>
<td>2018</td>
<td>$1,015m</td>
<td>6.91%</td>
<td>$799m</td>
<td>5.66%</td>
<td>$216m</td>
<td>11.81%</td>
</tr>
</tbody>
</table>

5.5.5. Whakatāne i-SITE Operations

I-SITE staff continued to be busy in March and April 2018 showcasing the region to visitors. A tourism operators evening in early May featured guest speakers from Rotorua Canopy Tours’ General Manager, who shared the story of their impressive growth since starting six years ago, new local business the Lightning Hub, and Toi Ohomai Institute of Technology.
May sales continued to outperform the same period last year, driven by more sales of high value helicopter trips to White Island / Whakaari trips and significant sales of the Whakatāne Theatre’s ‘The Addams Family’.
5.5.8. Commercial Accommodation Monitor and Tourism Spend

In March 2018 compared to March 2017 guest nights rose 13.1% to 30,115 driven primarily by domestic visitors attending key events such as Oxfam Trailwalker and Whai Ora Spirited Woman. Guest nights in March were higher than February.

For year ended March 2018 compared to the previous year;

- Guest nights rose 7.8 percent to 293,562
- International guest nights rose 3.4 percent to 65,195
- Domestic guest nights rose 9.1 percent to 228,367
- The average length of stay rose 2.30 nights to 2.56 nights

Annual tourism spend for the Whakatāne District for year ended April 2018 was $131m up from $128m for year ended February 2018.

5.6. Key Events

Event reports have been received from Whai Ora Spirited Women and Oxfam Trailwalker. Summaries are below.

5.6.1. Whai Ora Spirited Women

“Dare2Sweat Events would like to express our sincere thanks to the Whakatane District Council for their support in delivering the Whaiora Spirited Women – All Women’s Adventure Race held in Whakatane and Ohope from 16 – 18 March 2018. Throughout the planning stages, WDC staff met regularly with D2SE staff, supported operational planning, and offered advice and contacts to assist D2SE in working with local landholders and businesses. During the event itself, WDC were on the ground assisting with event set-up, problem-solving, and participating in the celebratory atmosphere created in town. Having worked with a number of regions over the past few years, D2SE was particularly impressed with the community engagement evident in the region, which meant that working with local businesses, landholders, iwi and service providers was a very positive experience. D2SE would not hesitate in returning to the Whakatane region in future years with this event.”
This third edition of the Whaiora Spirited Women – All Women’s Adventure Race was our biggest event yet. We also believe that it has been our most successful in terms of seamless delivery and community engagement. Dare2Sweat Events has relied on support and services from a wide range of organisations, businesses and private citizens in the Whakatane/Ohope region.

The 2018 edition of Whaiora Spirited Women – All Women’s Adventure race exceeded expectations by selling out early and reaching a capacity field of 360 teams. Additional kayaks were purchased to expand the potential field to 390 teams and entries reopened. Because of late withdrawals or injuries, a final number of 1,520 women participated on the day.

From survey data, the 31 teams (4.6%), were local to the region. The highest proportion of competitors travelled to Whakatane from the Waikato region (23.3%), followed the wider Bay of Plenty (22.7%), Auckland (21.1%), Wellington (9.4%), Manawatu-Wanganui (5.9%), Taranaki (5.8%), Northland (3.7%), Hawkes Bay (2.9%) and Gisborne (1.4%). Twenty-four teams travelled from the South Island and thirteen teams travelled from Australia.

From survey responses, the majority of competitors stayed 2 nights in Whakatane/Ohope (80.3%) followed by 3 nights (14.6%). Since only 4.6% of teams were local, it is estimated that the event resulted in between 3,800 and 4,300 bed nights in the local region.

Participants reported spending across a range of bands with the highest percentage of participants spending $250-$500 (37%), followed by $0-$250 (29.1%).

5.6.2. Oxfam Trailwalker

A total of 166 teams were at the start line for the 2018 event and they raised $556,809 for Oxfam NZ. Team numbers were lower than anticipated especially in the 100km event, however there was an increase in participants from the South Island. There were 12 teams from Whakatane/Opotiki for 2018. For the 2019 event, we will be focusing on international and South Island recruitment along with a much bigger drive for corporate/business teams.

<table>
<thead>
<tr>
<th>Region/area</th>
<th>Members</th>
<th>% of pax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whakatane/Ohope</td>
<td>76</td>
<td>3.8%</td>
</tr>
<tr>
<td>BOP</td>
<td>64</td>
<td>7.77%</td>
</tr>
<tr>
<td>Waikato</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>South Island</td>
<td>61</td>
<td>4.17%</td>
</tr>
<tr>
<td>Auckland</td>
<td>425</td>
<td>25.66%</td>
</tr>
<tr>
<td>Wellington</td>
<td>161</td>
<td>14.86%</td>
</tr>
<tr>
<td>Rest of North Island</td>
<td>80</td>
<td>21.06%</td>
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<tr>
<td>TOTAL NZ</td>
<td>950</td>
<td>80.18%</td>
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<tr>
<td>International</td>
<td>40</td>
<td>9.35%</td>
</tr>
<tr>
<td>TOTAL ALL</td>
<td>990</td>
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</tr>
</tbody>
</table>

We have had overall very positive feedback from participants from the trail to volunteers and the warm hospitality that people received at Whakatane. The survey has delivered some good feedback on Whakatane region, trail and overall experience. An economic impact report will be provided in to Council in the next few months.
Oxfam are committed to staying in the Whakatāne District for the immediate future and have engaged an event professional to provide an event audit to get a better understanding of how to increase participation and ensure the success of the event. Council staff are working closely with the Oxfam team for a plan going forward. Council hosted a workshop to brainstorm new ideas for the 2019–2020 trail.

5.6.3. Explore Central North Island

Staff attended Explore tradeshow in Auckland in April, promoting the District’s activities direct to travel trade buyers. Queries centred predominantly on accommodation types, availability and trade readiness. There was high levels of awareness of Whakatāne, as many FIT (free independent traveller) markets are now maturing and requesting ‘real’ New Zealand experiences. White Island/Whakaari is very much considered as a must do activity by the industry.

5.6.4. Fieldays 2018 - 13 – 16 June at Mystery Creek in Hamilton.

Whakatane District Council have a double site beside Mōtū Trails and Awakeri Rail Adventures as an open plan feature this year, inside the Town & Country Marquee. Three local tourism operators are attending to support staff on the stand. The focus is on promoting the local tourism industry and Fieldays visitors can enter a competition to win one of 2 accommodation and activity prizes to Whakatāne.

6. PUBLIC AFFAIRS

6.1. Media and Stakeholder Relations

Print media, radio news, website and social media coverage in the second half of April featured 26 items directly or indirectly relating to the Whakatāne District Council. Of those, 11 were generally positive in nature, four were negative and 11 were neutral. Significant matters covered included: Māori Wards; retail sector revitalisation; and destination signage featuring the ‘Gateway to White Island’ branding.

May media coverage featured 78 items directly or indirectly relating to the Council. Of those, 31 were generally positive, seven were negative and 40 were neutral. Significant matters included: the Māori Wards poll process and outcomes; surface flooding in early-May; and the Chief Executive’s forthcoming appointment as the Tauranga City Council CE.

Media Coverage Analysis
Twenty media releases were issued in May and a two-page Ko Konei – Our Place edition was published in the Eastern Bay Life on 4 May.

6.2. Website and Social Media activities

6.2.1. whakatane.govt.nz

In the second half of April, there were 5224 unique, non-staff visitors to the Council website and 23,404 pageviews.

In May, there were 9047 unique non-staff visitors and 48,620 pageviews (9448 unique non-staff visitors and 52,963 pageviews in May 2017). The year-over-year decline in site visits and pageviews for April and May reflects the unusually high usage generated by the April 2017 storm events.

6.2.2. whakatāne.com

In the second half of April, there were 7034 unique visitors to the tourism-oriented, Whakatane.com website and 31,792 pageviews (3832 unique visitors and 13,899 pageviews for the same period in 2017).
In May, there were 8719 unique visitors and 28,552 pageviews (7672 unique visitors and 23,733 pageviews in May 2017).

6.2.3. Social Media

Council Facebook Page

Total page likes for the Council Facebook page climbed from 5831 on 15 April to 5926 on 31 May.

The top five posts for this period, by number of people reached, were:

1. A notice relating to the 29 April severe weather event – 13,344
2. Photo of Whakatāne River water, before and after water treatment – 10,184
3. Progress result of Māori Wards Poll – 9906
4. Video of Mayor Bonne’s responses to LTP questions – 8259
5. Notice of Manawahe Road closure – 6227

Boosted Facebook posts designed to create awareness of the proposed 2018-28 LTP proved very effective in generating quality website traffic, as shown by the amount of time users spent on the site and the low bounce rate (24.40%), with a number of users clicking through to the consultation portal. At a similar cost to running one print ad, we achieved an extended advertising period, better exposure frequency, easy access to further information and the ability to make a submission.

Whakatastic!

Total page likes for the Whakatastic Facebook page climbed from 8306 on 15 April to 8339 on 31 May.

A shoulder season promotion campaign targeted families looking for holiday ideas and highlighted the range of tourist activity options we have available in the District. We also ran three targeted interest ads (golf, mountain biking and fishing), using the Facebook Canvas platform. The ability to target messaging to people’s interests proved very effective and we’ll be incorporating this in future campaigns.
7. **RECOVERY**

The number of displaced families returning home is steadily increasing, with 254 (83%) having returned to their repaired yellow-stickered homes, as at 14 June 2018. Welcome Home packs (a flexi-tub of household items) continue to be distributed by the Recovery Office to mark this important milestone.

The Community Navigators continue to work with vulnerable individuals and families, providing assistance to access the appropriate support needed from different agencies. The main issues continue to be health and wellbeing, temporary accommodation and insurance. Insurance support continues to be provided to flood-impacted residents by Canterbury Community Law Services, through the Residential Advisory Service (RAS). The number of families being supported has reduced, but both services have been well received.

Council continues to operate a Recovery Office under the CDEM legislation, managed by the Recovery Manager. As from 1 July the Recovery team reduces to three part staff, one Navigator, one staff member responding to general issues and the Community Plan coordinator. Staff maintain connections with other partners to assist people as and when necessary.

**RECOMMENDATIONS:**

1. **THAT** the General Manager Strategy and Community Report be received; and

2. **THAT** it be recommended to the Council to approve unbudgeted expenditure of $55,000 to support the work of the Regional Growth Leadership Group.

**Attached to this report:**

Appendix 1 - Infometrics Quarterly Economic Monitor March 2018

**Report Authorisation**

<table>
<thead>
<tr>
<th>Report writer:</th>
<th>Julie Gardyne</th>
<th>General Manager Strategy and Economic Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final Approval:</td>
<td>Marty Grenfell</td>
<td>Chief Executive</td>
</tr>
</tbody>
</table>
Overview of Whakatāne District

Whakatāne’s economy is experiencing its most rapid growth since 2003. Infometrics’ provisional estimate of GDP shows that Whakatāne’s economy expanded by 5.7% in the March 2018 year, compared with growth of 2.7% in the national economy. Indicators of business investment, household spending, and tourism were particularly strong. Traffic flows in the district increased by 4.8% over the year.

The annual running total of non-residential building consents in Whakatāne climbed 44% in the March 2018 year, and is close to three times larger than its 2016 trough. Residential building consents also crept up a further 3.0%. With such a large volume of construction activity in the pipeline, at a time when the primary sector is also enjoying good returns, there was a sharp lift in commercial vehicles registrations.

Forestry prices are sitting at record highs in New Zealand dollar terms, as local and export demand is high. Data from ANZ shows that seafood export prices rose by an average of 2.5% in the March 2018 year, and have climbed more than 35% over the past five years. Infometrics estimates show that the dairy payout in Whakatāne is expected to total $226m in the 2017/18, compared with a payout of just $141m at the trough two years ago.

Whakatāne’s tourism sector enjoyed a strong summer. Visitor spending over the March year was up 6.9% from a year earlier, which was a key contributor to the 6.4% growth seen in retail spending more generally. Commercial guest nights rose 7.8% over the past year, while Infometrics estimates show that Airbnb guest nights during the summer months climbed 61% from a year ago. Airbnb guest nights over the past twelve months were equivalent to approximately 10% of the number of commercial guest nights.

Despite strong growth in many sectors, there have been some mixed signals from labour market indicators. The average number of Jobseeker Support recipients remains slightly higher than a year ago, but has inched downwards since December. We anticipate that the number of people in such vulnerable employment situations will continue tracking downwards over the coming quarters.

Overview of national economy

The prediction by Winston Peters of an economic correction or slowdown, made at the time of last October’s coalition announcement, appears to be coming true. Infometrics’ latest forecasts see New Zealand’s economic growth slowing to 2.4%pa by the end of this year and slipping below 2.0%pa during 2019. A range of factors have combined to drive the slowdown, many of which can be sheeted back to government policy. Weaker population growth will also mitigate some of the demand pressures in the Auckland housing market, but the region’s housing undersupply and affordability issues are likely to remain critical.
**Gross domestic product**

GDP in Whakatane District was up 5.7% for the year to March 2018 compared to a year earlier. Growth was higher than in New Zealand (2.7%) and higher than in Bay of Plenty Region (4.1%).

**Gross domestic product ($m)**

<table>
<thead>
<tr>
<th>Year</th>
<th>Whakatane District</th>
<th>New Zealand</th>
<th>Bay of Plenty Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>$1,451 million</td>
<td>$1,420 million</td>
<td>$1,000 million</td>
</tr>
</tbody>
</table>

**Annual GDP growth**

<table>
<thead>
<tr>
<th>Year</th>
<th>Whakatane District</th>
<th>New Zealand</th>
<th>Bay of Plenty Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>2.7%</td>
<td>5.5%</td>
<td>3.1%</td>
</tr>
<tr>
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<td>5.7%</td>
<td>2.7%</td>
<td>4.1%</td>
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<td>2010</td>
<td>5.7%</td>
<td>2.7%</td>
<td>4.1%</td>
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<td>2011</td>
<td>5.7%</td>
<td>2.7%</td>
<td>4.1%</td>
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<td>2014</td>
<td>5.7%</td>
<td>2.7%</td>
<td>4.1%</td>
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<td>2015</td>
<td>5.7%</td>
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<td>2016</td>
<td>5.7%</td>
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<tr>
<td>2017</td>
<td>5.7%</td>
<td>2.7%</td>
<td>4.1%</td>
</tr>
<tr>
<td>2018</td>
<td>5.7%</td>
<td>2.7%</td>
<td>4.1%</td>
</tr>
</tbody>
</table>

**Highlights for Whakatane District**

- GDP in Whakatane District was up 5.7% for the year to March 2018 compared to a year earlier. Growth was higher than in New Zealand (2.7%) and higher than in Bay of Plenty Region (4.1%).
- GDP was $1,451 million in Whakatane District for the year to March 2018 (2010 prices).
- Annual GDP growth in Whakatane District peaked at 5.7% in the year to March 2018.

**National overview**

Economic activity experienced a modest start to 2018 after having lost steam in the December 2017 quarter. We provisionally estimate that GDP grew by 2.7% over the March 2018 year. Retail trade appears to be the top performing industry, while agriculture has had a relatively subdued quarter. We now expect GDP growth to ease to 2.4%pa by December. It is becoming clearer that the transition phase of new government policy could result in a less buoyant economy over the next couple of years.

**International net migration**

**Highlights for Whakatane District**

- Whakatane District experienced a permanent and long-term net migration gain of 144 persons in the year to March 2018. This compares with a gain of 141 a year ago, and a ten year average of 80 (loss).
- New Zealand’s annual net migration decreased to 67,986 from 71,924 a year ago.

**National overview**

Annual net migration slipped to 67,984 people in March from almost 69,000 people in February. This fall is a continuation of recent migration trends – downward pressure on arrivals and some upward pressure on departures. We expect these trends to persist over the coming year. These March results were in line with our expectations for the quarter. The downward pressure on arrivals and the upward push in foreign departures will persist, and we’ve forecast annual net migration to slip below 60,000 people by March 2019. Further tightening of the rules around student and work visas is expected to kick in from mid-2019, forcing net migration to plunge.
Unemployment rate

Highlights for Whakatane District

- The annual average unemployment rate in Whakatane District was 7.7% in March 2018, up from 7.4% a year earlier.
- The unemployment rate in Whakatane District was higher than in New Zealand, where the unemployment rate averaged 4.6% over the year to March 2018.
- Over the last ten years the unemployment rate reached a peak of 9.3% in September 2010;

National overview

The labour market continues to tighten, with the unemployment rate across the March 2018 year averaging 4.6%, compared to 5.0% the previous year. The rate of underutilised labour also fell, as workers took on more hours. Participation remained high at 70.8%. In light of reducing spare capacity in the labour market, firms will need to compete to retain workers they currently employ, and are likely to experience difficulty searching for new workers.

Traffic flow

Highlights for Whakatane District

- Traffic flows in Whakatane District increased by 4.8% over the year to March 2018. This compares with an increase of 2.0% in New Zealand.

National overview

Traffic flows in the March 2018 year rose 2.0% from the previous year. Vehicle movements continue to grow most rapidly in visitor hotspots and in places with strong population growth. Traffic flows in Kaikōura have soared since the reopening of SH1, which has taken pressure off roading in Tasman and Hurunui. Vehicle running costs have pushed significantly higher over recent months, with petrol prices currently sitting more than 10% above their levels from late 2017.
Residential consents

<table>
<thead>
<tr>
<th>Whakatane District</th>
<th>New Zealand</th>
<th>Bay of Plenty Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.0%</td>
<td>2.0%</td>
<td>1.7%</td>
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</tbody>
</table>

A total of 23 new residential building consents were issued in Whakatane District in the March 2018 quarter, compared with 27 in the same quarter last year.

On an annual basis the number of consents in Whakatane District increased by 3.0% compared with the same 12-month period a year ago. The number of consents in New Zealand increased by 2.5% over the same period.

National overview

The number of new dwelling consents in the March 2018 year rose 2.5%, with particularly sharp growth occurring during the month of March. New dwelling consents rose a whopping 15% during March to hit their highest seasonally adjusted monthly level since June 2004! Almost all the increase in consents during March was due to attached dwellings, such as apartments and townhouses, with consents for houses virtually unchanged over the month. Auckland was the biggest contributor to dwelling consent growth with its high concentration of attached dwellings. There was also strong growth in consents in Wellington in March, wholly due to attached dwelling types.

Non-residential consents

<table>
<thead>
<tr>
<th>Whakatane District</th>
<th>New Zealand</th>
<th>Bay of Plenty Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>44.4%</td>
<td>2.6%</td>
<td>41.7%</td>
</tr>
</tbody>
</table>

Non-residential building consents to the value of $21 million were issued in Whakatane District during the year to March 2018. The value of consents increased by 44% over the year to March 2018. By comparison the value of consents in New Zealand increased by 2.6% over the same period.

Over the last 10 years, consents in Whakatane District reached a peak of $69 million in the year to March 2012.

National overview

The total value of non-residential consents in the March 2018 year was up 2.6% from a year earlier. Consents during the March quarter were above forecast, but annual consent value growth was slower than expected because of weakness in late 2017. The annual value of consents in Auckland has risen from $2.3bn to $2.6bn over the past year, while consents in Canterbury fell from $1.7bn to $1.5bn over the same period. Non-residential consents around the rest of the country were $2.3bn in the March 2018 year, compared to $2.4bn a year earlier. We expect non-residential work put in place during 2018 to continue recovering from the softness that occurred during late 2017.
House prices

**Highlights for Whakatane District**
- The average current house value in Whakatane District was up 10% in March 2018 compared with a year earlier. Growth outperformed relative to New Zealand, where prices increased by 9.5%.
- The average current house value was $409,961 in Whakatane District over the March 2018 year. This compares with $659,904 in New Zealand.

**National overview**
House prices growth has risen over recent months. After having bottomed out at 6.0%pa in the September 2017 quarter, house price growth accelerated to 9.5%pa in the March quarter. Broad trends remained the same, with house price inflation in Auckland continuing to be weak while prices were solid elsewhere. House prices are growing most rapidly in Hawke’s Bay, along the Kapiti Coast and north into Horowhenua, the Wairarapa, and some parts of rural Waikato. At the other end of the scale, prices are flat in Auckland, and continue to ease on the West Coast and in Christchurch City.

### House sales

**Highlights for Whakatane District**
- House sales in Whakatane District in the year to March 2018 decreased by 30% compared with the previous year. Growth underperformed relative to New Zealand, where sales decreased by 15%.
- A total of 413 houses were sold in Whakatane District in the 12 months ended March 2018. This compares with the ten year average of 390.

**National overview**
House sales in New Zealand fell 15% over the March 2018 year, with a 4.4% seasonally adjusted fall in the month of March alone. House sales were down in almost all regions compared to a year earlier, partly due to last March’s relatively high sale volumes, as well as the timing of Easter this year. We expect sales volumes to be stable throughout 2018, reflecting the easing off of loan-to-value restrictions, as well as still solid growth in some provincial areas.
Car registrations

Highlights for Whakatane District

- The number of cars registered in Whakatane District increased by 28% in the year to March 2018 compared with the previous 12 months. Growth was higher than in New Zealand, where car sales increased by 4.4%.
- A total of 1,357 cars were registered in Whakatane District in the year to March 2018. This compares with the ten year average of 850.

National overview

Car sales in the March 2018 year rose 4.4%, slightly behind the 8.0% growth seen in the December 2017 year. The slowdown was entirely due to fewer registrations of used imports, with stink bugs holding up car shipments from Japan. The government’s proposed increases in fuel excise will drive up the cost of operating a car, but probably won’t affect sales, at least in the short term. The ongoing shift in preferences from large to small cars will likely be cemented by the latest increases in fuel excise, on top of proposed regional fuel taxes. Consumers are already shying away from big gas guzzlers in favour of more fuel-efficient options.

Commercial vehicle registrations

Highlights for Whakatane District

- The number of commercial vehicles registered in Whakatane District increased by 32% in the year to March 2018 compared with the previous 12 months. Growth was higher than in New Zealand, where commercial vehicle sales increased by 13%.
- A total of 512 commercial vehicles were registered in Whakatane District in the year to March 2018. This is higher than the ten year average of 257.

National overview

Commercial vehicles sales in the March 2018 year rose 13%, slightly behind the 16% growth seen in the December 2017 year. We expect sales growth to continue cooling over the coming quarters. Slower growth in the construction sector is likely to hamper ongoing demand for vehicles, and weaker economic growth suggests sales will fall as we head into 2019. These trends will be reflected across all weight classes, but there are some upside risks to very heavy truck sales in areas with large forestry sectors. With a swath of forests on the cusp of maturity, favourable world prices might encourage forest managers to bring harvests forward if they can.
Highlights for Whakatane District

- Total guest nights in Whakatane District increased by 7.8% in the year to March 2018. This compares with an increase of 3.9% in New Zealand.
- Visitors stayed a total of 262,442 nights in Whakatane District during the year to March 2018, which was up from 243,518 a year ago.

National overview

The number of guest nights in commercial accommodation rose 3.9% in the March 2018 year to a record 39.9m. Growth was driven by international visitor guest nights, which increased 6.0% to 17.6m, while domestic guest nights climbed 2.4% to 22.3m. Strong growth in guest nights by international visitors reflects a sharp lift in visitor arrivals to New Zealand. Over the March 2018 year, there was a 7.8% lift in international visitor arrivals to New Zealand. Commercial guest nights growth would have been faster had it not been for the increasing prevalence of private accommodation being provided through platforms such as Airbnb. Infometrics estimates that Airbnb stay unit nights in New Zealand during the 2017/18 summer months rose more than 60% from a year earlier.

Jobseekers

- Working age Jobseeker Support recipients in Whakatane District in the year to March 2018 increased by 0.3% compared with the previous year. Growth was higher relative to New Zealand, where the number of Jobseeker Support recipients decreased by 0.5%.
- An average of 1,706 people were receiving a Jobseeker Support benefit in Whakatane District in the 12 months ended March 2018. This compares with an average of 1,654 since the start of the series in 2010.

National overview

The average number of people receiving Jobseeker Support fell 0.5% in the March 2018 year. It is not surprising to see fewer people receiving such assistance given that employment growth remains strong. During the March quarter there was growth in both the number of full-time workers (up 0.6%) and part-time employment (up 0.5%). Falling unemployment and increased competition for workers still hasn’t translated into higher labour cost growth. The labour cost index rose 1.8% over the March quarter, matching the increases seen in the previous two quarters. However, we remain convinced that labour costs must eventually rise higher in response to the tightening market.
Retail trade

Highlights for Whakatane District

- Electronic card retail spending in Whakatane District, as measured by Marketview, increased by 6.4% over the year to March 2018 compared to the previous year. This compares with an increase of 4.5% in New Zealand.

National overview

Electronic card spending on retail purchases strengthened in the early stages of 2018. Data from Marketview showed that spending in the March quarter was up 4.9% from a year earlier, taking growth across the March year to 4.5%. Statistics New Zealand’s Retail Trade Survey reinforces this finding. The Statistics New Zealand survey further shows that consumables, hospitality and services, and vehicles spending growth were particularly strong in the March quarter, while spending on durable household items grew at a more moderate pace in line with softer house sales.

Total dairy payout

Highlights for Whakatane District

- Whakatane District's total dairy payout for the 2016/17 season is estimated to have been approximately $211m.
- Whakatane District's dairy payout for the 2017/18 season is expected to be approximately $226m, $14.8m higher than last season, assuming that production levels from last season are maintained.
- The total dairy payout for New Zealand is estimated to have been approximately $11,328m in the 2016/17 season, and is expected to be $796m higher in the 2017/18 season.

National overview

A 2.7% increase in prices at Fonterra’s Global Dairy Trade auction in late April snapped a four-auction decline. Bar one auction, the index is at its highest since mid-September 2017. Prices are likely to remain steady with lower New Zealand supply keeping prices on the up. At this stage, Fonterra’s current forecasted farmgate milk price of $6.55/kgms for the 2017/18 season appears well supported. A payout of this level would pump $12.1bn into the economy, up from $11.3bn last season.
Total tourism expenditure in Whakatane District increased by 6.9% in the year to March 2018. This compares with an increase of 9.3% in New Zealand.

Total tourism expenditure was approximately $129m in Whakatane District during the year to March 2018, which was up from $121m a year ago.

**Highlights for Whakatane District**

- Total tourism expenditure in Whakatane District increased by 6.9% in the year to March 2018. This compares with an increase of 9.3% in New Zealand.
- Total tourism expenditure was approximately $129m in Whakatane District during the year to March 2018, which was up from $121m a year ago.

**National overview**

Visitor spending in the March year totalled $28.5bn, up from $26.0bn a year earlier. Growth was driven by spending by international visitors, which rose $1.4bn to $11.7bn, while domestic visitor spending increased $1.1bn to $16.8bn. International spending growth has been supported by more visitors to New Zealand. Domestic visitor spending growth was the fastest since MBIE’s visitor spending series began in 2009, reflecting increasing spending on leisure as job prospects improve.
Technical notes

Gross Domestic Product
Gross Domestic Product is estimated by Infometrics. A top down approach breaks national industrial production (sourced from production based GDP measures published by Statistics New Zealand) is broken down to TA level by applying TA shares to the national total. Each TA’s share of industry output is based on earnings data from LEED. GDP growth in recent quarters is based on a model which uses the various partial economic indicators presented in this report as inputs. Estimates of GDP for these most recent quarters are provisional until Infometrics updates its annual GDP series in the Regional Economic Profile at the beginning of each year.

Net migration
Net migration is the difference between the number of arrivals and departures of permanent and long-term migrants. Data is sourced from International Travel and Migration statistics from Statistics New Zealand.

Unemployment
Regional level unemployment rates are sourced from Statistics New Zealand’s Household Labour Force Survey. Trends in the number of Jobseekers at TA level are used to break down regional unemployment rates to TA level. To reduce volatility the unemployment rate is presented as an average for the last four quarters.

Traffic flow
Traffic flow growth rates are calculated from the number of vehicles passing approximately 110 sites monitored by New Zealand Transport Agency. Each of the sites has been mapped to a territorial authority.

Retail Sales
The retail spending data is sourced from Marketview. It measures total electronic card spending using spending through the Paymark network and adding to it an estimate of non-Paymark network spending using the pattern of BNZ card holder spending at non-Paymark retailers. For further breakdown of the data by storetype and other variables contact Marketview.

Accommodation
The number of guest nights is sourced from Statistics New Zealand’s Accommodation Survey. A guest night is equivalent to one guest spending one night at an establishment. For example, a motel with 15 guests spending two nights would report that they had provided 30 guest nights.

House sales
The number of house sales is sourced from REINZ. The indicator measures the number of house sales at the point when the sale becomes unconditional. The unconditional date is the date when all the terms of an agreement have been satisfied and the sale and purchase can proceed to settlement.

House values
House value (dollar value) are sourced from QVNZ. The levels quoted in the report are average current values over the past 12 months. An average current value is the average (mean) value of all developed residential properties in the area based on the latest house value index from QVNZ. It is not an average or median sales price, as both of those figures only measure what has happened to have sold in the period. These average current values are affected by the underlying value of houses (including those not on the market) and are quality adjusted based on the growth in each house’s price between sales.

Building consents
Building consents data are sourced from Statistics New Zealand. Non-residential consents include the value of both new buildings and alterations.

Vehicle sales
Car and commercial vehicle sales data are sourced from New Zealand Transport Authority. Sales are based on new registrations which include the first time registration of new vehicles and used vehicles imported from overseas.

Dairy
Dairy data has been sourced from the “New Zealand Dairy Statistics”, a publication co-owned by DairyNZ and LIC, as well as calculations made by Infometrics. The data accords to dairy seasons, which run from June to May. Total dairy payouts in each territorial authority have been calculated by Infometrics by utilising milk solids production in conjunction with Fonterra’s farmgate milk price (excluding dividends) from the dairy season in question. For the current season, Infometrics calculates a payout forecast using our own expectation of the farmgate milk price and the assumption that milk solids production continues running at the same level from the previous season.
Jobseekers Support

In July 2013 the New Zealand’s welfare system changed to better recognise and support people’s work potential. As part of this the Jobseekers Support benefit was introduced. This benefit is for people who can usually look or prepare for work but also includes people who can only work part-time or can’t work at the moment, for example, because they have a health condition, injury or disability.

Data presented for the September 2013 quarter onwards is provided by the Ministry of Social Development (MSD). Data prior to September 2013 are Infometrics estimates based on re-grouping pre-July 2013 benefit categories to be consistent with the post-July 2013 benefit categories. The pre-July 2013 benefit categories used to estimate the number of Jobseekers Support recipients are:
- Unemployment Benefit and Unemployment Benefit Hardship;
- Unemployment Benefit Training and Unemployment Benefit Hardship Training;
- Sickness Benefit and Sickness Benefit Hardship;
- Domestic Purposes Benefit - Sole Parent (if youngest child is 14 or over);
- Women Alone and Widow’s Benefit (without children or with children 14 or over).

Tourism Expenditure

Tourism expenditure data is sourced from the Ministry of Business, Innovation and Employment’s (MBIE) Monthly Regional Tourism Estimates. These are estimated values for tourism spending that approximate values found in the International Visitor Survey (IVS) and Tourism Satellite Account (TSA), using modelling of a sample of electronic card spending throughout New Zealand from domestic and international accounts.
1. **REASON FOR THE REPORT**

This report updates and informs the Council on performance in the Planning and Infrastructure department for April and May 2018.

2. **EXECUTIVE SUMMARY**

Full public notification of the proposed changes to the Whakatāne District Plan and the private plan change request to the regional Natural Resources Plan, to manage the debris flow risk on the Awatarariki Fanhead occurred on 19 June 2018.

The Development Strategy, aimed at providing for future residential and commercial demand based on projected economic outcomes for the Eastern Bay, will form part of the work being undertaken by the Regional Growth Leadership Group.

The resource consents for Cresswell NZ Ltd were approved by Independent Commissioners delegated to hear and decide the applications by the Whakatāne District Council and the Bay of Plenty Regional Council. The applicant and/or submitters may lodge an appeal with the Environmental Court within 15 working days of receiving the decision.

In 2013, the Ministry of Education (MOE) lodged High Court action against Carter Holt Harvey (CHH) for its supply of Shadowclad exterior cladding to 833 school buildings in New Zealand. In late 2016, the Council, along with many other councils, were brought into the case by CHH claiming councils had approved defective building practices when Shadowclad was installed.

The Council continues to implement action in response to the Kestrel Group review following the April 2017 floods.

The LED lighting accelerated renewal programme has commenced, with works being carried out in Whakatāne, Edgecumbe, Tāneatua, Te Teko, Te Mahoe, Matatā and Murupara.

Permanent reinstatement works are well underway on Galatea Road at the Te Mahoe underslip, and on Manawahe Road at the two underslip sites. These repairs are on track to be completed in July.

Previous storm repair works from 2016 storms are now complete on Galatea Road, near Snake Hill, and are well underway on Herepuru Road and Manawahe Road. These remaining sites are on track to be completed by the end of June.
The proposed Supplier Panel, approved by Council on 7 June, will allow for a simpler procurement procedure for NZTA-subsidised works up to $1 million in value. This proposal is currently with NZTA for review with a presentation of the proposal to NZTA (Hamilton) on 22 June.

The emergency work to reinstate and protect the land around the Rūātoki water bore was completed on 23 February. Contractors engaged by the Regional Council have substantially completed groynes upstream to prevent further river movement.

The Wainui Te Whara channel upgrade works are continuing, with completion expected in late July. The cost is now likely to exceed the revised budgets by a further $475,000, and this will need to be considered by Council in August 2018.

Three Waters staff are completing compliance reporting for Ministry of Health requirements by the end of June. This has proven challenging because of rising expectations and systems limitations.

3. PLANNING

3.1. Resource Management – Policy

3.1.1. Awatarariki Plan Change and Private Plan Change to BOPRC

Full public notification of the proposed changes to the Whakatāne District Plan and the private plan change request to the Regional Natural Resources Plan, to manage the debris flow risk on the Awatarariki Fanhead, occurred on 19 June 2018. Submissions on the proposed plan change will close at 5pm on Monday, 17 September 2018.

Documents incorporated by reference in the plan changes were made available for comment prior to notification, with comments being received from four parties.

3.1.2. Private Plan Change – Lysaght Development Ltd, Keepa Road, Whakatāne

Council received 34 submissions to the proposed Private Plan Change by Lysaght Development Ltd to rezone 23 and 45 Keepa Road from Light Industrial to Residential. A Summary of Decisions requested by those submissions has been notified and further submissions are able to be made until 5pm on Wednesday, 27 June 2018.

3.1.3. Development Strategy

The Development Strategy is a project to coordinate Council actions towards an agreed development direction for the Whakatāne District. It reviews and expands upon the review of the Whakatāne Integrated Urban Development Strategy; meets new requirements for Council under the Resource Management Act 1991 relating to planning for urban development capacity; provides an economic development direction specific to the Whakatāne District; and provides direction and a coordinated approach for development in the Whakatāne District.

The Development Strategy will form part of the work being undertaken by the Regional Growth Leadership Group, and outcomes from that group will assist in finalising the Development Strategy.

Part of the project defines future residential and commercial development opportunities and requirements within the District. An assessment of how much future residential, commercial and industrial land may be required, and where this could be located in the Whakatāne District, is progressing. Following the Steering Group meeting in February, work continues on this project with a focus on quantifying residential development requirements and identifying residential development
options for the Whakatāne District to meet this demand. As an indication of land requirements, assessments suggest that residential land requirements will be between 67 and 114 hectares, dependant on growth scenarios. Commercial land requirements are between 11 and 19 hectares, Light Industry between seven and 13 hectares, and Industry between 18 and 35 hectares.

The residential assessment considers development potential within the existing urban area, large greenfield developments currently underway and potential rezoning of additional residential land to meet future demand. A similar assessment of commercial and industrial land will also be undertaken as part of the Development Strategy Project.

3.2. Resource Management – Consents
3.2.1. Statutory Compliance

The following graph compares resource consent data across the last three years:

![Total Resource Consents Issued](image)

Five land use consents and three subdivision consents were issued in April 2018, and seven land use consents and three subdivision consents were issued in May 2018. There were two land use consents and two subdivision consents processed outside of the statutory timeframe.

3.2.2. Notable resource consents

The decision of the Independent Commissioners delegated by the Whakatāne District Council and Bay of Plenty Regional Council to consider and decide the resource consents by Cresswell NZ Ltd was released on 12 June 2018. The independent commissioners, Rob Van Voorthuysen and Antoine Coffin, approved both the District and Regional consents subject to a significant number of conditions. Amongst the conditions was:

- A reduction in the hours of operation from that originally proposed for transporting package goods outside the building in the evenings and during weekends
A traffic monitoring programme is to be implemented to allow the traffic effects to be determined over time.

The establishment of a neighbourhood liaison group to enable issues that arise from the construction and operation of the plant to be discussed and resolved.

The decision is now open for appeal to the Environment Court by any submitters and/or the consent holder.

3.2.3 Judicial Review of Notification Decision: Subdivision consent - CIV-2018-463-19 McKenzie v WDC and another

The Council received Notice of Proceedings lodged in the High Court seeking a judicial review of a non-notification decision for a subdivision application at 718 Herepuru Road. An adjoining neighbour has lodged the notice, arguing that he is an affected party for reasons associated with rural amenity, traffic effects and possible reverse sensitivity effects. The applicant’s Barrister is also arguing that the Council’s assessment of “affected parties” was flawed in law. The proceedings were also accompanied by an application for interim orders to prevent the subdivision from being progressed in the meantime. The High Court, with the agreement of all parties, has agreed that no progress will be made to complete the subdivision until 1 August, in order to allow parties time to discuss options. The Council and consent holder are required to lodge any documents in opposition to the claim by 8 July 2018, to be followed by the claimant’s response.

4. BUILDING

4.1 Claim against councils - Shadowclad

In 2013, the Ministry of Education (MOE) lodged High Court action against Carter Holt Harvey (CHH) for its supply of Shadowclad exterior cladding to 833 school buildings in New Zealand. MOE alleges that Shadowclad is a defective product and has made claims for remedial costs to repair buildings.

In 2013, CHH filed third-party proceedings against 54 councils. CHH alleged that the councils were responsible because defective building practices had been used during construction. CHH did not serve the councils with the third party claim until three years later. The reason for the delay was that CHH had sought to strike out the MOE claim. That strike out application was unsuccessful.

In December 2016, CHH served 54 councils with the claim; amongst them was Whakatāne District Council. In 2017, the council jointly brought a strike-out application which included the following;

- That councils were prejudiced as a result of excessive delay in serving the MOE claim
- That some of the claims for schools in the MOE claim were more than 10 years after the issue of Code Compliance Certificate.

The court accepted that the councils had suffered some prejudice with the delay. However, as only 6% of the claims against the councils had become 10 year time-barred between the dates the MOE claim was filed and when it was served, the court considered that the prejudice fell well below the threshold required for a strike-out.

The councils did succeed in striking out those school buildings where the Code Compliance Certificate was issued more than 10 years prior to the MOE claim being filed in December 2013. This decision has not been appealed.
The Whakatāne District Council had a total of 35 school buildings in the claim originally, with that number now reducing to 33 because of the strike-out. The Council will now work to independently verify the extent of the claim in terms of buildings – we are currently unclear whether the claimed 35 buildings still exist or in some cases, whether Shadowclad was indeed used as the exterior cladding.

The Council’s defence is part of a coordinated effort by the councils involved.

4.2. Building and Monitoring

The Whakatāne District Council had a total of 35 school buildings in the claim originally, with that number now reducing to 33 because of the strike-out. The Council will now work to independently verify the extent of the claim in terms of buildings – we are currently unclear whether the claimed 35 buildings still exist or in some cases, whether Shadowclad was indeed used as the exterior cladding.

The Council’s defence is part of a coordinated effort by the councils involved.

4.2. Building and Monitoring

<table>
<thead>
<tr>
<th>BUILDING CONSENTS ISSUED</th>
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<tbody>
<tr>
<td>LAST MONTH (APRIL)</td>
</tr>
<tr>
<td>Residential</td>
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<tr>
<td>41</td>
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</tbody>
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TARGET IS BASED ON 2016-17 TOTALS: The number of building consents issued this financial year has already passed the annual target. This is largely due to approximately 200 natural disaster consents issued following the April 2017 flood event.

<table>
<thead>
<tr>
<th>BUILDING INSPECTIONS</th>
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<tr>
<td>LAST MONTH (APRIL)</td>
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TARGET IS BASED ON 2016-17 TOTALS: Out of the 212 inspections in April, 101 have failed and 111 have passed. Out of the 304 inspections in May so far, 136 have failed and 168 have passed. Approximately 50% of failed inspections can be attributed to not having the correct documentation on site at the time of inspection.

<table>
<thead>
<tr>
<th>FENCING OF SWIMMING POOLS INSPECTIONS</th>
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<tr>
<td>THIS MONTH (APRIL)</td>
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<tr>
<td>32</td>
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</table>

TARGET BASED ON EXPECTED NUMBERS FOR 3 MONTHS: 26 pools have been inspected so far. 41 people have responded to confirm the removal of their pool. In April 4 pools passed on the first inspection and in May 5 pools passed on the first inspection. The database is being updated and a new annual target will be set for the 2018/19 financial year.
In April 2018, the environmental health team concentrated on completing the draft Quality Management System (QMS). The QMS is required by MPI for the National Programme verification process. The draft QMS was submitted for desktop assessment on 7 May 2018. We now await MPI’s desktop assessment findings, which are expected at the end of June 2018.

The next steps towards maintaining formal recognition for verification of National Programme verification is an onsite review of the QMS. This needs to occur within 12 months of recognition i.e. before 12 September 2018.
Staff attended a Food Act 2014 Cluster meeting on 17 May 2018 at Rotorua Lakes Council. At the meeting, aside from the new logo/branding and formation of New Zealand Food Safety (NZFS) entity, MPI advised that territorial authorities (TA) can expect to be required to maintain a QMS for the verification of template Food Control Plans (FCP) post in February 2019, when TA exclusivity of this function is set to expire. This withdrawal of exclusivity had been anticipated. Going forward, Whakatāne District Council can readily amend the QMS to include the FCP verification service together with that of the National Programme process.

<table>
<thead>
<tr>
<th>LIQUOR LICENCE APPLICATIONS</th>
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<tr>
<td>THIS MONTH (APRIL)</td>
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<td>On / Off</td>
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<tr>
<td>LAST MONTH (MAY)</td>
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<tr>
<td>Gen / Mana</td>
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<tr>
<td>Special</td>
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</table>

There was a large number of special licenses issued this April with one special license going to a hearing. The RSA made an application for Anzac Day which was objected by the Ministry of Health. The Whakatāne DLC granted the license.

5. **COMMUNITY REGULATION**

5.1. **Dog Registration**

As at 5 June 2018, 6,269 dogs are registered this financial year. This is 168 more dogs registered than the same time last year.

There are currently 21 dogs classified as dangerous (21 last year), 208 dogs classified as menacing by breed, and 41 classified as menacing by action (196 and 40 respectively for last year).

During the month of May, we issued 28 infringement notices for non-registration of dogs.
5.2. Dog Complaints – June 2017 to May 2018

During April and May 2018, 21 attack/rush complaints were dealt with by staff of which:

- 4 dogs were not located due to lack of information, or the dog had wandered off and could not be tracked to an address
- 9 official letters were sent to owners requesting that they keep their dogs under better control
- 1 trap was delivered to a property to capture a dog
- 1 was not considered to be aggressive
- 1 was a neighbourly issue, with no further action required
- 2 infringement notices were issues
- 1 was handed over for destruction
- 1 was uplifted and impounded.
- 1 is still being investigated

During April and May 2018, 94 dogs were impounded, of which:

- 40 were collected from the pound by their owners
- 3 were rehoused
- 19 still remain in the pound and if not claimed will be euthanised
- 32 were euthanised
6. EMERGENCY MANAGEMENT

6.1. Civil Defence

6.1.1. Action Plan from Kestrel Group Report

The Actions arising from the 16 recommendations to the Kestrel Group’s review of the response to the April 2018 floods are continuing to be implemented and monitored. The actions that are due for completion are:

- Communications Protocol – The Public Affairs team has completed a communications protocol for elected representatives and other community leaders to use during a response.
- Public Messaging - The PIM (Public Information Management) team has reviewed the contact lists for the media and other civil defence agencies that receive public messaging. This is consistent with the Bay of Plenty Regional Council.
- Public Alerting - A review of public alerting mechanisms by Emergency Bay of Plenty. This has been completed with the Joint Committee agreeing to an approach that recognises technology as the primary means of alerting communities (such as the cell phone broadcasting through Smartphones and the Red Cross app), with other methods used in remote or isolated areas, or where technology is not likely to be effective. On this basis, it is proposed not to replace the Coastlands siren that has ceased working and is located at the school. All sirens are planned to be removed in 2020 as they will become non-compliant with the latest standard. A stinger unit will provide cover at Coastlands in the meantime.
- Evacuation Plan – An Evacuation Plan has been prepared for Edgecumbe. It is based on prescribed river flows being used as trigger levels to undertake tasks, starting with communication with the community building up to evacuation and how this will be carried out. These levels will be reviewed again once the current rebuild of the College Road stopbank is complete. An open
day held on 7 June outlined to those present the proposed threshold and the process leading to evacuation if necessary.

- **Training** – 88% of EOC rostered staff completed Foundation and Intermediate level training this year. All staff will receive Foundation training over time, as part of the induction process. The remainder of staff requiring training have been invited to training sessions starting in July 2018.

- **Welfare** – A review (increase numbers) of welfare staff for the EOC has been completed. Those staff identified will continue to receive training over time. Further work is needed to increase welfare volunteers to help at CDCs (Civil Defence Centres).

- **Review of EOC Rosters** – This was completed late last year, but is an ongoing process as staff come and go from the Council.

A summary of the actions taken to date to implement the Kestrel recommendations is attached as Appendix 1.

A further training exercise was held in June for EOC Managers. It was held at the Kawerau District Council, and was a combined exercise with Kawerau and Ōpōtiki District Council. It enabled Managers to become familiar with a newly created compendium outlining key tasks for those who hold roles in an EOC.

### 7. ROADS AND FOOTPATHS

#### 7.1. Supplier Panel for Procurement

The proposed Supplier Panel, approved by Council on 7 June, will allow for a simpler procurement procedure for NZTA-subsidised works up to $1 million in value. This proposal is currently with NZTA for review with a presentation of the proposal being given to NZTA Hamilton on 22 June.

#### 7.2. Bunyan Road Upgrade

The Long Term Plan 2018-28 (LTP) includes a project to upgrade Bunyan Road East, as part of recognising the residential expansion that has and that will occur in this location. Bunyan Road East is currently a narrow sealed road, with a relatively rural appearance. Road stormwater run-off is managed through informal surface water channels, while there are minimal streetlights in place and the formed footpath runs for only 150 metres.

During the last few years, development has occurred along Bunyan Road East, and the proposed Opihi subdivision (approximately 400 new dwellings) will add to the increasing number of traffic and pedestrian use along this road. It will also be the route for a marina and a pedestrian bridge should either of these projects come to fruition.

The change in use for Bunyan Road now and in the future, requires the road to be upgraded to the standard for an urban collector road, as detailed in the District Plan. Two concept designs have been developed as per Appendix 2. There is also a desire for the Bunyan Road upgrade to be consistent with the Opihi development, and discussions between the parties have been held to seek that uniformity.

The LTP includes a budget of $1.5M for the work, but preliminary estimates are now indicating the costs are $1.9M for both options, inclusive of contingency and professional fees. The funding for this project is at $950,000 of the total project cost to be funded within Transportation’s Low-Cost Low-Risk budget (with NZTA subsidy), with the balance being funded from Development Contributions.
The cost escalation is problematic in terms of Council’s LTP and Financial Strategy. Staff are revising the design to bring the project within budget. The funding implications and alternatives for the project scope will be explored further before any decision to proceed or amend are finalised.

7.3. Keepa Road Cycle Path - Future Renewal and Upgrade

An associated project to the upgrade of Bunyan Road is the renewal and upgrade of the Keepa Road Cycle Path which is currently programmed for 2022/23.

This path runs between Bunyan Road at Coastlands, and State Highway 30 near the Landing Road Bridge. It is currently a primary route from Coastlands into Whakatāne for cyclists, pedestrians and other footpath users.

The footpath is now over 20 years old and is in need of renewal. It no longer meets the standard for a shared-use path. The existing path has several issues relating to insufficient width and failures associated with its age and current condition, such as potholes.

The existing cycle path is in an untidy state and difficult to manage resulting in increasing maintenance costs. The current proposal is to upgrade the path to a new, low maintenance 2.5m wide concrete shared use path, separated from the road shoulder and separated from it by kerb and channel.

The cost estimate for this project, based on the concept design (Appendix 3) is $965,000 and sits in year four of the LTP 2018-28. Funding is planned to be a loan, development contribution and NZTA subsidy.

7.4. Operational Expenditure – Current Contracts

7.4.1. Routine Road Maintenance: Broadspectrum (NZ) Ltd.

The unsealed roads maintenance and drainage maintenance works are continuing as planned to meet levels of service and demand.

Works have been undertaken on unsealed sections of Ruatāhuna Road to win metal from the roadside banks for use in replenishing the unsealed road surface. This has a two-fold benefit, in that the metal from the banks provides both a cost-effective method for obtaining metal to maintain roads, whilst cutting back the banks to improve road width and improve visibility.

7.4.2. Eastern Bay of Plenty Streetlight Maintenance and Renewal (WDC, KDC, NZTA): Broadspectrum (NZ) Ltd.

Council staff and Horizon (electricity network owner-operator) staff have commenced the Power Undergrounding Projects for the next two years. The small section on Pohutukawa Ave between West End Rd and Mair St is almost complete with one streetlight still to be installed. The works in Ferry Rd are well underway. The programme in Whakatāne for the next financial year includes James Street, between Hinemoa and King Streets.

This contract is managed by Whakatāne District Council with costs incurred on the Kawerau District Council and State Highway network on-charged each month.

7.4.3. Street Sweeping Services: Intergroup

Routine road-sweeping continues and includes the monthly sweeping of the Whakatāne town centre footpaths, and cycle lane facilities on Gorge and Ōhope Roads. The planned tri-annual sweeping, which is carried out in March, July and November is on track.
7.4.4. **Signs Maintenance and Renewals Contract 2016-18: Directionz Ltd.**

Routine sign maintenance across the District continues.

The destination signage project has commenced and installation of the first batch of signs is underway. Once implemented, this will provide more informative signage for tourists and other visitors, in accordance with the NZTA Traffic Control Devices rules. Staff, along with the Business Development and Graphic teams have incorporated a ‘Gateway to White Island / Whakaari’ theme on some of the larger signs.

7.4.5. **Vegetation Control Contract 2016-18: Directionz Ltd.**

The season’s high trim programme is underway. It aims to reduce the height of tree branches and other vegetation encroaching over the road carriageway.

7.4.6. **Annual Road Marking Contract 2016-17 (2017-18 summer): Coastline Markers Ltd.**

The annual road-marking programme is complete across the network.

7.4.7. **Bridge and Structures Maintenance and Component Renewals: Conspec Construction Ltd.**

Contract works have been carried out through local subcontractor Mahy Contractors. The contractor is behind in delivering the maintenance and renewal programme. We have been advised that the programme will still be completed prior to the end of this financial year.

Three bridges along Thornton Road (numbers 154 spanning Bennett’s Drain, 153 over Secombes Canal and 152 across the Tarawera River) have been assessed as capable of carrying full HPMV loads. This allows HPMVs access to a significant stretch of Thornton Road. Bridge #67 across the Whirinaki River has also been inspected with speed limits and load ratings over the bridge being subsequently reduced to ensure safe travel and minimal damage to the bridge. Ongoing Investigations are being carried out by structural engineers to assess two major bridges on our network, which currently have load restrictions limiting access to particular areas for large trucks. The two bridges are Kopuriki Road (Rabbit Bridge #58, over the Rangitāiki River) and Galatea Road (#45 over the Rangitāiki River). The Kopuriki Bridge has been assessed and found to be capable of carrying full HPMV, 50 Max and 45/46T VDAM loads. The previous restrictions have been removed. The Galatea Road bridge has shown the bridge to not be capable of HPMV or 50 Max, and has highlighted some structural repairs that are necessary with urgency. An offer of service to carry out the repairs is currently being prepared.

7.4.8. **Footpath Maintenance and Renewals: Mac Solutions.**

Footpath repairs are continuing within Whakatāne township as budgeted.

7.5. **Capital Expenditure – Current Projects**

7.5.1. **WDC Reseals 2015-18: Fulton Hogan Ltd.**

This contract commenced in 2015, and will expire this year. The tender has already gone out for 2018-21 contract.

The Chipsealing Programme is complete.

Outstanding hotmix sites are programmed for this month, and include:
9.5 General Manager Planning and Infrastructure Report (Cont.)

- Sections of the Kakahoroa Drive/Bracken St roundabout.
- Canning Place-George St intersection - Intersection improvements have been carried out to better accommodate boat trailer traffic.

The Ōhope Road curves between Cliff Road and Brown Road were also in this year’s hotmix resurfacing programme, but this has been deferred until next year to enable the water main upgrade project to be completed first.

7.5.2. Main Road, Murupara - Pavement Rehabilitation: Waiotahi Contractors Ltd.

Physical works are complete for this financial year. A couple of isolated failures were repaired by the contractor. This repair work was completed in May 2018.

7.5.3. LED Lighting Upgrade Project 2017-18

The LED accelerated renewal programme has commenced, with works being carried out in Whakatāne, Edgecumbe, Tāneatua, Te Teko and Matatā by our lighting maintenance contractor, Broadspectrum. This work includes the replacement of defective streetlight columns.

Additionally, Horizon Services has been engaged to undertake the LED installation works in Murupara. For the most part, this LED programme involves replacing the old lantern with a new LED lantern. However, specific lighting design has also been undertaken on high traffic volume roads – a requirement of NZTA – to ensure these roads meet the appropriate lighting standard.

The LED programme also includes installation of a light point controller on the top of each LED, which will enable Council to communicate with and control each light. This central management system (CMS) supplied by Telensa will also enable a more accurate record of power consumption.

This project will be completed in 2019.

7.6. Minor Improvement Projects


Initial service relocation works have been completed. The installation of the primary box culvert work has now commenced, meaning traffic has been reduced to one lane until the installation has been completed. The due date for completion is currently 30 July 2018 but this date may be impacted by recent inclement weather.
7.6.2. Guardrail Installation: Tracks Concrete

Guardrail work on Galatea Road above the Matahina Dam has been completed.

Council partnered with Trustpower to install crash cushions on the legs of the gantry crane on the Matahina Dam.
7.6.3. Harbour Road / Port Ōhope Intersection

The selected option is a standard four-way intersection with the side roads aligned, and some pedestrian and traffic calming improvements.

7.7. Emergency Works

7.7.1. February and July 2016 Storm Damage Repairs

The repair of storm damaged parts of the road network from events in February and July 2016, saw small sites being repaired under the maintenance contract, with the balance packaged into three contracts as described below:

1. February 2016 – Matahī Valley Special Purpose Road under-slip – A section of the road slipped away and was repaired under contract by Tracks Concrete Ltd in November 2017.
2. July 2016 – Manawahe and Galatea under-slips – A contract was awarded to Grant Farms Ltd (GFL). The Manawahe Road under-slip works were completed in 2017, but works on the Galatea under-slip site have been delayed, due to the contractor losing a key staff member who was managing these works. The Galatea works recommenced in mid-April and are due to be completed in June 2018.
3. July 2016 – Manawahe Road and Herepuru Road scours – physical works on the Herepuru Road site are well underway and are due for completion in mid-June. These repairs were carried out through the existing road maintenance contract with Broadspectrum. Crossroads contractors were successful in securing the Manawahe Road scour repair work. This work commences in mid-June and is due for completion by the end of July.

7.7.2. April 2017 Cyclone Debbie Storm Damage Repairs

The updated cost estimate to repair the damage to road infrastructure caused by ex-tropical cyclone Debbie is $23.11M, consisting of $16.24M of damage to Special Purpose Roads and about $6.87M to other local roads. $5.34M was spent to June 2017 with a further $8.82M expected to be spent by the end of June 2018. The balance of $8.95M will be spent in the 2018/19 financial year.

Of the $23.11M total cost, $21.18M is funded by New Zealand Transport Agency subsidy, with the balance funded by Council.
7.7.2.1. Te Whāiti/Ruatāhuna Road

All initial reinstatement works are complete, including the sealed pavement repairs and reseals. Remaining repairs to 13 under-slip sites have been scoped and surveyed and this information will form part of an options report. Upon completion and acceptance of the options report (due in July 2018), a programme will be scheduled for detailed design, consents, procurement and construction. The current expectation is that this work will continue into the 2018/19 financial year.

7.7.2.2. Horomanga Bridge

The north approach of Horomanga Bridge was washed away during Cyclone Debbie. Temporary access over the breach is being provided by a Bailey bridge, while permanent repair options are being investigated.

The waterway width under the bridge is only 58% of the width of the upstream floodway channel (i.e., the current bridge spans restrict almost half of the river width in flood flow conditions). Best practice guidelines state that bridges should constrain no more than 75% of a river’s floodway width, to minimise risk of scour and other negative impacts on the bridge infrastructure. Repair options considered for this site include reinstating the washed-out abutment, which leaves the floodway constrictions the same; or constructing an additional bridge span, which would increase the constriction ratio to 77%, just above the desirable level. The cost of a new bridge span is not much more than the cost of reinstating the abutment, due to the extra reinforcement the abutment would require to prevent scour and washout recurrence. The cost of reinstating the abutment is $732,000, compared to constructing an additional bridge span at $742,000. The option that is being progressed to design is therefore construction of an additional bridge span.

There is limited existing information relating to the construction of the original bridge. This is causing difficulties in designing the extension and has caused a slight delay in the programme. Construction is now expected to be completed in the 2018/19 construction season.

7.7.2.3. Galatea Road, north of Te Mahoe

The contract for the repair of this site has been awarded to Fulton Hogan. The repair includes a wall on the riverside of the under-slip and a slight retreat of the bank opposite the wall. The works are underway and the retaining wall works and bank cutting works are progressing well. A full road closure is in place until mid-July and the works are expected to be completed by the end of July.
7.7.2.4. **Lowe Road under-slips**

There are three under-slips along Lowe Road, where the river has eroded away the roadside verge and is threatening to encroach into the road carriageway. The Council is working with the Bay of Plenty Regional Council to find a suitable repair method. This work is currently in the investigation and design phase. Works are expected to be carried out after June 2018.

7.7.2.5. **Manawahe Under-slips (x2)**

Two sections of road in close proximity were undermined during Cyclone Debbie. The repair of these two under-slips has been packaged into one contract, which has now been awarded to Tracks Concrete. Works commenced in late April and are progressing well. The works are due to be completed by the end of July.

7.7.2.6. **Galatea Road slumps and Culvert Washout**

Sections of Galatea Road south of the Rangitāiki River bridge were subject to slumping following Cyclone Debbie. These sections of pavement were repaired through the wider pavement repair programme being undertaken currently by HEB. The culvert on Galatea Road which was washed out during the April 2017 storm is currently being investigated for appropriate, permanent repair. This work is expected to be completed by June 2018.

7.7.2.7. **College Road, Edgecumbe**

The Regional Council has awarded a contract to Waiotahi Contractors to reconstruct the stopbank where it breached in April last year. This contract includes reconstruction of the adjacent road and footpath and BOPRC staff are actively engaging with Council staff in regards to these design elements. The previous roadway had a wide, on-road cycleway, and the new design proposal is to integrate this into a 2.5 m wide, shared-use path in place of the old 1.5 m footpath. This is better suited to the current and expected future use of footpath assets, especially with the growing number of mobility scooter users and the need for safer cycle access to schools.
7.7.2.8. **Waimana Road West**

Some isolated flooding issues west of the reinstated road section have arisen since repair works were completed. The water table has been reshaped but it still ponds water, so further work is planned to drain this away more effectively.

7.7.3. **Ngāi Tūhoe Unsealed Pavement Trial**

The Ngāi Tūhoe sponsored unsealed road trial sites were completed mid-January 2018 and are continuing to hold up well. Monitoring will continue over the coming winter months to see how each section performs over a typical year.

8. **THREE WATERS CAPITAL WORKS**

8.1. **Stormwater**

8.1.1. **Wainui Te Whara flood mitigation - Stage two (Channel reshaping)**

The contractor has completed approximately 1350 m of channel reshaping work (80% completion of the full length). Progress has however slowed significantly on the channel cut during the past six weeks due to a number of rain events that have elevated the stream and prevented works in the stream base. During this period, outstanding rock protection work in the upper reaches was completed as the majority of this work can be completed from the top of the slope.

Detailed plans for the reinstatement of the section from King St to Hinemoa St are now complete and works on the new shared path have started.

As a result of the weather-related delays, the channel works are now due for completion by the end of June 2018, with reinstatement works to follow in July and August.

The project is forecasted to run approximately $475,000 over the budgeted amount approved by the Committee in December 2016. The full project costs for both the structural (Stage 1) and non-structural works (Stage 2 - channel reshaping) is estimated at $3.9 million. With the project rolling through into July, the majority of the cost escalation will fall into the 2018/19 financial year with approximately $35,000 falling in the current financial year. The main factors contributing to the overspend are:

1. Additional consenting costs and scope changes required through the resource consent process. This impacted both the cost of the resource consent and physical works. The major variation to physical works was the installation of approximately 340 timber piles to mitigate potential risks to properties from earthquake-induced slope failures.

2. Additional rock-protection works (more than doubling the original quantities) to armour parts of the channel that were found to be unstable after reshaping.

3. An under-estimation of the channel cut volume.

4. Unplanned service relocations.

8.1.2. **Comprehensive Stormwater Consent**

Opus Consultants completed water and sediment sampling during recent heavy rainfall events and are progressing background sampling at two-weekly intervals.
A Consultant Planner has been engaged to guide the preparation of the Assessment of Environmental Effects.

The contract for modelling of stormwater infrastructure and flood levels has been awarded and work has commenced. It is planned that the model will be ready for review in October/November 2018.

8.2. Water

8.2.1. Shaw Road subdivision water supply

The water supply to the Shaw Road subdivision is being provided as an extension from the existing 250 mm diameter main in Mill Road. Waiotahi Contractors commenced works on 30 April 2018. On 30 May approximately 310 m of pipe under Mill Road was installed by directional drilling.

8.2.2. Whakatāne Riverbank Filtration Gallery (RFG)

Six investigation boreholes were drilled at 140 Tāneatua Rd in March 2018 to a maximum depth of 20 m. The drilling confirmed the presence of an alluvial gravel layer from 8 m depth onwards which indicates good yield potential. Static water levels in the gravel are approximately 6-7 m below ground level (similar elevation to Whakatāne River level). Preliminary indications are that the gravel is highly-permeable. The Stage 1 investigation results warranted progressing to Stage 2 (drilling of a test production bore, and completion of a seven-day pumping test for which the Council received resource consent).

The landowner has recently restricted access to the site because of possible biosecurity risks. This is being discussed further with the landowner.

8.3. Johnson Road Watermain Renewal

The 2017-18 budget for this project was $200,000. The original scope proposed renewal of 1000 m of 200 mm main that was installed following the Edgecumbe earthquake. In the past three months, three failures have occurred on the further section that extends from Johnson Road under the rail corridor and condition assessment indicates this section should also be replaced. With the additional section, the works were tendered and the revised project cost has been established at $395,000. This includes allowance for provisional cost items and a contingency amount of $82,000.
Council has approved the increase of the current year’s budget by $195,000 to complete the project.

The project is underway and is expected to be completed mid-July 2018.

8.3.1. Ōhope water main renewal

This project is for the renewal of the 200 mm watermain under Ōhope Road from the reservoir on Ōtarawaire Road to the West End Road-Pohutukawa Avenue intersection, which was originally budgeted for renewal during the 2017/2018 financial year, with a budget of $800,000.

Following the report to the Projects and Services Committee on 10 May 2018, Council approved a revised budget of $1.35 million, with expenditure of $87,000 in the current financial year and $1,263,000 proposed for the 2018-19 financial year, including a projected carry-over of $713,000.

Physical works is expected to commence in August 2018.

8.3.2. Rūātoki Water Intake - Emergency Works

The emergency works to reinstate and protect the Rūātoki bore source from erosion from the Whakatāne River were completed on 23 February. Additional rock protection was installed downstream from the source intakes to protect against erosion from the river.

Contractors working for the Bay of Plenty Regional Council have substantially completed construction of deflector groynes along the western bank of the river, south and upstream of the bore site.

8.4. Wastewater

8.4.1. Shaw Road/Huna Road subdivision wastewater and stormwater services

The construction of the wastewater rising main within the Shaw Road subdivision has been completed by Draintech. Waiohahi Contractors Ltd will build the planned pump station and the remainder of the rising main. Works will commence this month, but this is later than planned due to heavy rains slowing down progress of earthworks within the subdivision.
8.4.2. Ōhope Wastewater treatment plant – UV and UV pre-treatment installation

Installation of the wetlands within the ponds have been completed. Further improvements will include a wastewater recirculation system between ponds M2 and M4 and installation of an additional aerator in the aeration lagoon. Staff received cost estimates for proposed works and the contractor is progressing with procuring the requested equipment.

The UV shed has been completed and pipes and supports for the UV filters and chemical cleaning unit are being installed. Once completed, the UV unit including automation will be installed. The UV unit will be commissioned in June 2018.

8.4.3. Desludging Ōhope ponds

Desludging of the two facultative ponds (F1 and F2) upstream of the maturation ponds is progressing well. Once desludging of pond F1 is complete, further flow improvements will be implemented, including provision of a sedimentation area and improvement of the outflow from the pond.
THREE WATERS OPERATIONS

9.1. Water Supply (Operations)

9.1.1. Drinking Water Compliance

Then Ministry of Health has increased its expectations for compliance reporting under the Drinking Water Standard NZ. As a result, systems and processes are being reviewed and improved to meet the expected standards. The work is currently in progress with the aim to achieve required reporting standards by the end of June.

9.1.2. Whakatāne Treatment Plant

Filters 1, 2 and 3 located at the treatment plant have been refilled with sand. This will improve the control of turbidity levels and head loss through the plant.

9.2. Wastewater Treatment Sites

The waste bins at the step screens located at Whakatāne and Ohope have been replaced and will be managed by Kiwi Waste. The design of the replacement bins will ensure the rubbish bags will remain rodent-free and provide a cleaner environment in which to store the waste.

9.3. Stormwater (Operations)

9.3.1. Appenzell Drive

Repair work on the storm water drain originating from Appenzell Drive through to Waiewe Street to the Rock Pit located on Canning Road has been ongoing to reduce the impact of heavy rain events along Canning Place causing flooding in the local shops.

9.3.2. Stormwater Drainage – Apanui Catchment

As provided in the stormwater strategic plans, further work needs to be undertaken to resolve the issue of flooding in this area during heavy rain. Whilst there have been some improvements, the area is still prone to flooding. Following two recent 1:20 year events, a number of complaints were received from this area. Although the new McAllister pump station has performed very well, the flat character of Peace Street/Pohutu Street area makes it prone to surface flooding. Conversations with local residents have been held in order to find further localised ways to reduce the impact of surface flooding.
9.3.3. **Water Meters**

A project between the Three Waters and Finance teams to resolve zero readings of water meters is continuing. To date, we have repaired all meters reported, but there are still outstanding ‘unable to find’ meters.

Work is also underway to identify new dwellings with no water meters installed. Additional properties have been added to the list and owners advised. This is predominately in the Ōhope and Coastlands areas.

9.3.4. **Trade Waste**

Site inspections of trade waste facilities will commence in July. Businesses will be advised by letter prior to the scheduling of the inspection. The renewal of 258 trade waste certificates will commence in June. The certificates expire every three years.

Work on updating the Trade Waste database is currently underway with a contractor.

10. **THREE WATERS ASSET MANAGEMENT AND PLANNING**

10.1. **Asset Management System**

The Asset team is working to capture historic requests for service data against assets. The asset data cleansing process is proving to be a larger project than expected and completion will be later this year.

10.2. **Three Waters Planning – Asset Management Plans**

The draft Asset Management Plans will be reviewed throughout July to align with the outcome of the Long Term Plan 2018-28.

10.3. **Three Waters planning – Water Safety Plans**

After a teleconference with the drinking water assessor on 5 June, final corrections to Tāneatua, Rūātoki, Waimana, Te Mahoe, Murupara and Plains water safety plans were discussed. As a result, final versions of these documents will now be produced. Council is awaiting a Water Safety Plan for the newly developed Otumahi scheme from the consultant.

10.4. **Floods repair works**

A year on from the 2017 floods, the Tāneatua Wastewater treatment plant outfall pipe can finally be repaired. The delay in relining 35 metres of pipeline have been due to soggy ground conditions and availability of appropriate contractors to undertake the works. The work is expected to be completed by the end of the financial year, at a cost of $35,000.

**RECOMMENDATION**

**THAT** the General Manager Planning and Infrastructure Report be received.
9.5.1 Appendix 1 - Kestrel's summary of actions

Attached to this report:

- Appendix 1 – Kestrel’s Summary of the Actions
- Appendix 2 – Centre Swale Concept Design and Kerb and Channel Concept Design
- Appendix 3 – Keepa Road Concept Drawings

Report Authorisation

<table>
<thead>
<tr>
<th>Report writer:</th>
<th>General Manager Planning and Infrastructure</th>
</tr>
</thead>
<tbody>
<tr>
<td>David Bewley</td>
<td></td>
</tr>
<tr>
<td>Final Approval:</td>
<td>Marty Grenfell Chief Executive</td>
</tr>
<tr>
<td>Marty Grenfell</td>
<td></td>
</tr>
</tbody>
</table>

9.5.1 Appendix 1 - Kestrel's summary of actions
## Action Plan to address the recommendations in the Review of the Actions Taken by the Whakatāne District Council in the Response and Early Recovery Phases of the Districts Flooding Events of April 2017

<table>
<thead>
<tr>
<th>Number</th>
<th>Action</th>
<th>Timeframe</th>
<th>Responsible</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Review EOC roster to ensure staffing for 2 shifts including local council presence for each shift</td>
<td>Completed</td>
<td>Whakatāne District Council</td>
<td>Completed but ongoing due to staff turnover. Rosters reviewed monthly.</td>
</tr>
<tr>
<td>1.2</td>
<td>Ensure current rostered staff are inducted and trained to ITF intermediate</td>
<td>30 April 2018</td>
<td>Emergency Management Bay of Plenty</td>
<td>All staff have access to complete the Foundation course. Three ITF intermediate courses were delivered in March and April. 88% of EOC rostered staff have been trained to Intermediate standard. Further courses will be run next financial year to complete current training requirements.</td>
</tr>
<tr>
<td>1.3</td>
<td>Ensure future council rostered staff trained to fulfil identified role</td>
<td>Ongoing</td>
<td>Emergency Management Bay of Plenty</td>
<td>The focus this year has been on getting EOC staff trained to a minimum ITF Intermediate level; to be continued with role specific training under development through EMBOP. The Council met its defined standard of 85% of EOC staff trained to Intermediate level (Achieved 88%).</td>
</tr>
</tbody>
</table>
1.4 Whakatāne District Council to consider introducing foundation level training in CDEM for all council staff, in order to provide for surge capacity in responding to significant emergency events

<table>
<thead>
<tr>
<th>Date</th>
<th>Action Description</th>
<th>Responsible Party</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 December 2017</td>
<td>EOC foundation is available online. The WDC Executive team has approved for all staff to receive Foundation level training. This will start to be rolled out in 2019/20 as part of the induction process and to pick up other staff members.</td>
<td>Whakatāne District Council</td>
<td></td>
</tr>
</tbody>
</table>

**Review Recommendation Two:**
Ensure that everyone asked to work in the EOC is given an induction covering the functions and protocols:
- A short induction/familiarisation module should be prepared for delivery by the Response Manager prior to the commencement of each shift

<table>
<thead>
<tr>
<th>Date</th>
<th>Action Description</th>
<th>Responsible Party</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 March 2018</td>
<td>This has been incorporated into the Checklist Compendium: Each Function Manager has a specific task to “Brief staff as they arrive; include current overall situation, current situation as it affects the welfare team and their current tasks. Include Health and Safety considerations.” The Response Manager has the specific task of ensuring this occurs.</td>
<td>Emergency Management Bay of Plenty</td>
<td></td>
</tr>
</tbody>
</table>

**Review Recommendation Three:**
Ensure that staff with critical business as usual roles are not assigned to roles in the EOC
- WDC should develop a Business Continuity Plan that establishes critical business functions corresponding to different scales and durations of disruption and emergency response.
- To provide clarity with respect to resource availability and support effective rostering and ongoing delivery from the EOC, staff who hold critical business functions should not be assigned to roles in the EOC

<table>
<thead>
<tr>
<th>Date</th>
<th>Action Description</th>
<th>Responsible Party</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>Review EOC rosters to ensure staff with critical business function are not assigned roles in the EOC</td>
<td>Whakatāne District Council</td>
<td>Completed. EOC rosters amended accordingly.</td>
</tr>
</tbody>
</table>

3.2 Develop Business Continuity Plan

<table>
<thead>
<tr>
<th>Date</th>
<th>Action Description</th>
<th>Responsible Party</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2018</td>
<td>Draft BCP under review. Current BCP is incomplete, but resource now dedicated</td>
<td>Whakatāne District Council</td>
<td></td>
</tr>
</tbody>
</table>
**Review Recommendation Four:**
Ensure that EOCs have access to sufficient experience to support the key functions:
- Consideration should be given to establishing a national team of operationally experienced specialists in areas such as Logistics, Planning, Intelligence, Operations and PIM. This would provide the ability to support the leaders of key EOC functions by ‘shadowing’ them during a response.

| 4.1 | Whakatāne District Council to write to the Ministry of Civil Defence and Emergency Management to consider establishing a national team of operationally experienced specialists in areas such as Logistics, Planning, Intelligence, Operations and PIM | 20 December 2017 | Whakatāne District Council | Completed. Recommendation included in TAG Review. |

**Review Recommendation Five:**
Convey the difference in objectives and activity scope between the EOC and Group Emergence Coordination Centre (GECC):
- The roles of the EOC and GECC (particularly in their areas of difference and overlap) need to be actively explained to people both within and interfacing with them during a response. This should include which activities have been integrated (eg Welfare in this event).

| 5.1 | Incorporate into the Integrated Training Framework (ITF) being conducted | | Emergency Management Bay of Plenty | This has been incorporated into the current training. In addition a separate online module is in development to detail the differences between EOC and GECC operations. |

**Review Recommendation Six:**
Clearer connection between the EOC and operational activity ‘cells’ that interface with the community:
- When a community based activity centre (eg Civil Defence Centre, Incident Control Point or Contact Centre) will be foreseeably function for several days or more, a brief protocol outlining the operation linkages with the EOC should be prepared.

| | | | | |
- This protocol should as a minimum cover the agency/people responsible for the centre, and the method and frequency of interface with the EOC

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
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<tbody>
<tr>
<td>6.1</td>
<td>Develop response protocols for response venues external to EOC. Response protocols to include; Activation, Communication, Reporting</td>
</tr>
<tr>
<td></td>
<td>30 June 2018</td>
</tr>
<tr>
<td></td>
<td>Emergency Management Bay of Plenty</td>
</tr>
<tr>
<td></td>
<td>Incorporated into the Checklist Compendium. There is a specific checklist titled “Information Flow in the Coordination Centre”. Separately, the Welfare Manager checklist has two specific tasks to “Liaise and support any Community Led May 2018</td>
</tr>
<tr>
<td></td>
<td>Review Recommendation Seven: The Welfare team in the EOC must have access to appropriately trained local resources throughout the duration of the activation: Ensure that sufficient locally-based and appropriately trained resources are identified to provide the core of Welfare team in the Whakatāne EOC to deal with foreseeable events resulting in a major evacuation of residents</td>
</tr>
<tr>
<td></td>
<td>7.1 Review number of staff required for welfare EOC function according to required skills and attributes</td>
</tr>
<tr>
<td></td>
<td>30 March 2018</td>
</tr>
<tr>
<td></td>
<td>Whakatāne District Council, Emergency Management Bay of Plenty</td>
</tr>
<tr>
<td></td>
<td>A draft of the effective structure of the welfare team in an EOC/ECC, as agreed Nationally, has been drafted and is under discussion with the Group Controller.</td>
</tr>
<tr>
<td></td>
<td>Review Recommendation Eight: Clear documentation of the basic elements of the local delivery of welfare services is needed: An operational plan for the delivery of welfare services in an emergency in Whakatāne should be prepared, including the following aspects Clarifying regional and local responsibilities The process for activation and ongoing operation of Civil Defence Centres and method of interface/liaison with the EOC</td>
</tr>
<tr>
<td></td>
<td>8.1 Delivery of welfare services to be address through the review and development of Group Welfare Plan</td>
</tr>
<tr>
<td></td>
<td>23 November 2018</td>
</tr>
<tr>
<td></td>
<td>Civil Defence Emergency Management Group Project</td>
</tr>
<tr>
<td></td>
<td>Whakatāne District Council, Ōpōtiki District Council, Kawerau District Council, Western Bay District Council</td>
</tr>
<tr>
<td></td>
<td>The draft Group Welfare Plan has been developed and had initial consultation incorporated. A detailed and final draft will be presented to the CEG Ops Group for feedback and discussion.</td>
</tr>
</tbody>
</table>

Objective Reference: A1288648 14 December 2017
<table>
<thead>
<tr>
<th>Objective Reference: A1288648</th>
<th>14 December 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tauranga City Council</td>
<td></td>
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<tr>
<td>Rotorua Lakes Council</td>
<td></td>
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<tr>
<td>Bay of Plenty Regional Council</td>
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<tr>
<td>Emergency Management Bay of Plenty</td>
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</table>

### 8.2 Develop response protocols for response venues external to EOC.

Response protocols to include;
- Activation
- Communication
- Reporting

<table>
<thead>
<tr>
<th>Date</th>
<th>Implementer</th>
<th>Objective Reference: A1288648</th>
<th>14 December 2017</th>
</tr>
</thead>
</table>
| 30 June 2018 | Emergency Management Bay of Plenty | This has been incorporated into the Checklist Compendium. There is a specific checklist titled "Information Flow in the Coordination Centre". Separately, the Welfare Manager checklist has two specific tasks to "Liaise and support any Community Led May 2018"

#### Review Recommendation Nine:
Ensure public information is communicated in a timely and effective way

- Where an event involves a mass evacuation, the messaging around where people should go and how to get there must be promptly conveyed via multiple channels. This information must go to WDC's Civil Defence partner agencies, in addition to the public and media

<table>
<thead>
<tr>
<th>9.1</th>
<th>Review of notification lists of Whakatāne District Council</th>
<th>30 March 2018</th>
<th>Whakatāne District Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification lists have been reviewed, and are now consistent with BOPRC.</td>
<td></td>
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</table>

| 9.2 | Review mechanisms for public alerting and information management | 30 March 2018 | Emergency Management Bay of Plenty
| emergency | Whakatāne District Council |
| Current mechanisms in place are considered to be satisfactory including text alerting, emergency mobile alerts, the Red Cross Hazards App, social media radio and television. A mobile siren has also been located in Edgecumbe to enhance the capacity for alerting in that area. GNS has provided advice to CEG on public alerting mechanisms. CEG has made decisions arising from this work, |
Review Recommendation Ten:
Ensure that community leaders are fully supported in their leadership roles
- The Mayor, elected members and other community leaders need to be regularly briefed and provided with key messages and information that enables them to engage with the community in an informed manner that promotes community confidence.

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Description</th>
<th>Date</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.1</td>
<td>Develop communications protocol for community leaders to ensure they are fully supported in their leadership roles</td>
<td>30 March 2018</td>
<td>Whakatāne District Council</td>
</tr>
<tr>
<td>11.1</td>
<td>Develop joint guidance on use of Cordons</td>
<td>December 2018</td>
<td>Emergency Management Bay of Plenty</td>
</tr>
</tbody>
</table>

NOTE: Aligns to AFAC Independent Operational Review Port Hills Fire Recommendation 9:
- All future traffic cordons are managed as a functional sector under the Incident Controller
- 9.1 We will prepare guidance for Fire and Emergency IMT’s on the use of cordons (before 14 December 2017).
Review Recommendation Twelve:
A revision of the Whakatāne Flood Response plan should focus on scope operational interfaces and plan maintenance provisions
- The Whakatāne Flood Response Plan should be re-written as a matter of urgency, taking particular account of the following aspects
  - Including breach of stopbanks as a specific scenario
  - Clearer operational interfaces with the BOPRC Flood Team
  - Annual Review provisions

Review Recommendation Thirteen:
Ensure alignment of all operation documents and their usability in an EOC context
- The revision of key planning and operational documents (the WDC CDEM Plan, Flood Response Plan and Standard Operating Procedures) should ensure alignment, and usability in an EOC environment

<table>
<thead>
<tr>
<th>Objective Reference: A1288648</th>
<th>14 December 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review Recommendation Twelve:</td>
<td>A revision of the Whakatāne Flood Response plan should focus on scope operational interfaces and plan maintenance provisions</td>
</tr>
<tr>
<td>Review Recommendation Thirteen:</td>
<td>Ensure alignment of all operation documents and their usability in an EOC context</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Review Recommendation Twelve:</th>
<th>Review Recommendation Thirteen:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A revision of the Whakatāne Flood Response plan should focus on scope operational interfaces and plan maintenance provisions</td>
<td>Ensure alignment of all operation documents and their usability in an EOC context</td>
</tr>
<tr>
<td>- The Whakatāne Flood Response Plan should be re-written as a matter of urgency, taking particular account of the following aspects</td>
<td>- The revision of key planning and operational documents (the WDC CDEM Plan, Flood Response Plan and Standard Operating Procedures) should ensure alignment, and usability in an EOC environment</td>
</tr>
<tr>
<td>- Including breach of stopbanks as a specific scenario</td>
<td></td>
</tr>
<tr>
<td>- Clearer operational interfaces with the BOPRC Flood Team</td>
<td></td>
</tr>
<tr>
<td>- Annual Review provisions</td>
<td></td>
</tr>
</tbody>
</table>

Review of Whakatāne Flood Response Plan considering other related plans
- Flood management plans
- Evacuation Plans


Review for update purposes only – February 2018
Review of Flood Plan – 30 April 2018
Emergency Management Bay of Plenty and Whakatāne District Council
Whakatāne District Council/BOPRC/Emergency Management Bay of Plenty

The Whakatāne Flood Plan was reviewed for update purposes only. A broader more detailed review has not been commenced due to a focus on developing an evacuation plan for Edgecumbe. This has established trigger levels for actions leading to the evacuation of the township if necessary. This will form a template for other evacuation plans for other communities in the district. The linkage of these plans and the BOPRC Flood Plan also needs to be more clearly established.
### Objective Reference: A1288648

13.1 **Develop compendium check list for EOC operations**
- **March 2018**

13.2 **Training EOC staff in the check list**
- **30 June 2018**

13.3 **Review of Whakatāne Flood Response Plan considering other related plans**
- **Review for update purposes only – February 2018**


13.4 **Review Whakatāne District Council CDEM Plan**
- **To commence following adoption of the Bay of Plenty CDEM Group Plan 2018 – 2023**

13.5 **Review Recommendation Fourteen:**
- **WDC should establish an operational relationship with iwi of the Whakatāne District to enable Māori to be better involved in civil defence planning and prepared for emergency response**
  - Iwi should be actively supported in developing practical emergency response plans that meet both Civil Defence requirements and marae protocol
  - This will in turn enable Civil Defence to make more use of the significant response resource capability that marae represent during an emergency

14.1 **Develop relationships and protocols for Māori Engagement in Civil Defence responses:**
- **Ngāti Awa**
- **30 May 2018**

<table>
<thead>
<tr>
<th>Emergency Management Bay of Plenty</th>
<th>Checklist Compendium will be published by mid-May.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Management Bay of Plenty</td>
<td>An upcoming exercise on the 7 June will introduce the Checklist Compendium to staff to train in them in its use.</td>
</tr>
<tr>
<td>Emergency Management Bay of Plenty and Whakatāne District Council</td>
<td>The Whakatāne Flood Plan was reviewed for update purposes only. A broader more detailed review has not been commenced due to a focus on developing an evacuation plan for Edgecumbe. This has established trigger levels for actions leading to the evacuation of the township if necessary. This will form a template for other evacuation plans for other communities in the district. The linkage of these plans and the BOPRC Flood Plan also needs to be more clearly established.</td>
</tr>
<tr>
<td>Whakatāne District Council/BOPRC/Emergency Management Bay of Plenty</td>
<td>EMBOP staff and WDC Controller are undertaking review of CDEM Plan as part of Controllers Professional Development programme. Scope being defined.</td>
</tr>
</tbody>
</table>

**Objective Reference:** A1288648

**14 December 2017**
Review Recommendation Fifteen:
Resourcing expectations at the local level under the centralised regional model for CDEM should be clarified
- The requirements and expectations on district councils under the centralised CDEM Group model for preparing for and responding to an emergency should be explicitly stated, and actively monitored by EMBOP

15.1 Resourcing expectations to be considered in the Civil Defence Emergency Management Service Delivery Review

30 June 2018
Emergency Management Bay of Plenty

The Service Delivery Review has commenced, and is planned to be completed by 7 December 2018.

Review Recommendation Sixteen:
National-level guidance on the roles of Mayors, elected members and Chief Executives in declared emergencies is required, along with appropriate training and induction
- The roles that Mayors, elected members and Chief Executives have in communicating with and supporting the affected sectors of the community require national guidance and training.
- This guidance should cover how their respective roles interface with the Controller and EOC during a state of emergency.

16.1 Whakatāne District Council to write to the Ministry of Civil Defence Emergency Management to seek National-level guidance on the roles of Mayors, elected members and Chief Executives in declared emergencies is required, along with appropriate training and induction

20 December 2017
Whakatāne District Council

This recommendation was considered within the TAG Review.
9.5.2 Appendix 2 - Centre Swale Concept Design and Kerb and Channel Concept Design
9.5.2 Appendix 2 - Centre Swale Concept Design and Kerb and Channel Concept Design (Cont.)

CONCEPT FOR DISCUSSION

OVERALL LAYOUT PLAN

TYPICAL CROSS SECTION

1:1500 (A1) 1:3000 (A3)
1:50 (A1) 1:100 (A3)
OVERALL LAYOUT PLAN

TYPICAL CROSS SECTION

CONCEPT FOR DISCUSSION

WHAKATĀNE DISTRICT COUNCIL

Projects and Services Committee - AGENDA

THURSDAY, 28 JUNE 2018

9.5.2 Appendix 2 - Centre Swale Concept Design and Kerb and Channel Concept Design (Cont.)
9.5.3 Appendix 3 - Keepa Road Concept Drawings
TIE INTO EXISTING KERB & CHANNEL
TIE INTO EXISTING FOOTPATH
TIE INTO EXISTING KERB & CHANNEL
SWALE DRAIN
NEW 3m WIDE SHARED PATH
NEW WDC MOUNTABLE KERB & CHANNEL
SEAL DRIVEWAYS
AS PER WDC ECOP REQUIREMENTS

THURSDAY, 28 JUNE 2018
WHAKATĀNE DISTRICT COUNCIL
Projects and Services Committee - AGENDA
9.5.3 Appendix 3 - Keepa Road Concept Drawings (Cont.)
INSTALL NEW NZTA M23 GUARDRAIL FROM RP 450-1100 TIE INTO EXISTING BRIDGE FOOTPATH

1:500

0 5 10 20 15 25 45 30 35 40 50 m @ A1 @ A3 1:1000

DRAFT FOR DISCUSSION

WHAKATĀNE DISTRICT COUNCIL
KEEPA RD CONCEPT PLAN AND TYPICAL CROSS SECTION
LAYOUT PLAN
DRAFT FOR DISCUSSION
2 A
Z.A1:500 A1
Designed

THURSDAY, 28 JUNE 2018

WHAKATĀNE DISTRICT COUNCIL
Projects and Services Committee - AGENDA

9.5.3 Appendix 3 - Keepa Road Concept Drawings (Cont.)
INSTALL NEW NZTA M23 GUARDRAIL FROM RP 450-1100
INSTALL NEW PEDESTRIAN BARRIER FROM RP450-1100
INSTALL WDC ECOP VERTICAL KERB AND CHANNEL FROM RP 450-1100

Z.A1:500 A1

Designed

Projects and Services Committee - AGENDA
9.5.3 Appendix 3 - Keepa Road Concept Drawings (Cont.)
9.5.3 Appendix 3 - Keepa Road Concept Drawings (Cont.)
9.5.3 Appendix 3 - Keepa Road Concept Drawings (Cont.)
TIE INTO EXISTING BRIDGE FOOTPATH

0 5 10 20 15 25 45 30 35 40 50 m @ A1 @ A3 1:1000

Approved Revision Date
Revision
Amendment

Z.AB.H06/12/2017
Z.A1:500 A1
Designed

9.5.3 Appendix 3 - Keepa Road Concept Drawings (Cont.)
TIE INTO EXISTING AS AGREED BY ENGINEER ON SITE

1:500
0 5 10 20 15 25 45 30 35 40 50 m @ A1 @ A3

1:1000

Approved Revision Date

Revision

Amendment

Whakatane Office
PO Box 800
Whakatane 3158
New Zealand

+64 7 308 0139

WHAKATANE DISTRICT COUNCIL

KEEPA RD CONCEPT PLAN AND TYPICAL CROSS SECTION
LAYOUT PLAN
DRAFT FOR DISCUSSION

Z.AB.H06/12/2017
Z.A1:500 A1
Designed

DRAFT FOR DISCUSSION

THURSDAY, 28 JUNE 2018

WHAKATĀNE DISTRICT COUNCIL
Projects and Services Committee - AGENDA

9.5.3 Appendix 3 - Keepa Road Concept Drawings (Cont.)
1. REASON FOR THE REPORT

This report updates the Council on relevant issues and performance in the Community Services Department.

Community Services has a focus on community interaction, facilitation, and reviewing Council facilities to ensure the opportunities they offer are maximised.

This Report provides an update on the following activities:

- Procurement
- Library Services
- Museum and Research Services
- Aquatics and Recreation
- Reserves and Open Spaces
- Buildings and Facilities
- Solid Waste

2. EXECUTIVE SUMMARY

Key outcomes for May include:

- Whakatāne District Libraries secured a Memorandum of Understanding with 20/20 Communications Trust, to deliver the “Stepping Up” range of “Digital Steps”.
- Murupara swimming pool ended the season with 15,263 visits. This is three times the number of visits compared to the 2016/2017 season.
- New public conveniences at Eivers Park, Te Teko were officially opened on 24 May.
- Low-risk asbestos dust was discovered at the Eastern Boat Shed, Port Ōhope. Immediate steps were taken to close the building and decontaminate vehicles stored in the shed so they could be safely removed. The shed remains closed.
- As part of the Business Case to extend Mōtū Trails ‘Great Ride’ Cycle Trail from Ōpōtiki to Whakatāne, a preferred route has been identified from Port Ōhope to the airport. Further work is underway to assess the route. A separate workstream to assess Business Opportunities is likely to delay the project. It is anticipated that the completed Business Plan will be presented to the Council at the 2 August meeting.
The impact of the clean-ups from the April 2017 cyclones has adversely affected the targeted reduction in waste transported to landfill for the 2017-18 year, with the end of May figure approaching 12,000 tonnes compared to the 10,800 target.

The Procurement team are currently preparing three tenders for advertising.

3. PROCUREMENT

3.1. Tenders recently advertised on GETS

- 18-047 WDC Resurfacing 2018-2021 - Approximate value $7,725,000.

3.2. Contracts coming up for tender

- 18-049 Aquatic Centre Reception Upgrade
- 18-048 Regulatory, Security Alarm Monitoring and Security Services
- 15-005 HVAC Maintenance Contract.

4. LIBRARY SERVICES

4.1. Review of the Library Services

Please see the separate report which also includes a summary table of recommendations and a copy of the draft report prepared by Nicki Moen on the ‘Future Direction and Opportunities’.

4.2. Visitors to Te Köputu

More than 188,500 people have visited Te Köputu in the 11 months to 31 May 2018. We anticipate at least 200,000 visitors during the year ending 30 June 2018. The decline in visitor numbers has been addressed in the Whakatāne Library Future Directions report later in the agenda.

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<td>19,803</td>
<td>21,132</td>
<td>19,781</td>
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<td>August</td>
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<td>18,426</td>
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<td>17,573</td>
<td>16,955</td>
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<td>15,474</td>
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<td>December</td>
<td>17,186</td>
<td>19,181</td>
<td>18,966</td>
<td>17,781</td>
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<td>13,837</td>
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<td>January</td>
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<td>20,910</td>
<td>21,963</td>
<td>20,237</td>
<td>17,627</td>
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<td>17,540</td>
<td>17,754</td>
<td>16,230</td>
<td>18,533</td>
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<td>17,130</td>
<td>18,674</td>
<td>17,814</td>
<td>16,873</td>
<td>18,028</td>
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<td>19,813</td>
<td>18,308</td>
<td>17,257</td>
<td>18,062</td>
<td>15,936</td>
<td>17,112</td>
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<td>May</td>
<td>18,718</td>
<td>18,480</td>
<td>15,741</td>
<td>17,155</td>
<td>16,164</td>
<td>15,732</td>
</tr>
</tbody>
</table>
4.3. Public Programmes - Library

More than 800 children and their caregivers supported and participated in public programmes and events offered during April and May.

4.4. National Simultaneous Story Time

Every year a picture book, written and illustrated by an Australian author and illustrator, is read simultaneously in libraries, schools, pre-schools, childcare centres, family homes, bookshops and many other places. This year was the 18th successful year of Simultaneous Story Time. It is a colourful, vibrant, fun event that aims to promote the value of reading and literacy, using an Australian children’s book that explores age-appropriate themes.

4.5. NZ Music Month – Sound Bites

NZ Music Month was celebrated with a musical event which enabled local musicians to perform originals or classic kiwi covers. A number of unique visitors attended and the musical and cultural diversity was astounding with the event turning into a jam session for some very talented musicians. Considering most of them did not know each other, it was an amazing show of what can be done with like-minded people getting together.

With the positive response and success of this event, staff are planning on making Sound Bites a regular monthly event in Te Köputu, so keep an ear open.
4.6. Digital Programmes

Whakatāne District Libraries has secured a Memorandum of Understanding with 20/20 Communications Trust, to deliver the ‘Stepping Up’ range of ‘Digital Steps’. Historically we have partnered with REAP to provide this service, however having our own set of seven laptops, provided by the 20/20 Communications Trust, will enable us to extend our reach into other communities.

4.7. Collections – Library

Promotion of e-audio books is the main programme for the month. E-audio can be sourced through the BorrowBox app (Play Store for Android or the App Store for Apple). Audio books available on CD in format.

4.8. Murupara Library and Service Centre

The Circus-themed autumn school holiday programme was held 16 - 27 April 2018. Access to library books, internet and the new playground for outdoor activities and games has greatly enhanced the programme. Eastbay REAP provided craft activities every Tuesday during the holidays and enjoyed the vibrancy of children in attendance.
Use of the free internet through APNK (Aotearoa Peoples Network Kaharoa) remains consistently popular, with over 560 people using the PCs in the Centre every month and over 400 people using the Wi-Fi on their own devices.

More than 650 items were borrowed and returned during April and May; a decrease of 6% compared with the same period in 2017. Staff continue to exchange the adult fiction collection with fresh reading material.

4.9. **Edgecumbe Library (Te Tari Āwhina)**

A volunteer recruitment drive was held in early May followed by an information morning on 9 May in the Edgecumbe Library. Six new volunteers are now in training, and their support contributes to the new opening hours of Monday to Friday: 10am – 12pm and 2 – 4pm.

The Lion’s Reading Room in the Edgecumbe Library is available for public use and the library has now returned to normal operation.

The Edgecumbe Library recorded over 300 Wi-Fi users and over 1,000 items were borrowed and returned through the Edgecumbe Library during April and May 2018, resulting in an increase of 50% compared with the same period in 2017.
4.10. Ōhope Community Library

Over 1,500 items were borrowed and returned through the Ōhope Library during April and May; a decrease of 16% compared with the same period in 2017.

The Ōhope Library volunteers have started a sewing bee programme in collaboration with Quota Whakatāne to support local charity, The Clothing Project. The group meets fortnightly on a Wednesday at 2pm to sew girls’ dresses, which are then donated to underprivileged local families through The Clothing Project.

5. MUSEUM AND RESEARCH SERVICES

5.1. Museum Collections and Research Centre Redevelopment

5.1.1. Physical Works

The following Physical Works at the Collections and Research Centre have been completed to date:

- Stage 1 - completed and hand-over achieved on target by 16 April
- Collections staff relocated to completed Stage 1 building and items are currently being repacked onto new shelving and storage units
- Stage 2 - demolition of old building completed and the construction of the section is underway with completion scheduled for mid-July
- Deaccession Project initiated at Commerce Street collections site.

5.1.2. Collections Relocation

Museum and Arts staff have entered Stage 2 of the redevelopment following their relocation to the new building. Collections, materials, shelving, IT and record-keeping systems are currently in transition, located at off-site storage, or held in temporary placement within the new facility. The Registrar, assisted by a small team, are currently in progress with conducting the collections logging, handling and relocation work.

5.1.3. Collections Risk Management

Identifying and managing pest eradication at the Commerce Street site is a priority to ensure that the collection is pest free when returned to the new site. A treatment containment section has been established to treat the collection as repairs and conservation requirements are identified.
5.1.4. Research Requests

There are currently 144 research requests underway, which range from general research to collection requests, photographic requests and in-person visits.

5.1.5. Photographic Collection

The Museum’s photographic collections include 500,000 images and items. An ongoing digitisation, catalogued, or indexing project for future use is underway.

5.1.6. Deaccessioning Collection Material

A deaccessioning team is currently reviewing collection items at the Commerce Street site. This project is scheduled for completion at the end of September prior to the collection relocation to Boon Street.

5.2. Museum and Arts Exhibitions and Public Programmes

Two exhibitions opened in the three galleries at Te Kōputu on Friday 20 April. ‘Viewpoints’ by Whakatāne Camera Club and ended on 10 June. ‘Growing from the Edge of Space’, by Edwards/Johann will continue until 30 June. Both exhibitions have received a great deal of interest and positive feedback.

5.2.1. Other Public Events

- 16 June: Whakatāne Society of Arts and Crafts outdoor market and indoor demonstration celebrated the opening of its new Visual Expressions exhibition.

5.3. Whakatāne Museum and Arts Charitable Trust

A new auxiliary support organisation, Whakatāne Museum and Arts Charitable Trust, has recently been incorporated and board members have begun undertaking fundraising initiatives for the redevelopment and future museum needs. The Charitable Trust was launched at an evening event on 15 June at Te Kōputu. The event included a guided tour of the new facility and discussion to generate founding sponsorships, annual support and grants/gifting.
5.4. New Zealand Genealogical Society – Whakatāne Chapter

The Museum team is continuing its relationship with the NZ Genealogical Society and will accommodate the group and their activities in the new Research Centre.

6. AQUATIC CENTRE AND RECREATIONAL SERVICES

6.1. Whakatāne Aquatic Centre Visitor Statistics

The Whakatāne District Aquatic Centre had a total of 23,336 visits in the period from 1 April to 31 May 2018. This is an increase of 18.7% from the same two months in 2017 with 19,654 visits. The activity has already exceeded its goal of 140,000 admissions and is confident of reaching over 152,000 admissions by year-end. The gymnasium membership is currently ahead of achieving 650 facility members by February 2019.

6.2. Whakatāne Aquatics and Fitness Admissions

<table>
<thead>
<tr>
<th>Whakatāne Aquatic &amp; Fitness Admissions</th>
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<tbody>
<tr>
<td>July</td>
</tr>
<tr>
<td>------</td>
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<tr>
<td>2017/2018</td>
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<td>2016/2017</td>
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<td>2015/2016</td>
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<td>2014/2015</td>
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6.3. Whakatāne Aquatic Centre Swim Programmes and Attendees

<table>
<thead>
<tr>
<th>Whakatāne Aquatic Centre Swim Programmes and Attendees</th>
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<tbody>
<tr>
<td>July</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>Learn to Swim (actual children enrolled per week)</td>
</tr>
<tr>
<td>Full Facility Membership (gym) (current members)</td>
</tr>
<tr>
<td>Aquasize (number of entries per month)</td>
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</table>
6.4. Operational Matters

6.4.1. Air Handling Unit Replacement

There were a number of issues with AHU4 (Air Handling Unit), resulting in poor ventilation and excessive heat build-up in the indoor complex. A replacement of the fan and upgrade of the unit’s structural supports were required. The renewal was funded from the existing renewals budget at a cost of $9,000.

6.4.2. Yearly Closure

Planning is underway for the yearly closure of the Whakatāne Aquatic Centre, which is scheduled from 2 July to 8 July 2018. There are a number of servicing and maintenance activities scheduled to be completed within this timeframe, particularly in the plant rooms. Design plans are being completed for the redesign of the reception area with the primary focus of opening up the counter area and managing public entry into the facility. Public and staff have identified this as a congestion issue for the last five years. The aim was to have this work completed in the July shutdown period, however as we are still waiting on design work, August 2018 may be a more realistic expectation.
6.4.3. Review of Pricing in comparison with New Zealand

A pricing comparison is currently being undertaken by the Manager Aquatics and Recreation between Whakatāne and other aquatic centres nationally, particularly around facilities with a similar demographic and size of facility. The main purpose is to benchmark Whakatāne measures against other facilities in price and what other facilities offer in their memberships.

6.4.4. Marketing Information/NPS Update (net promoter score)

An update of the promotional brochures for all areas of the Aquatic Centre has been completed. The May promotion of the Family facility membership resulted in six new families joining the centre. Due to the success of this promotion, the offer has been extended until the end of June.

Public feedback tool NPS (net promoter score) is used by the Whakatāne Aquatic Centre to determine customer/user levels of satisfaction. April and May’s NPS Score is between 31 and 46 (well above NZ average). A key positive trend was the public’s perception of staff and their friendly and positive attitudes. “It’s great to see such a positive team” and “It’s great to see how professional the staff are across the board,” were two comments collected from the NPS survey.

The key areas of improvement from the survey were the lack of space for lane swimmers after work, and some customers believe the concession pass expiry dates are too short.

For all negative feedback, the manager personally calls each customer who places the feedback. Based off the customer’s feedback, we have updated the lane bookings and include the weekly lane availability on our Facebook page. We are currently looking at the length of time on our concession passes; if there are any adjustments, these will be updated for the new financial year starting July 2018.

6.4.5. Programmes

Staff have been in discussions with Te Wānanga O Aoteoroa about signing up all of its students to the facility while they are studying for their certificate 3 and 4 qualification in personal training. Following on from the 28 new members joining in April, another eight members signed up in May. This means all current members of Te Wānanga O Aoteoroa studying certificate 3 and 4 are facility members.

6.4.6. Gateway Project with Schools and Tertiary Training Opportunities

A Gateway programme for Year 13 students from Trident High School commenced in March, with two students undertaking 15 hours work experience per week with the personal trainers in the gym.

A staff member studying towards a Bachelor of Sport and Recreation degree is currently undertaking a research project on the Aquatic Centre. The project is aimed at adding value to the facility by offering additional advice to current members on nutrition and specialised client programmes. She has received permission from her assessor for the project and will be starting the research stage of this project in August.

6.5. Edgecumbe College Pool

The Edgecumbe College pool was closed for the season on 29 April. A total of 1,528 visits were recorded for the period 22 January to 29 April and 56 students completed a 9-week Learn To Swim programme over the same period.
6.6. Murupara Swimming Pool

The Murupara Swimming Pool had 530 visits in April to end the season with 15,263 visits. This is three times the number of visits than 2016/2017 season, with only 4,567 visits. This increase is due to providing more activities, additional marketing and better utilisation of the facility by school groups. The April school holidays were very cold so the facility was not utilised as much as previous months. We may need to evaluate the closing date of the Murupara facility for the 2018/19 season, due to the large drop in temperatures in April.

6.7. Sport Bay of Plenty Contract

The Manager was part of the initial discussions regarding the new government-driven Water Safety and Drowning Prevention Team for the Bay of Plenty. The group consisted of key stakeholders within the community including harbour masters, Sport Bay of Plenty, Regional Surf Lifeguard managers, diving instructors, Council staff, and Wellington representatives from the Water Safety and Drowning Prevention Team. The purpose of the meeting was to establish local issues and concerns to provide direction into the Water Safety and Drowning Prevention Strategy for the Bay of Plenty. For the next stage in this process, two consultants have been employed to summarise the findings across the Bay of Plenty. This will inform the strategic framework of the strategy. A further meeting will be convened prior to finalising the strategy.

On adoption of the regional strategy, funding will be made available to provide water safety programmes. Initial funding is tagged to provide water skills for life, targeted primarily for the 8-13 age group. Stage Two will be the development of programmes in conjunction with Maritime New Zealand to create a practical component, based on the region and its challenges.

7. RESERVES AND OPEN SPACES

7.1. Ngā Tapuwae O Toi Walkway Upgrade

Staff are investigating the installation of track counters to gauge usage on various parts of the walkway at different times of the year to assist with maintenance and provide evidence to popularity - to support possible inclusion as a Great New Zealand Day Walk. Signage improvements are under manufacture for the remaining section of the trail through Mokorua and Ōtarawaireare Village, with temporary, removable track closure signage to warn users regarding one section between West End and Ōtarawaireare Bay that remains intermittently unstable. An application has been lodged to the Tourism Infrastructure Fund for co-funding the 2018/19 programmed track upgrades.

7.2. Walking and Cycling Steering Group

Since the inaugural meeting, there has been some progress in respect of the Great Ride Western Coastal Extension and engagement with consultants to assist in the Walking and Cycling Strategy and Implementation review.

Engagement through the Long Term Plan 2018-28 process has opened discussion with advocates for a Whakatāne Mountain Bike Park.

The Steering Group will provide strategic direction to a number of walking and cycling initiatives in the District including:

- Review of the Walking and Cycling Strategy and Implementation Plan
- Safe Ways to Schools initiative
Preparation of the feasibility study for the Western Coastal Extension Trail
Community-led initiatives such as the proposed Mountain Bike Park.

A draft Terms of Reference has been prepared and will be reviewed by Executive and the Steering Group.

7.2.1. Cycle Trail Extension

Preparation of the Business Case to extend Mōtū Trails Great Ride to Whakatāne is progressing in two work streams including:

- Selection of Route
- Business Development

The route selection aims for a Grade 2 (easy) ride as specified in the NZCT Design Guide.

For the Whakatāne section a preferred route has been identified as follows; cross Ōhiwa Harbour to Port Ōhope; traverse Ocean Road dunes; Maraetotora / Burma Road to Ōhope Road; Gorge Road / Commerce Street to CBD; Warren Cole to Landing Road Bridge; stopbanks to Bunyan Rd; along coast to dunes / or unformed road to airport; extend trail to Thornton east.

Most of the preferred route is on Council-owned land or where it is not, there is the option to be on Council land. While the majority of the route has scenic coastal appeal, some challenges are apparent such as crossing Ōhiwa Harbour; route access between Ōhope and Whakatāne (Gorge Road is steeper then Grade 2 specifications); Commerce Street is a high traffic zone with no dedicated off road option and; a preferred coastal route to the airport will require landowner approval.

Preliminary discussions with Te Rūnanga O Ngāti Awa about options to improve the Great Ride and support their business interests have been positive.

The Business Case is scheduled to be completed by end of June however; a workshop to inform the Business Development work stream will be scheduled.

The draft Business Case will be presented to Council for approval at the 2 August meeting.

7.2.2. Safe Ways to Schools Project

As part of the Walking and Cycling Strategy Review, the project is considering undertaking an engagement phase to inform the review. In particular, proposals are being considered for the delivery of a Safe Ways to Schools engagement programme.

The Safe Ways to Schools programme is an initiative that started in the Waikato and involves consultation, through the schools, with parents, children, and teachers. The programme results in the development of key priority routes that connect the majority of neighbourhoods with schools, and identifies ideas and initiatives that can take away the barriers to children walking and cycling.

These ideas may be infrastructure related, but conversely they could be simple actions like walking buses, cycle trains or drop off points further from school with safe access. It is also envisaged that the process will be made available for input by the Disability sector to ensure their needs are incorporated into the outcomes. There is also a strong correlation with work currently being undertaken at the Hospital to help patients and staff reduce their dependence on cars to access the Hospital.
The programme will result in a prioritised list of actions, which the community can then take ownership of. Some of these actions will involve Council infrastructure, and these actions will then be incorporated into the Walking and Cycling Strategy review.

7.2.3. Review of the Walking and Cycling Strategy and Implementation Plan

One of the key objectives of the newly developed Walking and Cycling Steering Group is a review of Council’s Walking and Cycling Strategy including the updating of implementation plans. The Strategy was adopted in 2007 and while there are many key components that remain relevant, community expectations, political drivers, and the walking and cycling context have changed.

There are also a number of collaborative initiatives occurring that present an opportunity for the Council, but a strategic approach is required. Whakatāne Ki Mua feedback and submissions to the Council’s Long Term Plan 2018-28 identified a desire for increased cycling and more connected communities, as well as greater accessibility around our town for our most vulnerable. This led to the development of a ‘Blue Line’ concept by the Accessibility Group. There have also been conversations regarding increasing the safety and therefore prevalence of children walking, cycling and scooting to school. On top of this, peak hour traffic is causing congestion issues, which in themselves further exacerbate the safety concerns for parents.

7.2.4. Mountain Bike Park Initiative

Diane Plant presented the Mountain Bike Initiative to the Steering Group on 12 June. Staff will be convening meetings with Diane and team to review potential sites before developing a plan of engagement with possible landowners to further explore the potential of each site. Representatives from Department of Conservation attended the Steering Group meeting and will be invited to attend future meetings with the Bike Club.

7.3. Landscaping - Paru Site to Yacht Club

Development of the reserve along Kakahoroa Drive to the east of the Paru site is complete.

7.4. Ōhope Harbourside Trail

An initiative from the Combined Rotary Clubs resulted in a Working Bee on the Trail on 26 May that attracted over 20 volunteers. The morning’s work focussed on weed removal and planting of over 200 native plants. The support from Rotarians and Bay of Plenty Regional Council with this activity was much appreciated.

7.5. District Reserve Policy Document

A Council Hearing was held on 24 May for those who wished to speak to their submission on the Draft District Reserve Policy Document. Councillors deliberated on these along with 189 written submission points and made recommendations for a small number of additional amendments for finalisation of the Plan. This is due to be presented back to Council at its Extraordinary Meeting on 28 June.

7.6. Desilting Sullivan Lake

This project has been deferred until September due to resource consent conditions that restrict works on the site during the winter months.
7.7. **Edgecumbe Improvements**

The following works have been completed in Edgecumbe:

- Resealing of the Edgecumbe rugby and skatepark carparks including kerb replacement around the old toilet block was completed during May.
- A picnic table with access for the disabled was installed outside the businesses on the corner of Bridge Street and College Road.
- A new bin enclosure was installed adjacent to the pedestrian crossing on College Road.
- Vegetation has been cleared along the fenceline with the neighbouring property at Ratahi Reserve in preparation for installation of a timber paling fence during June.
- Relocation of the old playground adjacent to the Riverslea Mall (to the northern side of the footpath including the refurbishment and replacement of safety surfacing) is scheduled to commence during June.

7.8. **Matatā Beach Carpark Upgrade**

Reshaping of the beach carpark including re-metalling and forming of bunds to prevent vehicular access onto sensitive areas of the dunes has been completed by the contractor. Timber fencing to formalise the area will be installed during June.

7.9. **Whakatāne Heads Carpark**

The stone walls at the old Whakatāne Heads carpark were refurbished, with missing stones being replaced and a concrete backing installed behind the wall to prevent these from being dislodged.

7.10. **Whakatāne Gardens**

The carpark at the entrance to the gardens adjacent to the playground off McGarvey Road was resealed by the contractor during May.

7.11. **Thornton Reserve Drainage**

A cesspit with associated drainage was installed inside the turning circle at the beach carpark to alleviate flooding of this area following heavy rains.

7.12. **Rex Morpeth Park Athletics**

Drainage within the tennis club carpark was upgraded including the installation of an additional cesspit and soakage to alleviate flooding from the carpark onto the athletics track during periods of heavy or prolonged rainfall.

7.13. **Hillcrest Cemetery**

Additional concrete berms were constructed within the Lawn section of the Hillcrest cemetery.


Three large Plane trees were removed and the crowns on a further five mature trees reduced by 25% at the entrance to the pavilion alongside the netball courts to improve the light and reduce the amount of leaf fall onto the courts.
Staff are presently seeking quotations for the removal of a further six mature Plane trees along the boundary between the fields and the private houses along Huia crescent as these were initially planted too close to the houses and are now posing a risk to residents and causing significant shading and leaf drop onto sections.

7.15. Port Ōhope Wharf Promenade and Carpark Upgrade

Resource Consent has been granted for the $2.1M project. The contractor is scheduled to commence work on 11 June for a scheduled 16-week construction period.

Staff have been working on final design details of the project, procuring materials, relocation of services and tree removal.

7.16. Whakatane Holiday Park

7.16.1. General

- Whakatane Holiday Park has now been under the Council’s management for 12 months. Occupancy and revenue has doubled in comparison to May 2017. Current occupancy rates reflect the anticipated decline in bookings for the autumn and winter seasons.
- Staff have completed a programme of works and this is pending Executive approval. A 12 month business plan for the facility is currently being finalised.
- Edgecumbe residents were scheduled to vacate the premises by 8 June, however a mutual agreement has been reached to extend the contract for two units until 29 June in conjunction with MBIE.

<table>
<thead>
<tr>
<th>Type of Accommodation</th>
<th>Total possible nights of occupancy = number of units x nights per month (31 days)</th>
<th>Number of nights rented May 2018</th>
<th>% Of Occupancy 2018</th>
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</thead>
<tbody>
<tr>
<td>12 units</td>
<td>372</td>
<td>128</td>
<td>34%</td>
</tr>
<tr>
<td>4 x Apartments</td>
<td>124</td>
<td>46</td>
<td>37%</td>
</tr>
<tr>
<td>40 x Powered Sites</td>
<td>1240</td>
<td>428</td>
<td>34%</td>
</tr>
<tr>
<td>40 x Unpowered Sites</td>
<td>1240</td>
<td>284</td>
<td>22%</td>
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8. BUILDINGS AND FACILITIES

8.1. Council Building Stock - Seismic Performance Assessment

In the last 10 months, the Council has been conducting Seismic Performance Assessments of all its building stock. A separate report to the Council will be submitted in the coming months as all the assessments are completed.
8.2. War Memorial Hall - Little Theatre

In 2017, the Council commissioned a report commenting on the Little Theatre’s compliance with various codes and regulations that apply to such facilities. The most urgent safety recommendations regarding fire protection for theatre users have now been completed. The current year’s programme has been focused on replacing all stage curtaining with fire retardant material. The main stage curtain has been cleaned and treated and a new fire-retardant backing added. New LED lighting was installed on stage to improve the lux levels for those working on set construction for productions. Other improvements in safety have seen a variety of fastenings checked and replaced or removed. Further improvement in stage lighting and the benefits of LED systems will be scoped in the coming financial year. The Council has been appreciative of the efforts of members of the Little Theatre group who have been assisting in completing these works.

8.3. Port Ōhope - Eastern Boat Shed

This building is owned by the Council and leased to a tenant who uses it for vehicle storage. A recent asbestos test identified low-scale dust containing ACM dust. Steps were taken to immediately close the building and arrange for decontamination of the vehicles so they can be removed. The building roof and cladding is ACM ‘Super 6’ material, however it appears the dust is due to degrading building paper lining under the roof. The premises remain closed while options are considered. Staff are appreciative of the cooperation of the tenant.

8.4. Awakaponga Hall

The Awakaponga Hall was affected by the April 2017 floods that resulted in damage to the hall’s floor. The Council holds the insurance policy for the structure and is therefore responsible for settling all claims with the insurers. The insurance assessors have now revised the scope of the work and reissued the document to the three original construction companies. The Council’s insurance company has now provided to the Council these quotes for its consideration.

A separate report detailing the additional works necessary to rectify the damage will be presented at a future meeting.

8.5. Otakiri Hall

The contract to replace the old and failing roof of the original hall has commenced. To provide for an all-weather work programme without weather interruptions, the hall has been fully wrapped. The construction of the new roof and relining of the walls is expected to be completed in the next four weeks. The kitchen area of the hall will also receive a makeover as part of the construction.
8.6. Awakeri Scout Den

The Council is still confirming the possible costs in either relocating the existing Scout Den or the construction of a completely new structure. The Awakeri Primary School Board has been supportive to the Scouts in offering an alternative location on school grounds to site the Den. The Council-owned land area adjacent to the Awakeri Primary School and existing tennis courts is also a potential location. Both sites have advantages and challenges.

In the coming month, the Council will be finalising its discussions with all parties to settle on a preferred site.

8.7. Ministry of Tourism Fund Grant – Gateway Project

The Te Teko Gateway Toilet opening was held on 24 May with a community ceremony. The new toilet replaces the old 1970s facilities that had deteriorated in the last 40 years. The old facility is planned to be demolished in coming months.
Pricilla Morrison, Bobby and Charelle Stevenson opening the Toilet with the cutting of the ribbon.

The Te Teko Toilet at Eivers Park is one of three Permaloo public conveniences the Council has now installed in the District. The other two are located at Tāneatua and Murupara.

8.8. Port Ōhope Development.

A meeting was convened with the Ōhope Beach Lions Club regarding the Nissan Shed. The meeting highlighted a number of options for the future accommodation of the club. An options report is currently being prepared and will be presented at the next Policy Committee Meeting.

The contractors have established on site and have commenced the set-out and physical works. The project will be completed by the end of September.

Recent testing of the Eastern Cargo Shed has revealed that there is an issue with the degrading of the Super Six Cladding and the insulation resulting in positive Asbestos readings. Staff have commissioned a number of tests on the materials and will present a full report to a future meeting on possible options for remediation. The current Lessee has been advised that until the investigations are completed the building is unavailable for occupation.

The installation of a new Permaloo-designed toilet will be a feature of the redevelopment of Port Ōhope. The design includes changing facilities as well as four toilets, all housed beneath a gull wing roof. The work programme is yet to be finalised but it is anticipated to be completed in the final quarter of this year. As part of the project, the existing toilet block will be demolished.

8.9. Harbour Masters House - 1 Muriwai Drive

A programme of exterior repair and painting has commenced. The house itself has had areas of rot removed around windows etc and a porch added to protect the rear entrance from weather. Roof repairs have also been part of the work effort. The demolishing of the old storage shed at the rear of the house will now provide an area for the storage of harbour buoys and other navigational aids.
9. SOLID WASTE

9.1. Solid Waste Overview

During April and May 2018, 3878 tonnes of solid waste was collected through kerbside collections, street litter bin lifts, private contractor deliveries and public deposits at the waste transfer station. A large portion of solid waste is still disposed of at landfill, but a significant percentage of material is being recycled (glass, paper, some plastics and metals), or reprocessed (greenwaste and construction materials).

The pie-chart below shows the solid waste fractions for the current financial year, up to the end of May 2018. The previous four years are also provided for comparison.

The flood waste from Edgecumbe is still having a negative effect on the yearly amount of waste recycled and will continue to do so for the rest of the year. This further affects the Council’s target in the Waste Minimisation and Management Plan 2015, which is to reduce waste to landfill by 100 tonnes per annum.
9.2. Residual Waste

A total of 1.92 tonnes of refuse was disposed of to landfill during April and May 2018.

The graph below shows volumes and sources of refuse for the last 12 months. Total volumes for the previous 12 months have also been added (purple line) for comparison.
9.3. Recycled Waste

During April and May 2018, a total of 875 tonnes of recyclable waste was diverted. During this time, kerbside recycling collections resulted in 475 tonnes of mixed recyclables (consisting of plastic and metal cans) and glass. The graph below shows the recycling diverted from landfill for the past calendar year, with the previous 12 months also added (purple line) for comparison.

![Recyclable Waste from Whakatane District](image)

9.4. Reprocessed Waste

During April and May 2018, a total of 965 tonnes of greenwaste was diverted for composting. Kerbside collections accounted for 637 tonnes. The remainder was made up of greenwaste deliveries to the transfer station by the general public, gardening contractors and businesses.

The graph below shows the greenwaste volumes diverted for the past calendar year, with the previous 12 months added (purple line) for comparison.
9.5. Transfer Stations

9.5.1. Te Tahi Street

The Te Tahi Street Transfer station is operated by Waste Management NZ Ltd, under the solid waste services contract. A total of $169,303.61 of revenue was collected at the transfer station kiosk during March 2018.

9.5.2. Murupara

The Murupara Transfer Station is also operated by Waste Management NZ Ltd, under the solid waste services contract. No money is currently collected from the public or small contractors delivering refuse or construction and demolition waste. Waste Management NZ Ltd has now employed local residents to staff the transfer station.

9.6. Keepa Road Greenwaste Processing Facility

Greenwaste is currently being hogged (shredded) at the Keepa Road site, then transported at the contractor’s cost to Kawerau, where it is being composted with kiwifruit waste and pulp from the paper mill.

9.7. Shared Waste Initiatives

As part of the steering group, the Council’s Solid Waste Manager continues to provide input to the Bay of Plenty Local Authority Shared Services (BOPLASS) and Waikato Local Authority Shared Services (WLASS) collaborative solid waste projects. The current status of these is listed below:

- A regional or cross-regional approach to waste operator licensing and data collection – project scoping is underway.
9.6 General Manager Community Services Report (Cont.)

- Diverting putrescent waste from landfill – project scoping is underway. This is a BOPLASS project only with no involvement from WLASS.
- A regional facilities strategy – project is on hold.

9.8. Disaster Waste Management

The Bay of Plenty Regional Council, Waikato Regional Council, Environment Canterbury and associated CDEM teams have been collaborating on developing a Disaster Waste Management Plan (DWMP) tool. The intention of this tool is to assist local government bodies, CDEM groups and emergency response teams to plan for bulk waste recovery/management/disposal following disaster events. The Solid Waste Manager is part of the group involved in developing testing and implementing the template.

9.9. School Waste Education Programme

The current school waste education programme has been extended for another three years (2018-2021). There are currently about 30 schools throughout the District signed up for the programme. It is intended to expand the programme to also cover some early childhood centres. The programme is funded from the Ministry for the Environment Waste Levy Funding.

9.10. Waste Minimisation Information and Advice

Solid Waste information and advice has been provided to the community ‘Green Print’ group and Community Resources Whakatāne to aid implementation of waste minimisation projects.

9.11. Local Government Waste Manifesto

During last year’s WasteMINZ conference, the Council’s Solid Waste Manager took part in the Local Authority Forum. As a result of this forum, a waste manifesto was created which outlines priorities for central government which will allow local authorities to effectively implement waste minimisation initiatives. This manifesto was submitted to central government and will now be tabled at the LGNZ conference in July by the Wellington Mayor who will propose that it be adopted as a Local Government New Zealand (LGNZ) remit.

The Council’s Solid Waste Manager has provided relevant information to the Mayor who will attend the conference.

RECOMMENDATION:

THAT the General Manager Community Services Report be received.

Report Authorisation

<table>
<thead>
<tr>
<th>Report writer</th>
<th>General Manager Community Services</th>
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<tbody>
<tr>
<td>Mike Naude</td>
<td></td>
</tr>
<tr>
<td>Final Approval</td>
<td>Marty Grenfell</td>
</tr>
<tr>
<td></td>
<td>Chief Executive</td>
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9.7 General Manager Finance and Corporate Services Report

1. REASON FOR THE REPORT

This report updates the Council on relevant issues and performance in the Finance and Corporate Services department for April and May 2018.

2. FINANCE

2.1. Financial Accounting

Work continues with AON insurance brokers in regard to the insurance claim from the April 2017 storm events. $245,000 has been received from MCDEM.

Kofax, the add-on to the Accounts Payable system which automatically validates invoices to purchase orders went live on 1 June. Digital copies of invoices are now available for viewing through the financial system.

2.2. Management Accounting

Forecasting has been completed for period 11 and will be presented to the Executive team for review.

Staff have been working with Audit New Zealand on both the interim 2018 year end audit and the LTP audit.

2.3. Rates

On 4 May 2018, the Council made the decision to grant relief to flood affected properties outside of the Natural Calamity remission and made an inconsistent decision, provided for under section 80 of the Local Government Act 2002 (LGA), to its policy. The decision gave ratepayers of affected properties a postponement of rates up until their properties could be occupied again. The current policy did not allow rates relief for businesses or farm residences. Given the widespread devastation caused by the floods, the Council made a decision to apply full relief to businesses and farms under two hectares and partial relief to farms over two hectares.

In total, 321 properties qualified for rates postponement and thereafter, rates remission. To date, 225 have received a rates remission at a total cost to Council of $448,000. This means that there are 96 properties still to receive a rates remission and as of yet, staff have not confirmed return home dates to enable an application to be processed.
Staff will be recommending to the Council a way forward to manage the remission process for outstanding properties, with a proposed end date for rates remission. The navigators are working closely with these property owners and will be notifying them of the situation.

**Water Rates**

Meter reading is underway through the District, with water invoices being mailed out in early July for a payment due date of 20 July 2018.

### 3. CORPORATE SERVICES

#### 3.1. Information Communication Technology

The ICT team has rolled out a second, more advanced ‘phriendy phishing’ training programme to ensure staff are better prepared in terms of cyber security.

The team has also introduced a new password system that will improve our security while also providing more flexibility around the complexity requirements.

#### 3.2. Digitisation Project

The scanning of property file information is progressing as planned, with close to 16,000 files now scanned (out of about 26,000 in total) and more than 5,000 have been checked as part of the quality assurance process. The QA team is now fully resourced so we will expect to see these volumes rise significantly over the coming months.

The team has continued work on ‘paper light’ projects, including building’s Alpha One integration with Objective and Accounts Payable processing. The team is also investigating emailing rates invoices, with the intention of implementing this in September/October 2018.

#### 3.3. GIS

The team has been providing mapping support for several bylaw reviews including Dog Control, Speed Limits and Liquor Control. The collaborative process was detailed, iterative and highlighted excellent communication across numerous departments.

#### 3.4. Customer Services

The Customer Services team has received more than 66,500 telephone calls and entered more than 16,000 requests for service (RFS).

**Call Volumes to date:**
RECOMMENDATION:

THAT the General Manager Finance and Corporate Services Report be received.

Report Authorisation

<table>
<thead>
<tr>
<th>Report writer:</th>
<th>Helen Barnes</th>
<th>General Manager Finance and Corporate Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final Approval:</td>
<td>Marty Grenfell</td>
<td>Chief Executive</td>
</tr>
</tbody>
</table>
1. REASON FOR THE REPORT

This report covers the key issues and activities of the People and Capability activities within Council during May 2018.

2. EXECUTIVE SUMMARY

This report covers several workforce indicators, the annual flu vaccine offering and an update on the organisation performance reporting and risk management frameworks.

3. WORKFORCE ANALYTICS

<table>
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<tr>
<th>Work force mix - full-time vs part time as at 31 May 2018</th>
<th>Work force mix - permanent vs fixed term as at 31 May 2018</th>
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</thead>
<tbody>
<tr>
<td>[Diagram showing full-time/part-time balance]</td>
<td>[Diagram showing permanent/fixed term balance]</td>
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The full-time/part-time balance has shifted slightly with the part-time category increasing 5% in the 11 months since 30 June 2017. This increase primarily arises from the adoption of a flexible approach to accommodating individual needs, such as those returning from parental leave.

The fixed-term workforce has increased 2% to 18% from 30 June 2017. The main contributors to this increase are the digitisation project together with a spike in the number of staff on parental leave requiring a fixed-term replacement.
4.   **HEALTHY WORKPLACE**

Based on the experience of the Northern Hemisphere, it is likely that strains of the flu virus will have a greater impact than in previous years. This is not just about people feeling a bit unwell, but a serious illness. A targeted campaign started in April to raise staff awareness of the free flu vaccination. A key message through the campaign was that the flu vaccination isn’t just about protecting the individual but about protecting each other and it is pleasing to report that there was a 57% increase in the uptake of the flu vaccinations by staff compared to 2017.

5.   **ORGANISATION PERFORMANCE AND RISK**

5.1.   **Organisation performance measurement framework**

The development of the initial phase of the reporting dashboards and metrics is on track to go live in July. The dashboard will provide a visual scorecard tracking performance against key performance targets.

5.2.   **Risk management**

The implementation of the organisational risk management framework slowed during the period with resource focussing on achieving the organisation performance measurement framework target of 1 July.

An external review of the risk management framework and implementation is planned for the new financial year. KPMG will be commissioned to undertake this review as part of the agreement with BOPLASS to provide consultancy services for risk and internal audit management to councils.

**RECOMMENDATION:**

**THAT** the General Manager People and Capability Report be received.

**Report Authorisation**

| Report writer: Vivienne Rawlings General Manager People and Capability |
| Final Approval: Marty Grenfell Chief Executive |
10 Community Board Recommendations and Minutes

10.1 Recommendation - RCB
5 REPORTS

5.1 Activity Report to 30 April 2018

Refer to pages 12-19 of the agenda.

The following additional points were noted:

- The Chairperson requested an update resulting from the Resource Consent hearing for the proposed water bottling plant at Otakiri.
- Discussions ensured about the rationalisation of playgrounds in the area and regarding engagement with the Walking and Cycling Steering Group.
- Concern was raised that there had been no community consultation about the LED Lighting Upgrade project and a schedule for the planned lighting work in the Rangitāiki ward was requested.
- The Te Teko Residents Association acknowledged the removal of the three plain trees at Eivers Park, Te Teko however it was noted that at least one vehicle had been breached on the remaining stumps. It was suggested that the stumps be reduced or removed and further plain trees required removal due to concerns from falling branches and leaf litter on the tennis/basketball courts.
- It was suggested that residents at 21-25 Huia Crescent be contacted in regards to removal of the council trees on their boundaries.
- The work completed on the disabled access at the Matatā Resource Centre was acknowledged.

RESOLVED:

THAT it be recommended to the Walking and Cycling Steering Group to engage regularly with the Rangitāiki Community Board, Te Teko and Matatā communities at appropriate times throughout the project, and that the Rangitāiki Community Board have the opportunity to feed into the plans.

Stevenson/van Beek
CARRIED

RESOLVED
THAT it be recommended to the Council to engage and support the Edgecumbe Collective in regards to the strategic direction of playgrounds and open spaces in Edgecumbe.

Clark/Byrne
CARRIED

RESOLVED
THAT the Activity Report to 28 February 2018 be received.

Dennis/Byrne
CARRIED
10.2 Minutes - Rangitāiki Community Board 16 May 2018

1. CONFLICT OF INTEREST

No conflicts of interest were recorded.

2. PUBLIC FORUM

2.1. Chris Barker - Whakatāne Golf Course

Refer to page 4 of the agenda.

As the Ladies Club Captain of the Whakatāne Golf Course, Mrs Barker spoke to the club’s application for discretionary funds to support the Course Manager attend the Turfgrass conference in Wellington on 25-28 June 2018. She said the conference registration was expensive and as the club was under financial restraints, funding was essential if the Course manager was to attend.

Mrs Barker reported that it was in the best interests of the club, the district and of the Course Manager himself, to attend the conference. She said club events do attract overseas visitors to the area and that the Whakatāne and Ōhope golf clubs and the Council were running a promotion, targeted at Auckland, where visitors fly into Whakatāne, stay overnight and a day of golf at each course.

Mrs Barker concluded informing members that the Course Manager had worked for the Whakatāne Golf Course for 8-10 years.

3. RECOVERY UPDATE

3.1. B Dempsey - WDC Update

Refer to page 4 of the agenda and pages 4a-4b of the tabled item.

Mrs Dempsey advised members she was the new, interim Council representative for the Rangitāiki Community Board.

In regards to recovery, Mrs Dempsey said that 20 percent of families were still not home and, where progress had stalled, the navigators were working with families to help. She noted that there would be an assessment on navigators shortly.
Mrs Dempsey reported, after 14 months of Recovery Newsletters the focus would change such that the Edgecumbe Collective would take the lead for the content and Council would support and resource the newsletter.

Mrs Dempsey attended the Community Representatives meeting on 8 May 2018 and said that the interaction with the representatives and Bay of Plenty Regional Council was very good, and the representatives were drilling down until satisfied with answers given.

A discussion ensued regarding the natural springs located in the red zone during the repair work and an update was requested regarding the canal widening north of Thornton Road.

Mrs Dempsey concluded reporting that the porta-building located by the Edgecumbe Library would be removed by the end of June 2018.

4. CONFIRMATION OF MINUTES: 26 MARCH 2018

Refer to pages 5-11 of the agenda.

RESOLVED:

THAT the minutes of the Rangitāiki Community Board meeting held on Wednesday, 28 March 2018 be confirmed as a true and correct record.

Van Beek/Harvey
CARRIED

5. REPORTS

5.1. Activity Report to 30 April 2018

Refer to pages 12-19 of the agenda.

The following additional points were noted:

- The Chairperson requested an update resulting from the Resource Consent hearing for the proposed water bottling plant at Otakiri.
- Discussions ensured about the rationalisation of playgrounds in the area and regarding engagement with the Walking and Cycling Steering Group.
- Concern was raised that there had been no community consultation about the LED Lighting Upgrade project and a schedule for the planned lighting work in the Rangitāiki ward was requested.
- The Te Teko Residents Association acknowledged the removal of the three plain trees at Eivers Park, Te Teko however it was noted that at least one vehicle had been breached on the remaining stumps. It was suggested that the stumps be reduced or removed and further plain trees required removal due to concerns from falling branches and leaf litter on the tennis/basketball courts.
- It was suggested that residents at 21-25 Huia Crescent be contacted in regards to removal of the council trees on their boundaries.
- The work completed on the disabled access at the Matatā Resource Centre was acknowledged.
RESOLVED:

THAT it be recommended to the Walking and Cycling Steering Group to engage regularly with the Rangitāiki Community Board, Te Teko and Matatā communities at appropriate times throughout the project, and that the Rangitāiki Community Board have the opportunity to feed into the plans.

Stevenson/van Beek
CARRIED

RESOLVED

THAT it be recommended to the Council to engage and support the Edgecumbe Collective in regards to the strategic direction of playgrounds and open spaces in Edgecumbe.

Clark/Byrne
CARRIED

RESOLVED

THAT the Activity Report to 28 February 2018 be received.

Dennis/Byrne
CARRIED

5.2. Request for funding – Whakatāne Golf Course

Refer to pages 4–14 of the Supplementary Agenda.

RESOLVED:

1. THAT the Request for Funding – Whakatāne Golf Course report be received; and
2. THAT $1329.00 be allocated from the Rangitāiki Community Board Discretionary Fund to the Whakatāne Golf Course to assist with costs for the club’s Course Manager to attend the Turfgrass Conference and Trade Exhibition in Wellington on 25-28 June 2018.

Byrne/Clark
CARRIED

6. MEMBERS REPORTS

6.1. Chairperson’s report – May 2018

Refer to page 20-23 of the agenda.

Chairperson Stevenson reported she had been invited to address the congregation of St David’s Church on 6 April 2018, the anniversary of the Edgecumbe flood.

In regards to recovery, the Bay of Plenty Regional Council Communication Manager had made contact with Chairperson Stevenson and she was receptive to potential solutions. Ms Stevenson added that the issues with the Rata Avenue detour were ongoing, that the transport agencies had been contacted requesting them to use Gull Road and that the Community Representatives and two Councillors from the Bay of Plenty Regional Council were monitoring the situation.
In response to a query, the Edgecumbe Collective committee was explained and it was noted that the first draft of the Community Plan had been completed. Chairperson Stevenson said there was great collaboration and work was being carried out in the area of branding for Edgecumbe.

RESOLVED:

THAT the Chairpersons Report – 7 May 2018 be received.

Stevenson/Byrne
CARRIED

7. MINUTES OF OTHER ORGANISATIONS

7.1. Minutes Combined Community Board 21 March 2018

Refer to page 24-27 of the agenda.

RESOLVED:

THAT the minutes of the Combined Community Board meeting held on 21 March 2018 be received.

Harvey/Dennis
CARRIED

7.2. E.D.I.T 21 March 2018 Minutes

RESOLVED:

THAT the minutes of the Edgecumbe Development and Improvement Team (E.D.I.T) meeting held on 10 April 2018 be received.

Harvey/Dennis
CARRIED

7.3. Matatā Resident’s Association April 2018

Refer to page 32-33 of the agenda.

RESOLVED:

THAT the minutes of the Matatā Resident’s Association meetings held on 10 April 2018 be received.

Harvey/Dennis
CARRIED
7.4. Edgecumbe Collective Minutes – 17 April 2018

Refer to pages 34-37 of the agenda.

RESOLVED:

THAT the minutes of the Edgecumbe Collective held on 17 April be received.

Harvey/Dennis
CARRIED

8. OTHER BUSINESS

Board Member Harvey reported the 1XX Charitable Trust would be responsible for the disbursements of funds received from the SOS Edgecumbe Trust.

Board Member Clark attended the well-organised and informative Rangitāiki Floodway Project drop-in clinic organised by the Bay of Plenty Regional Council. She also advised members that the Thornton Pioneer Committee were in charge of the historical implements and memorabilia relocation.

THE MEETING FINISHED AT 7.04 PM

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CHAIRPERSON
1. CONFLICTS OF INTEREST

There were no conflicts of interest noted.

2. CONFIRMATION OF MINUTES: 26 MARCH 2018

Refer to pages 5-9 of the agenda.

RESOLVED:

THAT the minutes of the Murupara Community Board meeting held on Monday, 26 March 2018 be confirmed as a true and correct record.

Silcock/Hynes
CARRIED

2.1. Follow Up Items

A query was raised as to whether Laurence Jenner had held talks with Te Rūnanga o Ngāti Manawa regarding an area for motor bikes to be ridden.

It was noted that Te Rūnanga o Ngāti Manawa advised that they agreed to the wording of the Welcome signage simply being Welcome to Murupara and were not in favour of any reference being made to the area being a gateway to Te Urewera or the Whakatāne District Council. Board Member Te Amo agreed to liaise with the Tribal Authority at Ruatāhuna to determine the wording for signage for that area.

Attendance: Board Member Rangiwi and Sergeant Cassidy entered the meeting at 12.05 pm
3. PUBLIC FORUM

3.1. Sergeant Cassidy – Murupara Police

Sergeant Cassidy noted the following points:

- There had been an increase in instances involving drugs during the recent harvesting season
- Burglaries had increased in the Galatea area
- A lot of Police staff time was being taken up with domestic violence with 2-3 call outs some days. There had been 4 domestic violence incidences recently which had resulted in the victims being admitted to hospital
- Murupara was one of the only stations where police personnel attended domestic violence incidences on their own and because of the type of violence especially when meth was part of the cause, they were armed
- A new strategy was being introduced within the Police for dealing with domestic violence, but as it was based on two officers attending an incident, Sergeant Cassidy was unsure how successful it would be for this area
- A spate of stolen cars being burnt in the forest had ceased with the recent arrest of two offenders
- There had been numerous complaints regarding motor bikes being driven around the town but several pursuits had to be abandoned because of the bikes reaching speeds of between 70 and 100kph within the township
- Indications were that the police staff numbers would increase by one, however they were still awaiting confirmation of this from Wellington

Attendance: Board Member Jenkins entered the meeting at 12.14 pm

- Due to the success of the CCTV cameras in Civic Square it was intended that more would be installed at the intersection at the entrances to Murupara
- Letters had recently been sent to people seen parking in the disability carparks warning them if they continued to use the parks they would be issued with tickets
- Coverage was provided from Rotorua when the local Police were unavailable or called out to the outlying areas

Members noted that there were children riding bicycles unsafely on roads and vehicles driving with unstrained children and it was suggested that foot patrols be carried out and drivers and cyclists warned of the danger of these practices. Sergeant Cassidy advised that while the police would welcome the time to carry out proactive policing but with the current staff numbers they were unable to do so. He noted that if details were provided, the person would be visited and appropriate action taken. It was also agreed that the Police provide an article for each Board newsletter to highlight issues arising within the communities.

Attendance: Sergeant Cassidy left the meeting at 12.29 pm

4. REPORTS

4.1. Activity Report to 30 April 2018

Refer to pages 10-17 of the agenda.

The following points were noted:
The pilot road surface trials being undertaken by Tūhoe Te Uru Taumatua on Ruatāhuna Road seemed to be working well.

Consent for stock passes across the Horomanga river would be sought for two crossing points either side of the new bridge on Troutbeck Road.

Congratulations were offered to the pool staff for the increased usage at the pool this year and the mowing and gardening staff for the increased standard of maintenance throughout the town.

Members were asked to provide suggestions of items for inclusion in the colouring in book being produced depicting highlights throughout the district.

It was requested that the request for a change table to be installed at the new toilet facilities be actioned and signage be installed on Pine Drive to advise tourists of the location of the facilities.

The Healthy Homes programme was progressing well.

RESOLVED:

THAT the Activity Report to 30 April 2018 be received.

Jenner/Hynes
CARRIED

A discussion was held on how the Board could assist the Police with the points raised earlier in the meeting concerning the unacceptable behaviour of a sector of the community. The following points were raised:

- there was a general acceptance by many that unlawful behaviour and wearing of patches had become normalised
- There were a number of promotional initiatives to entice and embrace visitors to the area however some felt intimidated and fearful when coming into the shopping area
- The local Police station was understaffed with many of the instances or rural calls taking up a lot of time to resolve
- The use of Meth was consuming the community and needed to be addressed
- While there were organisations working with residents, there was a lack of resources and free clinicians to deal with them and support families

It was agreed that local crime statistics and CCTV footage be gathered, issues identified and the Chairperson, Deputy Chairperson and Mr Porima present these to the Police District Commander as a step towards addressing the issues and to increase the police presence in the community.

5. CHAIRPERSON AND SUB-COMMITTEE REPORTS

5.1. Chairperson’s Report – May 2018

Refer to pages 18-19 of the agenda.

Additional information included the LTP consultation at the Night Market on 19 April 2018. It was suggested that Whakatāne be proposed as the venue for the upcoming Zone 2 Community Board meeting.
6. OTHER ITEMS

6.1. Board Submission - LTP 2018-28

Refer to page 19-22 of the agenda.

RESOLVED:

THAT the Murupara Community Board submission to the Council’s LTP 2018-28 be received.

Jenner/Te Amo
CARRIED

6.2. Minutes - Combined Community Board Meeting 31 March 2018

Refer to pages 23-26 of the agenda.

RESOLVED:

THAT the minutes of the Community Board meeting held on Wednesday, 21 March 2018 be received.

Jenner/Silcock
CARRIED

6.3. LGNZ Conference

Board Member Rangiwai requested to be able to attend the LGNZ Conference in Christchurch in July. The meeting was advised of the Council delegation attending this years event and how they were selected. The meeting was advised of the options for Members to attend the biannual Community Board conference and the Zone 2 community board seminars, one of which was being held in June 2018.

6.4. Next Meeting

It was agreed that the 2 July 2018 meeting be held at Ruatāhuna at the new building.

THE MEETING CLOSED WITH A KARAKIA BY K PORIMA AT 1.36 PM
10.4 Minutes – Whakatāne-Ōhope Community Board 21 May 2018

Details of Meeting: WHAKATĀNE-OHOPE COMMUNITY BOARD MEETING HELD IN THE ŌHOPE FIRE STATION, HARBOUR ROAD, OHOPE ON MONDAY, 21 MAY 2018 COMMENCING AT 5.30 PM

Present: Board Members C Chambers (Chairperson), K C Boreham, G P Casey, N T Delahunty, C L Hamill, M Inman, J B Manning and Councillor M van der Boom

In Attendance: M Houghton (Manager Spaces and Open Places), J Finlay (Manager Capital Projects) and H J Storey (Governance Support Advisor)

Visitors: V Maru, D Manning, E Green, L Craig, A Winter, A Motion, D and M Howard, J Geerlings, L and J Blyth

Apologies: Board Member M J Hanna and Councillor S Jarrett

1. CONFLICTS OF INTEREST

Board Member Casey noted that he was representing the Whakatāne-Ōhope Community Board not the Eastern Bay Chamber of Commerce while at the meeting.

2. PUBLIC FORUM

2.1. Veronica Maru – Whakatāne Darts Association Incorporated

Ms Maru advised that the Association were supporting the National Youth Darts Championships in Whakatāne in July, which would see 400, 9-17 year olds from Invercargill to the Far North vying for the national titles. She said that the club were seeking sponsorship to cover the cost of the venue hire, heating and waste management. Ms Maru said that they last held the competition here in 1992 and said that the players today were the children of those players.

In response to a question relating to other sponsorship, Ms Maru advised that they had received the 28 dartboards needed to run the championships but still needed to purchase frames and carpeting. She noted that Members were fundraising with catering, sausage sizzles and the like and noted the Association had funds to cover any costs that were not met. Ms Maru advised that there was no entry fee charged to entrants for the championships.

Attendance: Ms Maru left the meeting and Councillor van der Boom entered the meeting at 5.37 pm

2.2. Drew Manning and Erin Green – Allandale School

Refer to pages 4a-e of the tabled items.

Mr Manning tabled a plan and information sheet on the proposed developments for the Te Puna Taiao Oasis Project being undertaken at Allandale School. He noted that the school was classified as decile 2 and had 400 pupils at present but expected that to rise to 450 by the end of the year.
Ms Green said that when her child started school she noticed the stark contrast from the kindergarten playground to the school one and considered that there was a better way to create a more user friendly outdoor area within the school grounds. She considered that the proposal would increase the health and wellbeing of the students and provide opportunities to learn and gain better self-control. Ms Green said that interaction with nature had important benefits for children and improved their concentration and learning skills so they had established a community garden where the student grew and then consumed healthy food.

Ms Green noted that Ki Mua had indicated that there was not enough friendly space or parks in Kopeopeo and said that the project would address this and create a community asset for children during the day and families outside of school time. She advised that the bike track had been installed in October and since then the dynamics of the grounds had changed and had become a place where children and their families came back to after hours to safely ride their bikes either on their own or with their families, have picnics and enjoy the space.

Ms Green noted that the ideas outlined in the plan had come from the children and the wider community and a funding application had been made to the Lotteries Commission to fund the project. She said that because of the plans, there was a noticeable improvement in the parent/teacher/student relationship and security had increased around the school with the additional activity taking place. Ms Green advised that they were working with the teachers on the outcomes set by the community engagement that had been undertaken and said that they were excited to be part of the project and were pleased at how quickly it had taken off.

Ms Green said that the attendance at this meeting was to introduce the board to the concept and project and seek support for funding applications that would be made and to funding providers. She noted that there would be opportunities for additional support as the project grew.

In response to a question relating to other services such as toilets, rubbish bins and the like being provided, Mr Manning noted that a submission had been made to the Council’s LTP seeking funding to cover the additional cost of refuse collection, security, power and other incidental costs associated with the increased use of the area. He noted that the toilets would be open if the hall was being used and they would consider creating a separate outdoor access to the toilet block if the need arose. Mr Manning also noted that 33.3% of the funding had been provided from the Ministry of Education towards the project.

Attendance: Mr Manning and Ms Green left the meeting at 5.55 pm

2.3. Lenore Craig. Marilyn Bullen, B Webb– Bluey the Duck Book

Ms Craig said she was excited to hear of the proposals for Allandale School, as Sullivan Lake was also part of the neighbourhood. She thanked the Board for the support received with the publishing of the Bluey the Duck book and said that the support gave them the confidence to carry on with the project. Ms Craig said that they had raised $2,300 from the 400 copies printed and had given copies to each of the schools and pre-schools in the area including Thornton and Kawerau.

Ms Craig noted that a freezer had been purchased for Bird Rescue from the proceeds of the book and they were very appreciative of the support. She said that they would also provide tables and seating on the reserve around the lake and dedicate them to Bluey and noted discussions were being held with Halo to carry out a baiting programme around the lake.
Ms Craig advised that a copy of the book had been sent to Prime Minister Ardern and said that they had received a letter of thanks for the gift. She concluded by noting that the whole experience had been thoroughly enjoyable and profitable.

The Chairperson thanked the group for the feedback and advised that the Board was glad to be involved in such a worthwhile project.

Attendance: The Sullivan Lake Care Group left the meeting at 6.00 pm

2.4. Allen Winter, Alison Motion, Dave and Mary Howard, Judy Geerlings, Lionel and Judith Blyth Ōhope Lions Club

Refer to pages 4f-i of the tabled items.

Mr Winter tabled a letter which had been provided to the Council noting the Ōhope Lions Club concern with the Port Ōhope Wharf upgrade and the impact that this would have on the club. He said that the Lions shed at the wharf had been used for garage sales for the last 25 years and noted they had raised over $500,000 with most of it being used to support the community in a number of ways. Mr Winter said that the Council had been given a 40ft container, which was only a 10th of the size of the shed and was located behind a storage shed so was not visible from the street. He said that where they would normally raise up to $2,000 a month but the last sale was down to $7.00 because there was no room to store items and they were not visible from the road. The ladies club also used the container.

Mr Winter said that they were willing to tidy up the Nissen shed, paint it and install a fence around the remaining land if they were able to stay there. He said that if they were not able to operate in a suitable location, it may lead to the closure of the club. Mr Winter noted that a letter had been received from the Council that suggested the club explore options with Pou Whakaaro but gave no indication of who or what this group was and how they could help.

Ms Motion said that while consultation had been ongoing since 2005-06, the club had received mixed messages and were always lead to believe the club would be looked after so they did not put any alternatives forward. She said that they were always under the impression that there would be a community use shed on the site that they would be able to use. Ms Motion also noted that the club had agreed to use containers, but had asked for more than one because of the amount of items they needed to store with both the ladies and mens groups.

The Manager Places and Open Spaces noted that the lease for both sheds hired by the club were on a month to month basis and the club were notified in 2016 that the lease agreement would not be renewed as part of the redevelopment of the area and the container had been provided as an interim measure. He noted that the leases on the Yacht club and western shed had been extended.

Discussion ensued and Members expressed disappointment that while the shed remained in the concept plan and the space around it, it was not designated for anything but a green space area. It was considered that following the redevelopment there would still be room on the site for the club to use the shed to store goods and hold garage sales.

Ms Motion noted that a real community spirit was created on sale days and when Members relocated items for a recent garage sale back to the shed they raised $700. She noted that once the club were aware of the development work starting they had not been accepting many goods as they had nowhere to store them.
Attendance: The Ōhope Lions Club representatives left the meeting at 6.33 pm.

The Manager Places and Open Spaces tabled an updated site and design plans for the proposed toilet block that would be built under a different contract. He noted that the resource consent was now complete for the development works and advised they would commence next week with the cargo sheds remaining and the Nissen shed being removed.

Members considered options to support the Club’s endeavours to remain on the site.

RESOLVED:

1. THAT the Whakatāne-Ōhope Community Board support the endeavours of the Ohope Lions Club to remain at the Port Ōhope wharf; and
2. THAT the Chairperson and Councillor van der Boom meet with the General Manager Community Services to discuss the matter.

Inman/Manning
CARRIED

3. CONFIRMATION OF MINUTES: 3 APRIL 2018

Refer to pages 5-12 of the agenda.

Correction: include compliments to Waiotahi Contractors for the traffic management with the Millers Stream works.

RESOLVED:

THAT, subject to the foregoing correction, the minutes of the Whakatāne-Ōhope Community Board meeting held on Tuesday, 3 April 2018 be confirmed as a true and correct record.

Chambers/Delahunt	CARRIED

4. REPORTS

4.1. Activity Report to 30 April 2018

Refer to pages 13-111 of the agenda.

The meeting was advised of the following items:

- No funding would be allocated to the beautification of the Apanui canal area and creation of a walkway until drain modelling work had been completed to alleviate surface flooding in the Peace Street area.
- The sealing of Ōhope Road would be commenced in March 2019.
- It was requested that information be provided to the public on public access to the wharf area while the construction work was taking place.

It was requested that the Chairperson pass on the congratulations of the Board to the Chief Executive on his new appointment as Chief Executive of Tauranga City Council.
RESOLVED:

THAT the Whakatāne-Ōhope Community Board Activity Report to 30 April 2018 be received.

Casey/Boreham
CARRIED

4.2. Review of Discretionary Fund and Request for Funding – Whakatāne Darts Association

Refer to pages 112-126 of the agenda.

RESOLVED:

1. THAT the Review of Discretionary Fund and Request for Funding – Whakatāne Darts Association report be received; and

2. THAT $2300 be allocated from the Whakatāne-Ōhope Community Board Discretionary Fund to the Whakatāne Darts Association Incorporated towards the cost of hosting the 2018 National Youth Championships.

Manning/Hamill
CARRIED

Discussion ensued on review of the fund, the range of applications received and the information provided by applicants.

RESOLVED:

THAT the criteria for the Whakatāne-Ōhope Community Board Discretionary Fund include a question seeking information on any cash or in kind support received from the Council for the project.

Van der Boom/Casey
CARRIED

5. MEMBERS REPORTS

5.1. Chairperson’s Report - May 2018

Refer to pages 127-129 of the agenda.

RESOLVED:

THAT the Chairperson’s report – May 2018 be received.

Chambers/Delahunty
CARRIED

5.2. Minutes - Combined Community Board 21 March 2018

Refer to pages 130-133 of the agenda.
10.4 Minutes – Whakatāne-Ōhope Community Board 21 May 2018 (Cont.)

RESOLVED:

THAT the minutes of the Combined Community Board meeting held on Wednesday, 21 March 2018 be received.

Hamill/Boreham
CARRIED

5.3. Board’s LTP Submission

Refer to pages 134-144 of the agenda.

RESOLVED:

THAT the Board LTP Submission be received.

Chambers/Delahunty
CARRIED

THE MEETING FINISHED AT 7.58 PM

Confirmed this day of

CHAIRPERSON
The meeting was opened at 6:00 pm with a Karakia from Board Member McLean.

1. APOLOGIES

RESOLVED

THAT the Tāneatua Community Board accept the apology from Board Member Knowles.

Iles/Ruiterman

CARRIED

2. CONFLICT OF INTEREST

No conflicts of interest were recorded.

3. PUBLIC FORUM

3.1. Bonnie Thrupp and Dallas Teepa

Refer to page 4 of the agenda.

Dallas, a year 12 student at Trident High School, spoke to his application. He reported that the Board had sponsored him previously when he was selected for the New Zealand under-16 touch team which completed in Australia and at which he was named the Most Valued Player. He said he had represented the Bay Of Plenty region and was the only Bay Of Plenty player selected for the New Zealand under-18 touch squad.

Dallas said he would be travelling to Kuala Lumpur for the World Cup Touch Tournament in August 2018 and he concluding by thanking the Board for the opportunity to present his kōrero.

In response to a question, Mrs Thrupp confirmed the cost per player was $4380 and that they had raised a further $500 since the application was submitted to the Board, leaving a shortfall of $1280. She said there was also a cost of $300 for the first training camp to be held in July 2018.
In regards to further fundraising, Mrs Thrupp advised they were having a ‘Battons Up’ event on 30 June 2018 and that they had approached the Touch Association and their hapū. It was suggested to Mrs Thrupp that they also approach the Tāneatua Lions Club for sponsorship.

On behalf of the Board, Dallas was congratulated for his achievements.

**Attendance**: B Thrupp and D Teepa left the meeting at 6:08 pm.

### 4. CONFIRMATION OF MINUTES 9 APRIL 2018

Refer to pages 5-8 of the agenda.

**RESOLVED**:

**THAT** the minutes of the Tāneatua Community Board meeting held on Monday, 9 April 2018 be confirmed as a true and correct record.

Iles/Chater
CARRIED

### 5. REPORTS

#### 5.1. Activity Report to 30 April 2018

Refer to pages 19-23 of the agenda.

The following additional points were noted:

- The right turn bay completed at the intersection of State Highway 2 / Waimana Road West was acknowledged as a huge improvement.
- Concern was raised that the Bell Road intersection was unsafe, as was the approach to Nukuhou School (both on State Highway 2).
- At Reid Reserve, the car parking area was to be sealed and bank-widening work was in progress.
- To complete the LED lighting upgrade work in Tāneatua, only the connections and installation of any new supply points were remaining. It was noted that whilst these new lights were not yet connected, the existing lights were still operational. At Waimana, the lighting cabling and ducting work was in progress. It was noted that the NZTA funding for this project would now be carried through to 2021.
- A meeting was planned for 5 June 2018 with BOPRC representatives regarding the flood protection pertaining to Reid Road and it was suggested a Council engineer attend this meeting.
- The completed Morrison Street reserve shelter was complimented.
- An update was requested regarding the three bus shelters locations in the Wainui area.
- Floating pontoons had been implemented at Ōhope oxidation ponds however they were a more affordable model to those Mr Kelly Hughes had designed.

**RESOLVED**:

**THAT** the Tāneatua Community Board Activity Report to 30 April 2018 be received.

Iles/McLean
CARRIED
5.2. **Request for Funding – Dallas Teepa**

Refer to pages 9-18 of the agenda.

1. **THAT** the Request for Funding – Dallas Teepa report be received; and
2. **THAT** $780.00 be allocated from the Tāneatua Community Board Discretionary Fund to assist Dallas Teepa to attend the World Cup Touch Tournament in Kuala Lumpur on 4-12 August 2018.

Iles/Chater
CARRIED

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6. **MEMBERS REPORTS**

6.1. **Chairperson’s Report – May 2018**

Chairperson Yalden reported the new appliance at the Tāneatua Fire Station was impressive and that signage, both in Māori and English, was yet to be completed.

RESOLVED:

**THAT** the Tāneatua Community Board Chairperson’s Report – May 2018 be received.

Yalden/Iles
CARRIED

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7. **OTHER ITEMS**

7.1. **Board Submission to the Long Term Plan 2018-28**

RESOLVED:

**THAT** the Tāneatua Community Board submission to the Council’s Long Term Plan 2018-28 be received.

Yalden/Ruiterman
CARRIED

7.2. **Minutes Combined Community Board 21 March 2018**

RESOLVED:

**THAT** the minutes of the Combined Community Board held on Wednesday, 21 March 2018 be received.

McLean/Ruiterman
CARRIED

7.3. **Stanley Road**

The grading work completed at Stanley Road was acknowledged, however it was reported the recent rain had caused the return of ruts on some of the corners.
THE MEETING CLOSED WITH A KARAKIA BY BOARD MEMBER MCLEAN AT 7.08 PM

Confirmed this day of

CHAIRPERSON
11 Minutes of Other Organisations

11.1 Minutes – Creative NZ Funding Assessment Committee 31 May 2018

Details of Meeting: CREATIVE NEW ZEALAND FUNDING ASSESSMENT COMMITTEE MEETING HELD IN COMMITTEE ROOM 1, CIVIC CENTRE, WHAKATĀNE ON THURSDAY, 31 MAY 2018 COMMENCING AT 1.00 PM

Present: K Boreham (Chairperson), Councillor S Jarrett, D Poole, A Melville, J Pullar and W Geddes

In Attendance: H J Storey (Governance Support Advisor)

Visitors: E Carr, G Storer, M Transom, P Dennis, C Andrews, P and M Dixon, N Hutton, T Marsden, T Tidd

Apologies: B Skariachan and K Boreham for lateness

1. CHAIRPERSON

The meeting was advised that the position of Chairperson needed to be decided each year.

RESOLVED:

THAT Kay Boreham be appointed as Chairperson of the Creative New Zealand Local Funding Assessment Committee for the next year.

Jarett/Pullar

CARRIED

2. PUBLIC FORUM

2.1. Graeme Storer – Whakatane Community Arts Council

Mr Storer advised that the funds were required to carry out a more effective promotional programme for the 2019 Summer Arts Festival as in the past it had been piecemeal catering for individual events which was not very cost effective. He said that the promotional programme would be developed with a variety of forms of media advertising and networking being used to promote the events within the 2019 programme.

Attendance: Mr Storer left the meeting at 1.03 pm

2.2. Erin Matariki Carr – CHUR EBOP Young Artists Exhibition

Ms Carr noted that CHUR was an unincorporated community organisation putting on events and art programmes for young people. The programme was to gather one young artist from each of the high schools and bring them together to get to know one another firstly at the Mataatua Wharenui. Ms Carr said that the programme included mentoring these artists outside of the classroom and work with them on all aspects of artwork from creating the work to preparing for the exhibition, which
would be held at the Tāneatua Gallery. She said that they wanted to support the young people so that they knew what it was like to be an artist in the real world and alert them in a positive way that art was a pathway that could be followed as a career.

Ms Carr advised that one of the purposes of the programme was also to celebrate the artwork and exhibit it to family, schools and the community. She said holding a session at the Wharenui was to bring the group together and to connect students with their whenua and heritage.

In response to a query as to how the recipients would be selected, Ms Carr advised that she would liaise with the art teachers and take a recommendation from them as to who would be most suitable for the programme. She noted that as the programme was based on senior students only it meant that the selection would be from a limited pool of students.

Attendance: Ms Carr left the meeting at 1.08 pm

2.3. Mary Transom and Pauline Dennis – Eastbay Quilters

Ms Transom noted that the Quilters Group currently had 42 members and were members of the Arts Society. She said that they wished to take advantage of an opportunity to bring world-renowned tutor Lisa Walton to the area in July to teach her unique techniques to local quilters. Ms Transom said that the club had brought forward the annual Positively Patchwork exhibition for 2019 to April to tie in with the 2019 Summer Arts Programme.

Attendance: the Eastbay Quilters representatives left the meeting at 1.13 pm

2.4. Trish Marsden and Tracey Tidd– Stagedoor Performing Academy

Ms Marsden advised that the Academy would be performing the Little Mermaid Youth production involving 7-18 year olds doing all aspects of the production including acting, back of stage, sound and wardrobe roles. Each group would be mentored by a qualified adult so that they had practical learning for the role. Ms Marsden said that Leon Gray from Tauranga was one of the mentors who would be providing his services free of charge.

Ms Marsden advised that as the show had a limited audience appeal, they had budgeted on ticket sales of 60% and with that would be operating at a loss. She said that one of the main expenses was the venue hire for rehearsals and performance and asked that funding be provided to cover those costs. Ms Marsden said that they were limited to the type of venue as they needed a unique space for the cast of 50 and needed an area that was set up with a stage. She said that they would be using the Theatre Whakatāne building for rehearsals and because that group also needed space during that time for their own show, there would be limitations on the amount of time it could be used.

In response to a suggestion to use one of the rural community halls, Ms Marsden advised that many of the children walked or biked to the rehearsals and with some evening performances, a rural location would not be suitable. She said that they also needed specialised sound equipment and backstage rooms which would not be available with the community halls.

Attendance: the Stagedoor Performance Academy representatives left the meeting at 1.20 pm
2.5. **Courtney Andrews, Marie and Paddy Dixon – Eastbay REAP**

Ms Andrews noted that the project was still being shaped and there was not specific details on how it was going to be delivered or what it was going to achieve except to court youth to have autonomy in their vision of exposure to the art world. She noted that the programme would be run within the schools and because many teachers did not have the capacity or depth of knowledge to share expertise in art, the programme would provide the expertise to support and grow the students’ love of art.

Mr Dixon noted that Marie had been delivering art to students for 10 years and noted she had a passion to get children involved to take hold of art and recognise the different art forms. He noted that the current programme she was involved with at Te Teko Kura was developed following the delivery of a Matariki project and said that the artwork produced by students was sold at the school gala so there was the added benefit of generating a lot of community interest.

**Attendance:** Ms Dixon entered the meeting at 1.30 pm

Ms Dixon noted that teachers did not have much funding or supplies and often used their own money to fund their programmes. She said that the teachers did not always reach the needs of the students so they wished to bring her in as she was able to do research and allow the students to touch and feel when exposed to new mediums. She said that Matariki was the new year and as it was a new start there should be a list of resolutions, for the family coming together and what this meant going forward. Ms Dixon advised that this provided a cultural platform to work toward and build upon and the opportunity to complete artwork that suited each young artist.

In response to a query as to what the outcome of the project would be if the total amount of funding sought was not forthcoming, Ms Dixon replied that they would champion the community to access further funds.

**Attendance:** The Eastbay REAP representatives left the meeting at 1.36 pm and the Chairperson entered the meeting and took over the Chair

2.6. **Neil Hutton – Whakatane Kiwi Trust**

Mr Hutton advised that the Trust had developed a Whakatāne Kiwi Wandering project which was an opportunity for people to practically engage with and learn about kiwi outside the three-month season where the Trust provided night walk sessions. He noted that a number of people visiting the area wanted to see Kiwi but were limited as the kiwi were sitting on eggs for much of the rest of the time. Mr Hutton advised of the kiwi sculpture project and said that they wished to extend this to include a scavenger hunt for children and families which would take them along a trail from Te Koputu to the Heads and teach them about kiwi.

In response to a question on how the hunt would be designed, Mr Hutton noted that a local artist would design the pins and provide the photography for the material for the scavenger hunt. He noted that the sculptures would be life size and as realistic as possible and would be installed in October, which was national Kiwi Month. The programme would be launched in December 2018.

**Attendance:** Mr Hutton left the meeting at 1.48 pm

2.7. **Edward Harawira – Te Moko Wānanga**

Mr Harawira spoke to the meeting via telephone link and noted that the proposal was to introduce people from the Rūātoki and Tāneatua area to the elements of ta moko utilising the Māori Gods and relating the stories of the area. He advised of the introduction of practical areas of ta moko into the
workshops and the art produced would focus on these concepts. Mr Harawira noted that they wished to tie in with the local Kapa Haka group that would be attending the national competition in Wellington in February 2019 and apply the designs to be used on stage and inform the performers of the meaning of the tattoo. He said that if any of the performers wanting the moko tattooed on them would receive it as part of the course.

In answer to a question relating to making up the balance of the large amount sought, Mr Harawira advised that they would run club raffles and fund raising activities to raise the balance. He said that while some of the tattoo artists were from the Eastern Bay of Plenty others had to be brought in from outside the area. He also noted that although he knew local artist Joe Harawira he was unable to attend, the session but noted that he would speak to Joe about the workshop weekend.

2.8. Jeffrey Addison - Toro Pikipiko Puppets – 021 241 4541

Mr Addison spoke to the meeting via telephone link and noted that he had been successful with the production and was working on an adaptation of a series of online recourses for the Ministry of Education and in tandem were going around schools with the show. He said that they had received funding from 15 CCS Committees to date and would be able to do a tour of shows and workshops around the country.

Mr Addison said that they had performed at 13 venues last year and noted that many of the poorer communities were missing out because they were not able to afford the show. He said that with the grants they had been allocated, they were now able to choose where to go and regions that were most deserving would be included. Mr Addison said that they worked in with the local communities and took guidance from them as to where the performances would be most valued and said that they would work with clusters of schools where appropriate.

In response to a query as to whether or not he was aware of Eastbay REAP and the part they played in rural education in the area, Mr Addison replied that he had been trying to arrange a pre-school tour with them.

3. CONFIRMATION OF MINUTES

3.1. Creative NZ Funding Assessment Committee 11 December 2017

Refer to pages 5-9 of the agenda.

RESOLVED:

THAT the minutes of the Creative NZ Funding Assessment Committee meeting held on Monday, 11 December 2017 be confirmed as a true and correct record.

Jarrett/Poole
CARRIED

4. APPLICATIONS

Refer to pages 10-162 of the agenda

Conflicts of Interest were noted as follows:
They left the room while their conflict of interest application was being discussed.

The meeting was advised that there was $16,360 for allocation as Mandi Lynn had advised that she was not able to carry out the proposed project on the amount of the grant offered to her.

The meeting was also advised that the start date for projects noted on the application form was 12 May 2018.

**RESOLVED:**

1. **THAT** the May 2018 Creative NZ funding applications be received; and

2. **THAT** $16,012 be allocated from the Creative Communities fund as follows:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Project Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edward Harawira</td>
<td>Te Moko Wânanga – venue hire</td>
<td>750.00</td>
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<tr>
<td>Arts Whakatane</td>
<td>Summer Arts 2019 Promotion</td>
<td>4,000.00</td>
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<tr>
<td>Chur Eastern Bay Young Artists</td>
<td>Exhibition – suggest link into Summer Arts 2019</td>
<td>1,200.00</td>
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<tr>
<td></td>
<td>For art supplies</td>
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</tr>
<tr>
<td>Eastbay Quilters</td>
<td>Australian Tutor Workshop</td>
<td>1,112.00</td>
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<tr>
<td>Eastbay REAP</td>
<td>Ko koutou, nga ranatahi o re rohe Ngati Awa</td>
<td>1,200.00</td>
</tr>
<tr>
<td>Whakatane Kiwi Trust</td>
<td>Whakatane Kiwi Wandering</td>
<td>Nil – does not fit criteria</td>
</tr>
<tr>
<td>Stagedoor Preforming Academy</td>
<td>The Little Mermaid Youth Production</td>
<td>2,000.00</td>
</tr>
<tr>
<td>Vanessa Immink</td>
<td>Talofa Papa</td>
<td>750.00</td>
</tr>
<tr>
<td>Sarah Hudson</td>
<td>Aporo: a pop art workshop in Tuhoe Country</td>
<td>1,500.00</td>
</tr>
<tr>
<td></td>
<td>hold until show confirmed</td>
<td></td>
</tr>
<tr>
<td>Susanne Flavell</td>
<td>Te Korowai Aroha Korowai</td>
<td>2,000.00</td>
</tr>
<tr>
<td>Toro Pikipiko Puppets</td>
<td>Rock-Art Puppet Shows and Rock-Art Puppetry Workshops</td>
<td>1,000.00</td>
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## Preference for performances at rural schools

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<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Preference</th>
</tr>
</thead>
<tbody>
<tr>
<td>William Main</td>
<td>Nga Tohunga o te Rohe</td>
<td>Nil – not sufficiently developed</td>
</tr>
<tr>
<td>Yeah Nah Its Not OK</td>
<td>2018 Song Quest</td>
<td>500.00</td>
</tr>
</tbody>
</table>

Jarrett/Boreham  
**CARRIED**

**THE MEETING CLOSED AT 4.09 PM**