



**CENTRAL
HAWKE'S BAY**
DISTRICT COUNCIL

Organisation Performance Report

Quarter Four
1 April – 30 June 2024

Together we thrive! E ora ngātahi ana!

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Chief Executive Update



Kia ora!

This Organisational Performance Report closes out our financial year, as we reflect on our performance for the period of July 2023 to June 2024. Importantly it marks a change as we look ahead to the delivery of a new financial year, and the beginning of a new Three Year Plan 2024 – 2027.

The challenges of July 2023 as we emerged from Cyclone Gabrielle doesn't seem that long ago. While it has been a challenging 12 months and there is still much to do – we can be proud of the recovery and other programmes of work achieved, while also rapidly adapting to the changed economic and political environments.

Adoption Three Year Plan 2024 -2027

The most notable milestone of this quarter that will position us well for the future was achieving the adoption of the Three Year Plan 2024-2027.

While this has been a huge organisational achievement, I also want to acknowledge and thank elected members for the critically important leadership role that they have played through the Three Year Plan.

This Three Year Plan, delivered under special severe weather legislation is hopefully one that we never have to repeat. A true recovery budget, since mid-2023 and through 2024 it has required focussed ruthless attention across every aspect of our services to arrive at a still confronting level of rating investment for the future. Thank you to everyone in our community who also offered their views, thoughts and feedback.

Our focus as an organisation now shifts to translating the plan into delivery, that builds on our previous investment and can demonstrate value of communities rating increases. You'll be seeing more on this over the coming weeks

and months and our refreshed Three Year Programmes come to life.

Roading Recovery Projects

I do also want to acknowledge the major efforts of our team, with nearly 95% of our Roothing Response Works from Cyclone Gabrielle completed by 30 June. This is a herculean effort, that has required focussed leadership and efforts from all of our partners to achieve the massive body of work nearly \$40m of roading recovery work.

In delivering this work, there was a special acknowledgment in the quarter of Rebecca England who was recognised nationally as the Taituara Emerging Leader of the Year for 2024. Congratulations Rebecca.



Local Water Done Well

With three waters investment such a major challenge in our current rating and future rating affordability challenge, in June it was great to formally provide Council with an update and to be able to progress adopting a regional Terms of Reference to see the Hawke's Bay Waters Model again being tested.

This forms the pathway for further work on the model, with the aim to be in a position to consider options on the Hawke's Bay Model in early 2025. We can expect further legislative updates from Government on the form and shape of the legislation that will form the structure of future potential water entities through late August and September. Council

can expect a further update on progress in early September.

Representation Review

Another key milestone in our work programme has been the adoption of the representation review Statement of Proposal.

This builds on an entire package of work that began back in August 2023, where the Statement of Proposal is now out for consultation.

At the time of writing, legislative change to the establishment of Māori Wards may require Council to make a decision to reaffirm or rescind its decision to establish a Māori Ward. We will know more on this in the coming weeks.

Annual Report

As we reflect on the year that has been,

A handwritten signature in black ink, appearing to read 'Doug Tate', followed by a period.




Doug Tate
Chief Executive

Elected Member Priorities

The foundations of Project Thrive remain at the heart of the future of Central Hawke's Bay. For the 2022 – 2025 Triennium, Elected Members have identified the following focus areas and big moves to continue to deliver on the outcomes of Project Thrive.

Our Focus Areas

We've identified three focus areas as Elected Members that will be our specific focus across all of our activities for this Triennium:

 <h3>#1 – Partnership and Localism</h3>	 <h3>#2 – Right sized for the future</h3>	 <h3>#3 – Climate Change and Resilience</h3>
<p>We continue to grow our emerging partnership with Mana whenua through all that we do as well as the local voice of community in all of our activities.</p> <p>We'll achieve this focus area by:</p> <ul style="list-style-type: none"> Establishing the Tamatea Partnerships Committee. Complete a representation review, including opportunities to devolve local decision making to communities. Continue to promote the implementation of Tūhono mai Tūhono atū – Councils Māori Engagement Strategy. Continue to support our network of networks by implementing the Social Development Strategic Framework. 	<p>Despite our ambition, we need to ensure the level of expectation reflects the ability of our community to afford and sustainably deliver on that ambition.</p> <p>We'll achieve this focus area by:</p> <ul style="list-style-type: none"> Completing an Assessment of Future Affordability for our District as part of the Long Term Plan 2024. Reviewing the Financial Strategy and associated financial tools available as part of the Long Term Plan 2024. Completing a substantial Levels of Service review, as part of the Long Term Plan 2024. Retain oversight of Councils Section 17a Review Programme and approve reviews as they fall due. Continuing to implement the External Funding Strategy. 	<p>Having taken away lessons from Cyclone Gabrielle, we've applied a future focussed climate change and resilience focus to our decision making and future planning.</p> <p>We'll achieve this focus area by:</p> <ul style="list-style-type: none"> Developing a local understanding of climate change and resilience, the priorities and its impacts across our networks and infrastructure. Supporting the development of the Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning. Working with the Regional Climate Action Committee to understand the local opportunities for the reduction and adaptation to climate change.

Our Big Moves

Council have identified five big moves, following the impacts of Cyclone Gabrielle, to deliver on the long term future of Central Hawke's Bay:

1. Accountable Delivery	2. Resilient Rooding	3. Community Activation	4. Social Infrastructure	5. Secure Water
<p>We have delivered a new approach to accountability across our community and council, that focusses on our Thrive DNA and results in a tangible uplift in community outcomes.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> Complete a review of our Contract Management Policy, specifically focussing on its successful cultural and leadership mobilisation across Council and its contractors. Reinvigorate Community Action and Care Groups, for community clean ups and beautification. Establish and improve organisational reporting, including key outcome data to demonstrate assurance in our services. 	<p>We have developed a prioritised approach and plan for investment in our roading networks, including a hierarchy of priority roads and routes for delivery in the Long Term Plan.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> Complete a substantial review of the Land Transport Strategic Framework, focussing on establishing key routes of resilience and levels of service. Strategically plan, fund and deliver on our Rooding Recovery Programme following the effects of Cyclone Gabrielle. Reposition the Transport activity in the widest sense to including the relationship to the Regional Land Transport Committee, Rooding Efficiency Group and other forums. 	<p>We have developed a plan to address the challenges and opportunities we have in our Waipukurau and Waipawa Town Centres, including addressing issues like the Waipukurau Library, and have enabled community ownership of our great place.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> Deliver on our Better off Funding Community Property and Civics Project. Continue to identify opportunities through our External Funding Strategy that will accelerate our ability to deliver the 'nice to have' projects. Deliver the Waipawa Main Street Streets for People project. 	<p>We have enabled the social infrastructure that our community needs for long term housing and economic outcomes, through the delivery of our Better off Funding Projects.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> Deliver on the Better off Funding Housing Project. Continue to focus on the long-term implementation of the Economic Action Plan. Continue to facilitate the Waipukurau South Growth Precinct. Continue to support the Tamatea Housing Taskforce. Deliver the Thriving Places and Spaces Quick Wins Project. Continue with the development and implementation of Community Plans. 	<p>We have successfully navigated through three waters reform, including continuing to progress with our #bigwaterstory and #bigwastewater story, have developed a Long Term Plan for stormwater and continued to improve water security for Central Hawke's Bay.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> Prioritising the Hawke's Bay/ Tairāwhiti Affordable Water Reform Programme. #thebigwastewaterstory and #bigwaterstory are delivered to provide long term improvements. Develop a #bigstormwaterstory in response to Cyclone Gabrielle, to be supported for future funding and delivery. Work with HBRC on the rollout of the Regional Water Assessment. Work with Water Holdings HB and Heretaunga Tamatea Settlement Trust on ownership and sponsorship opportunities for Water Security.

Together we Thrive!

E ora ngātahi ana!

- Proud District
- Prosperous District
- Connected Citizens
- Strong Communities
- Smart Growth
- Environmentally Responsible
- Durable Infrastructure

Organisational Performance Focus

As an organisation, to enable the wider culture that we need to successfully deliver on Project Thrive for the future and Councils priorities for this Triennium, we will be focussing on:

High Performing Local Government Organisation

We are delivering on a plan to retain our AA CouncilMARK rating and to continue to lift the overall performance and maturity of the organisation.

Community outcome led and responsive

We will work to be known as an organisation that enables local outcomes, by supporting and enabling local voice, knowledge and remaining responsive to community need.

Embedding Value for Citizens

Through a refreshed approach to accountable delivery, community will see a visible step change in the value from the services we deliver.

Enabling Local Success to occur

While we'll be an active national and regional contributor to initiatives and activities, our primary focus will be on securing and enabling the success of Central Hawke's Bay.

Focus Areas

This next section highlights the achievements and progress we've made in this quarter on the three focus areas that Elected Members have in this Triennium.

#1 - PARTNERSHIP AND LOCALISM

We continue to grow our emerging partnership with Manawhenua through all that we do as well as the local voice of community in all of our activities. We'll achieve this focus area by:

Focus Area	Summary	Update
Tamatea Partnerships Committee	Establishing the Tamatea Partnerships Committee (TPC).	<p>A series of quarterly Kahui meetings have been held, the second was held in this quarter on 7 May and discussion points included Representation review.</p> <p>The kahui kaupapa invites governance of marae, hapū and Māori entities to the table to hui with Councillors and has significantly progressed the appointment of Councils Pouwhirinaki (Māori Appointments).</p> <p>Decision making at its best is gathered from the voice of the many. Council believes that these current arrangements are reflective of feedback from mana whenua and positive steps towards enduring partnerships for the benefit of the whole of the Tamatea/CHB community.</p> <p>The next Kahui meeting is on 13 August, 5.30pm in the Council Chamber.</p>
Representation Review	Complete a representation review, including opportunities to devolve local decision making to communities.	The Representation Review Statement of Proposal is now out for Consultation having been adopted at Councils meeting on 27 June. The initial representation and statement of proposal is open till the 24 August 2024 for consultation.

<p>Tūhono mai Tūhono ātu - Māori Engagement Strategy</p>	<p>Implement the Tūhono mai Tūhono ātu - Māori Engagement Strategy.</p> <p>The strategy's key priorities are:</p> <ol style="list-style-type: none"> 1. Pou Tahī – Whiriwhiria – Council & iwi relationships 2. Pou Rua - Tikanga – Language, Culture & Place 3. Pou Toru - Oranga – People & Prosperity 4. Pou Wha - Rauemi – Infrastructure & Resources 	<p>The focus across the four Pou in this quarter has been:</p> <ul style="list-style-type: none"> • Officers continue to develop the foundations of a partnership agreement with Te Taiwhenua o Tamatea. • Officers also continue to develop a partnership agreement with Tamatea Pokai Whenua (TPW). TPW has recently launched the Te Matai Aō Tāiao hub a resource to provide expert Taiao advice and support across the Heretaunga and Tamatea rohe. • Assist with the planning for regional Te Matatini kapa haka in Waipukurau. • Attendance at the Ngāti Kahungunu Fishhook Summit • Continue to support Tihei Tamatea in their social service capacity • Continue to support the development of marae action plans with Civil Defence Emergency Management for Tamatea. • Continue hui with Pourerere hapū regarding aspirations for land use, resilience, and restoration.
<p>Social Development Strategic Framework</p>	<p>Continue to support our Network of Networks by implementing the Social Development Strategy.</p>	<p>All Central Hawke's Bay Network of Networks are active and are implementing their individual 2024 workplans.</p>

#2 – RIGHT SIZED FOR THE FUTURE

Despite our ambition, we need to ensure our level of expectation reflects the ability of our community to afford and sustainably deliver on that ambition. We'll achieve this focus area by:

Focus Area	Summary	Update
Assessment of Future Affordability	Completing an Assessment of Future Affordability for our District as part of the Long Term Plan (LTP) 2024.	Morrison Low provided a report to Council in December 2023 on affordability. This report was factored into the Financial Strategy for the Three Year Plan 2024 – 2027.
Financial Strategy and associated financial tools	Reviewing the Financial Strategy and associated financial tools available as part of the Three Year Plan 2024-2027 (LTP 2024).	The Financial Strategy was adopted, along with the Three Year Plan 2024–2027 by Elected Members on 13 June 2024.
Levels of Service review	Completing a substantial Levels of Service review, as part of the Three Year Plan 2024-2027 (LTP 2024).	Morrison Low provided a report to Council in December 2023 on the proposed levels of service for the Three Year Plan 2024-2027, and elected members also provided feedback. The final levels of service were adopted, along with the Three Year Plan 2024–2027 by Elected Members on 13 June 2024.
Councils Section 17a Review Programme	Retain oversight of Councils Section 17a Review Programme and approve reviews as they fall due.	The Executive Leadership Team are tracking when S17a reviews are being undertaken and when they are next due. A review on Land Transport has been completed and adopted by Council. Further reviews on the future of Solid Waste is underway.
External Funding Strategy	Continuing to implement the External Funding Strategy.	Officers continue to attract external funding, critical to supporting Council in the delivery of its services. This has resulted in the construction of a replacement stop bank at the Tikokino Road Drinking Water Plant, construction of a weighbridge at the Waipukurau Transfer Station, and resources packs being delivered to the community hubs.

#3 – CLIMATE CHANGE AND RESILIENCE

Having taken away lessons from Cyclone Gabrielle, we've applied a future focussed climate change and resilience focus to our decision making and future planning. We'll achieve this focus area by:

Focus Area	Summary	Update
<p>Climate change and resilience</p>	<p>Developing a local understanding of climate change and resilience, the priorities and its impacts across our networks and infrastructure.</p>	<p>This work is currently being progressed at a regional level, through the Climate Action Joint Committee and the Climate Action Technical Advisory Group.</p> <p>While the Climate Action Joint Committee continues to shape and refine its work programme, there is general consensus among the five Hawke's Bay Councils that developing an understanding of climate-related risks is a priority that needs to be resourced up, in particular, in advance of the next round of Long Term Plans due in 2027. This will help to lift the maturity in councils' approach to asset management and land-use planning to factor-in climate-related risks.</p> <p>With climate change models indicating more intense and frequent events for New Zealand, this work is important as we work regionally and locally to plan for and build resilience from future climatic events.</p>
<p>Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning</p>	<p>Supporting the development of the Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning.</p>	<p>There have been recent discussions at the regional level on the planning recommendations within the Hawke's Bay Independent Flood Review.</p> <p>The report highlighted the lack of robust planning controls in areas of high flood risk. The Regional Council have recently commenced a review of the Regional Policy Statement (RPS) and the report recommends this is progressed with urgency.</p> <p>The report stated the need for leadership and action from the Regional Council in identifying flood risk areas based on recent and historic flood records and then setting objectives and policies within the RPS that defines unacceptable risk and directs District Plans to avoid these risks, including by the use of prohibited activity rules. Council Officer's will continue to be involved in these regional level discussions and review of the RPS.</p>

Regional Climate Action Committee

Working with the Regional Climate Action Committee to understand the local opportunities for the reduction and adaptation to climate change.

The Regional Climate Action Committee did not meet over the reporting period.

Big Moves

Council have identified five big moves, refocused following the impacts of Cyclone Gabrielle, to deliver on the long-term future of Central Hawke’s Bay. We have delivered a new approach to accountability across our community and council, that focusses on our Thrive DNA and results in a tangible uplift in community outcomes.

1. ACCOUNTABLE DELIVERY

We have delivered a new approach to accountability across our community and council, that focussed on our Thrive DNA and results in a tangible uplift in community outcomes. We’ll achieve this big move by delivering on:

Focus Area	Summary	Update
<p>Contract Management Policy</p>	<p>Complete a review of our Contract Management Policy, specifically focusing on its successful cultural and leadership mobilisation across Council and its contractors.</p>	<p>The Contract Management and Procurement Policy is ready for review by the Executive Leadership Team. An Implementation Plan is currently being developed to ensure that these processes are stream-lined across the business in alignment with Our Strategic Direction.</p> <p>Work is currently underway to provide clear and consistent council-wide visibility and assurance regarding contract performance, with a continued focus on accountable delivery and opportunities to improve the delivery of our services.</p>
<p>Reinvigorate Community Action and Care Groups</p>	<p>Reinvigorate Community Action and Care Groups, for community clean ups and beautification.</p>	<p>Planning is well underway for Keep NZ Beautiful Week in September with a proposed SH2 clean-up and other initiatives. Officers have developed a Community Beautification and Clean Up Empowerment Programme with a target launch date of 1 September 2024.</p> <p>A Central Hawke’s Bay Cot Bank was established with local community partners. The carseat recycle and repurpose programme continues to operate, which diverts expired car seats from the landfill and distributes usable car seats to families in need in Central Hawke’s Bay via our local partner agencies.</p> <p>Working closely with the Friends of Madge Hunter Park on the restoration of this space.</p> <p>Supported community planting day at Otaia/Lindsay Bush.</p>

Improve organisational reporting	Establish and improve organisational reporting, including key outcome data to demonstrate assurance in our services.	<p>In July we completed our Annual Residents' Opinion Survey 2024 which takes into consideration the last financial year (2023-2024).</p> <p>The results from this survey, alongside the targeted survey results will be provided within this report under each relevant activity.</p> <p>We recognise that there is still further work to complete as we lift our organisational reporting maturity.</p>
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2. RESILIENT ROADING

We have developed a prioritised approach and plan for investment in our roading networks, including a hierarchy of priority roads and routes for delivery in the Long-Term Plan. We'll achieve this big move by delivering on:

Focus Area	Summary	Update
Land Transport Strategic Framework	Complete a substantial review of the Land Transport Strategic Framework, focusing on establishing key routes of resilience and levels of service.	<p>As part of the Land Transport Improvement Plan, we are building on the Road Recovery work on prioritising road networks.</p> <p>This information will be integrated into the procurement approach and contract management. A further update to Council will be provided in workshop.</p>
Roading Recovery Programme	Strategically plan, fund, and deliver on our Roothing Recovery Programme following the effects of Cyclone Gabrielle.	Throughout Q4, construction on 21 emergency response funded sites have been completed. The remaining six sites are expected to be physically completed before the end of August 2024. The emergency response funding will conclude in December 2024 along with project close-out. Procurement of construction services to repair the four recovery funded sites has been approved and final design selection is underway. Following a budget announcement in May, we are shortly applying to the New Zealand Transport Agency (NZTA) for further assistance funding for the remaining sites within the programme. We hope to receive a positive response to our NZTA assistance funding application so we can progress the design and construction of recovery works.

Regional Land Transport Committee	Reposition the Transport activity in the widest sense to including the relationship to the Regional Land Transport Committee, Roading Efficiency Group and other forums.	This is an area yet to be enabled.
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3. COMMUNITY ACTIVATION

We have developed a plan to address the challenges and opportunities we have in our Waipukurau and Waipawa Town Centres, including addressing issues like the Waipukurau Library and have enabled community ownership of our great place. We'll achieve this big move by delivering on:

Focus Area	Summary	Update
Better off Funding Community Property and Civic Project	Deliver on our Better off Funding Community Property and Civics Project.	<p>Council has re-allocated the Better Off Funding initially allocated to the community property and civics projects towards other projects in finalising the budgets included in the Three Year Plan.</p> <p>The implementation of Town Centre Plans and actions however is progressing with the project brief currently being assembled, ensuring alignment with the Integrated Spatial Plan. This plan is pivotal for the sustainable development of both the Waipawa and Waipukurau town centres, incorporating community engagement and stakeholder collaboration to deliver adaptable and resilient initiatives.</p> <p>Despite previous delays due to the cyclone and staff changes, the project is now moving forward with implementation. The Better Off Funding, with \$100k redirected to support the implementation of the town centre plan in Waipawa, will be instrumental in delivering actions contained in the town centre plan, as well as creating economic benefits for the community, reinforcing the commitment to long-term community prosperity.</p>

External Funding Strategy

Continue to identify opportunities through our External Funding Strategy that will accelerate our ability to deliver the 'nice to have' projects.

Council officers have continued to explore opportunities with external funders (e.g., Government agencies, Eastern Community Trust etc.) to fund projects that are not planned to be funded through the Three Year Plan.

Waipawa Main Street Streets for People project

Deliver the Waipawa Main Street "Streets for People" project. This project aims to create a safer, healthier and more people-friendly main street that gives people moving around Waipawa town centre safe and easy access to both sides of the main road.

Key interventions have been installed within the project timeframe of 30 June 2024. Line marking has been hindered by wet weather and sub-contractor availability, which has led to some delays in the finalisation of the interventions. Some painting and deflects remediation works have been rescheduled for September when the weather and temperatures improve.

Once the unassociated road works on State Highway from Victoria Street to Abbotsford Road have been completed, the remainder of the planter boxes, which are funded by the Streets for People programme will be installed.

Final monitoring and evaluation completed by FOKL is underway with heat mapping of the main street, which will be compared to the benchmarking undertaking pre-intervention. A workshop held at the school, and a survey seeking feedback is being completed. This report will be provided by mid-August and will inform and support any adjustments to the interventions, as and if required.

The unused raised platform from the Streets for People Project has been repurposed to the pedestrian crossing at Waipawa School, with positive feedback regarding the improved safety, in particular with the re-opening of Harker Street to vehicle access.

The reassignment of some of the Better Off Funding has provided the opportunity to reinstate Harker Street access to vehicles. The stormwater network under Harker Street has been repaired, with kerb and channeling and new pavement having being installed. Harker Street was formally re-opened on Monday 6 August 2024.

4. SOCIAL INFRASTRUCTURE

We have enabled the social infrastructure that our community needs for long term housing and economic outcomes, through the delivery of our Better off Funding Projects. We'll achieve this big move by delivering on:

Focus Area	Summary	Update
Better off Funding Housing Project.	Deliver on the Better off Funding Housing Project. This project is to identify and explore the most appropriate structure to co-ordinate and deliver housing outcomes in the widest sense in Tamatea – Central Hawke’s Bay.	<p>The ‘Our Homes’ Strategy forms the basis for this body of work.</p> <p>An implementation plan for Council actions under the strategy is being developed to prioritise the actions based on the reassignment of available funding. A further update on housing is provided below.</p>
Economic Action Plan	<p>Continue to focus on the long-term implementation of the Economic Action Plan (EAP).</p> <p>Key priorities from the EAP include:</p> <ul style="list-style-type: none"> • Land use diversification and climate resilience • Growth & Development • Water • Better off Funding • Town Centre Plans 	<p>Land Use Diversification: In collaboration with Simon White, we’ve initiated the roll out of the Kaikora Seeds Activation Plan. During the off-season, we’ve dedicated time to undertake further strategy work. Nick Pyke of Leftfield Innovation has been engaged to conduct studies into land diversification. We are enthusiastic about the potential this partnership holds, especially considering the successful work they've accomplished in other regions.</p> <p>Growth & Development: We have initiated an in-house industrial land study with the goal of understanding how we can position ourselves for future industrial and commercial growth within the district. Additionally, we are assessing the existing capacity for commercial and industrial expansion. This project will extend into the next quarter and will involve internal collaboration, supplemented by external partners as needed.</p>

Waipukurau South Growth Precinct

Continue to facilitate the Waipukurau South Growth Precinct.

Having secured funding for the Waipukurau South Growth Precinct in late 2022 from Kainga Ora's Infrastructure Acceleration Fund, work has primarily focused since this time on the planning and co-ordination of the Project.

The implementation of the project has been challenged by delays caused by the response and recovery to Cyclone Gabrielle and the broader financial constraints Council is managing as it prepares its Three Year Plan.

Officers have been working with Kainga Ora in this quarter and an amended Delivery Plan was submitted to Kainga Ora at the end of June 2024. The amended delivery plans and funding agreements are currently being legally reviewed by Kainga Ora, and we expect their response by September 2024.

A project for the stormwater attenuation ponds has been included in the Project Management Office (PMO) forward work planning and a formal structure plan to include in our District Plan is under development which will provide more certainty for developers and for Council in terms of the location of critical infrastructure.

Tamatea Housing Taskforce

The Tamatea Housing Taskforce was established to provide strategic leadership and guidance and provide a place to land housing initiatives in Tamatea – Central Hawke's Bay.

The Taskforce provides a consistent and coordinated approach to housing and its related areas to enhance the wellbeing of mana of our people.

The Taskforce met during the quarter twice, with progress being made on measurement dashboards and a draft scoping paper is currently being prepared to understand the indicators of homelessness in Tamatea – Central Hawke's Bay which will contribute to the development of a homelessness plan. Positively, this forum continues to provide a platform to address housing opportunities in our district.

Thriving Places & Open Spaces Quick Wins	<p>Deliver the Thriving Places & Open Spaces Quick Wins. BOF project 5 – this project has identified quick-win projects for implementation including:</p> <p>Implementation of Places & Spaces Reserve Signage, Green Space Activation Projects and Accelerating Russell Park Master Planning</p>	<p>On the Russell Park Master Plan, Officers have collated the feedback from the individual meetings with stakeholder organisations. The next step is to bring the stakeholders back together and test the conclusions reached, and then follow the processes determined by the Reserves Act to publicly notify of Council’s intention to consult with community on the Reserve Management Plan (incorporating the Masterplan).</p>
Community Plans	<p>Continue with the development and implementation of Community Plans which includes Ongaonga, Tikokino, Takapau, Otāne, Pōrangahau/Te Pairahi and Elsthorpe/Kairakau.</p>	<p>There are three current Community Plans for Takapau, Ongaonga and Tikokino.</p> <p>Work on the Otane Community Plan will resume in the next quarter and upon completion of their Resilience Plan.</p>

5. SECURE WATER

We have successfully navigated through three waters reform, including continuing to progress with our #bigwaterstory and #bigwastewater story, have developed a long-term plan for stormwater and continued to improve water security for Central Hawke’s Bay. We’ll achieve this big move by delivering on:

Focus Area	Summary	Update
Affordable Water Reform Programme	<p>Prioritizing the Hawke's Bay/ Tairāwhiti Affordable Water Reform Programme</p>	<p>Since April 2024 Government has completed the first part of the governments new approach to water services delivery which they have named “Local Water Done Well.”</p> <p>The government expects councils to work together to address financial sustainability and affordability challenges and has agreed to streamlined decision making processes.</p> <p>To help with the focus of getting on and prioritising the Hawke’s Bay Waters model work</p>

		<p>is continued the four councils have agreed to the Terms of Reference for the Recovery Agency to manage this work. This includes the business case analysis, supporting community engagement and preparing the Service Delivery plans.</p> <p>Further testing and engagement with elected members and community must be an urgent priority. In this context, local leadership – both at a District and regional level will be critical for us to proactively respond to the challenges that we face because of the significant 3 waters investment required.</p>
<p>#thebigwastewaterstory and #bigwaterstory</p>	<p>#thebigwastewaterstory and #bigwaterstory are delivered to provide long term improvements</p>	<p>Affordability challenges saw officers work with Executive Leadership Team (ELT) and Elected Members to rephase the 3 Waters capital works programme, that has been adopted in the Three-year plan with forward work programming completed.</p> <p>The focus of the Three Waters programme is critical drinking water and wastewater projects, improving resilience of our networks, enabling growth, continuing pipeline renewals to catch up from historic underinvestment and priority wastewater treatment upgrades.</p>
<p>#bigstormwaterstory</p>	<p>Develop a #bigstormwaterstory in response to Cyclone Gabrielle, to be supported for future funding and delivery</p>	<p>Work on an overarching activity strategy is well underway, with officers and specialist advisors forming the basis of the strategy, and transitioning into the engagement phase, which will be critical to the strategy reflecting the needs of Central Hawke’s Bay.</p> <p>We have completed the immediate remedial works in response to Cyclone Gabrielle with the focus now shifting to planning the regular preventative maintenance programme that forms the step change in the stormwater activity investment included within the Three Year Plan.</p> <p>Officers are also progressing the planning of our capital works quick-wins programme, aiming to provide resiliency during heavy rain, this forming the basis for the projects included within the Three-Year Plan.</p>

Regional Water Assessment

Work with HBRC on the rollout of the Regional Water Assessment

No local work has significantly progressed in the quarter on this activity.

The importance of Water Security remains a regional matter of significance continues to grow. It was one of the regional priorities identified in the briefing to the Incoming Government and following the Regional Water Assessment being also considered as part of wider security challenges now being faced across the Heretaunga Plains also.

Water Security

Work with Water Holdings HB and Tamatea Pokai Whenua Settlement Trust on ownership and sponsorship opportunities for Water Security.

Discussions have been ongoing between Tamatea Pokai Whenua and Water Holdings Hawke’s Bay through this quarter with an update due to Council in September on opportunities to establish a Community Trust for the IP and consents in the future.

Organisation Performance

Overview

The Organisation Performance Report provides a quarterly update to Elected Members from each activity which includes the performance tracking for Levels of Services set out in Council's Long Term Plan, as well as other metrics used within the activities.

Activity Updates

Each activity through this report will provide an overview of their focus areas from the quarter, an update for each and any relevant performance metrics.

Level of Service Performance Reports

Where applicable, following each activity section is the Levels of Service Performance Report as set out in Council's Long Term Plan. This report is now incorporated within this Organisation Performance Report and replaces the report previously known as "non-financial performance report".

REQUEST FOR SERVICE (RFS)

In this quarter, there continues to be a concerted effort to reduce the total number of outstanding requests for service across the organisation. The results of this are shown below in trending down of outstanding requests for service.

While there has been a focus on outstanding requests for service it is acknowledged that there is further work to be undertaken in this space around the maturity of reporting and transparency around how service requests are managed from the point in time they are received through to closing out a service request, so that our customers have confidence that their request has been actioned and they have been advised of this. This will be a strong focus in the first quarter of this financial year alongside the implementation of the new performance measures and levels of service adopted through the Three Year Plan 2024-2027.

Received RFS			
Jul – Sep 23	Oct – Dec 23	Jan – Mar 24	Apr – Jun 24
2070	1794	1873	1753

Open RFS			
Jul – Sep 23	Oct – Dec 23	Jan – Mar 24	Apr – Jun 24
108	53	69	39

Overtime RFS			
Jul – Sep 23	Oct – Dec 23	Jan – Mar 24	Apr – Jun 24
86	47	48	21

LGOIMA

Total Local Government Official Information and Meetings Act (LGOIMA) requests received to date:

Received LGOIMA's			
Jul – Sep 23	Oct – Dec 23	Jan – Mar 24	Apr – Jun 24
26	15	12	19

LGOIMA requests received for this quarter are listed below:

Subject	Business (if applicable)	Date Received
CHB Staff and Contractors enquiry	Private	2 April 2024
Camping ground licences	Private	8 April 2024
Functions hosted by CHB for Rainbow Storytime	Private	8 April 2024
Māori Wards	Private	15 April 2024
Council/Public owned pools in CHB	Height Project Management (Aus)	15 April 2024
Mangakuri subdivision application	Duncan Bellinger Barrister	15 April 2024
Parking fines	TVNZ	16 April 2024
Resource Consents, Mangakuri and Mangakuri Station	Yule/Alexander	18 April 2024
List of nurseries managed by CHBDC	BERL	18 April 2024
Electronic Office products	Access Security	24 April 2024
Investigation by Jacka Consulting and contained within CHBDC file RM050151	Yule/Alexander	2 May 2024
Refreshments cost during Three Year Plan 2024-2027	Stuff	8 May 2024
Fast Track Approvals Bill	Forest & Bird	10 May 2024
Contracts developed relating Joyce Advisory or Steven Joyce	FYI.org.nz	14 May 2024
District Plan zoning maps and Scheme plans for Pouterere	GW Law	24 May 2024
District Plan Transferable Development Rights Subdivisions	NFRT.org.nz	22 May 2024
Funding, HR related, Solar farm, Council maintenance enquiries	Private	4 June 2024
Council employee cost	Private	13 June 2024
Proposed Solar Powerplant (RM 240016), Ongaonga	Private	26 June 2024

LEADERSHIP, GOVERNANCE AND CONSULTATION

This activity enables elected Councillors to effectively govern the activities, services and projects delivered by the Council. Councillors must represent their communities and make decisions in an open, transparent, and accountable manner.

The activity in this section supports the decision-making processes of elected members and ensures decisions are made in accordance with guiding legislation, including the preparation of reports and other supporting functions, to ensure a functioning local democracy exists in Central Hawke's Bay. Through this activity, funds such as the Community Voluntary Organisation Scheme (CVOS) are sources and distributed to community organisations through the Social Development Activity.

Focus Area	Overview	Last Quarter	Next Quarter
Representation Review	<p>Council is undertaking a Review of the Representation arrangements for Central Hawke's Bay District for the 2025 Local Body Elections</p> <p>17 August 2023 – Council resolved to retain the First Past the Post electoral system for the 2025 Elections.</p> <p>15 November 2023 – Council Resolved to introduce Māori Wards for the 2025 Elections</p> <p>27 June 2024 – Council adopted the Initial Representation Review Statement of Initial Proposal</p>	<p>Council undertook a preliminary survey on Representation Review.</p> <p>Based on this survey Council developed and adopted the Initial Representation Review Statement of Initial Proposal.</p> <p>2 General Wards (Urban/Rural) of 3 Councillors Each</p> <p>1 Māori Ward of 1 Councillor at Large</p> <p>1 General Ward of 2 Councillors at Large</p>	<p>Initial Proposal out for consultation Jul/Aug 2024</p> <p>Council Hearings/Deliberations 5 Sept 2024</p> <p>Council Adoption 19 Sept 2024</p>

Activity Update

Three Year Plan

Council has completed the consultation process for the Draft Three-Year Plan. Hearings, deliberations, and the final adoption of the plan were concluded within the quarter. The first year of this plan has been designated as the Council's Annual Plan for 2024/25, which facilitated the setting of annual rates in late June for the new financial year on 1 July 2024.

2023-24 Representation Review

At the beginning of the quarter, Council conducted a Representation Review survey, followed by hearings, and developed an Initial Representation Review Statement of Proposal. The proposal includes the Mayor

plus nine Councillors: two General Wards (Urban and Rural) with three Councillors each, one Māori Ward with one Councillor at large, and one General Ward with two Councillors at large, for the upcoming election.

This Initial Proposal is currently open for public consultation until 25 August 2024. The final decision on the Representation Review will be made on 19 September 2024.

Meetings held during the Quarter

During the last quarter, Council held seven meetings, including those for the Three-Year Plan and Representation Review hearings, one Council workshop, and one Risk and Assurance Committee meeting.

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council listens to its community and responds efficiently and effectively communicates well and has a 'can do' customer services attitude.	The percentage of people who consider that Council has responded well or very well to community needs and issues.	85%	Not yet achieved. Residents survey is undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. Residents survey is undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. Residents survey is undertaken in Quarter 4 – no results available for this quarter.	Not achieved. 43% of people consider that Council has responded well or very well to community needs and issues.
	The percentage of formal consultation which follows legislative and policy requirements.	100%	On track to be achieved. 100 %. All consultation has been in line with legislation and policy.	On track to be achieved. 100 %. All consultation has been in line with legislation and policy.	On track to be achieved. 100 %. All consultation has been in line with legislation and policy.	Achieved. 100 %. All consultation has been in line with legislation and policy.
	The percentage of people who consider that Council has engaged and communicated well about Council business.	85%	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not achieved. 59% of people consider that Council has engaged and communicated well about Council business.

SOCIAL DEVELOPMENT

This activity covers the implementation of the Social Development Strategic Framework, community plans and community funding.

Focus Area	Overview	Last Quarter	Next Quarter
Social Development Strategic Framework	Delivery of Social Development Strategic Framework through the coordination and support of the Central Hawke's Bay Network of Networks.	All Network of Networks actions plans are being implemented	All Network of Networks action plans are being implemented.
Community Plans	Development and implementation of Community Plans for Ongaonga, Tikokino, Takapau, Otane, Porangahau/Te Paerahi and Elsthorpe/Kairakau communities.	Pause in Otane Community Plan due to cyclone recovery	Implement Community Plan actions in conjunction with communities and partner organisations

Activity Update

Social Development Strategic Framework

Spotlight on the Central Hawke's Bay Youth Development Network:

The network hosted a 2-day Response Abilities Pathways (RAP) training in June. Externally funded, this training enabled 22 members of local organisations to strengthen their practice when working with young people.

#strengtheningpractice

The network has also supported the Central Hawke's Bay College and Inspire Youth Council with the construction of a noticeboard at the college. Officially launched on Pink



Shirt Day the noticeboard will be led by Youth Council members and will be a space and place for up-to-date youth

focused information, such as events, activities and support services.

#youthvoice

Youth week activities were held at CHB College during May, including engagement with students to understand the use of space in the college grounds. Information collected will provide vital understanding for a wider college plan for the future of the college grounds and buildings.

#youthvoice#saferspaces

Social Housing

The number of applicants on the Public Housing Register decreased from 66 applicants in March 2024, to 53 at the end of May 2024, a 29.3% decrease in applicants since July 2023.

Whānau in emergency accommodation has reduced from 11 households in March to seven in May 2024 (five single people and two households with tamariki). There has also been movement in transitional housing with two households finding a rental property. MSD have noted that rental affordability does not align with the accommodation supplement. There has been a -32% change in rental affordability in CHB from March 2014 to March 2024.

There are currently 18 people on the waiting list for Council's retirement housing, most having been on the list for more than one year.

Community Grants

Five applications to the Community Pride and Vibrancy fund were received and assessed, two applications were declined. Grants were awarded to the following applicants:

- Tehei Tamatea Matariki Event \$5000
- The Old Dairy Factory Free Concert \$1000
- Otane 150th Jubilee \$2000.00

No other funding grants were open during this reporting period.

Community Grants Given			
\$26,435	\$1,446	\$14,000	\$8,000
Jul – Sep 23	Oct – Dec 23	Jan – Mar 24	Apr – Jun 24

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council has a strong voice so that it can, in partnership with community, advocate and lead change in social issues and opportunities for the district.	The percentage of the community satisfied with the Social Development activity of Council.	95%	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.	Not achieved. 73% of people were satisfied with the social development activity of council.
	Council implements the Social Development Strategic Framework.	100%	On track to be achieved. Work continues on the implementation of our Social Development Strategic Framework.	On track to be achieved. Work continues on the implementation of our Social Development Strategic Framework.	On track to be achieved. Work continues on the Implementation of our Social Development Strategic Framework	Achieved Implementation of the Social Development Strategic framework has been achieved through the workplans of the Network of Networks.
Council creates opportunities for the community to build capacity and is resourced to deliver on community priorities.	The percentage of community groups associated with the Social Wellbeing Network that are satisfied with the advice and support provided by Council. Council supports community groups to achieve their goals.	85%	Not yet achieved. This will be measured in the annual Network of Networks survey in quarter 4.	Not yet achieved. This will be measured in the annual Network of Networks survey in quarter 4.	Not yet achieved. This will be measured in the annual Network of Networks survey in quarter 4.	Achieved 93% of community groups associated with the Social Wellbeing Network who responded to the survey were satisfied or very satisfied with the advice and support provided by Council.
	The percentage of community groups supported by Council are satisfied with the level of service provided.	100%	Not yet achieved. This will be measured in the annual Network of Networks survey in quarter 4.	Not yet achieved. This will be measured in the annual Network of Networks survey in quarter 4.	Not yet achieved. This will be measured in the annual Network of Networks survey in quarter 4.	Not achieved 96% of community groups who responded to the survey were satisfied or very satisfied with the level of service provided by Council

EMERGENCY MANAGEMENT

This activity covers the Community Resilience Activities and Central Hawke's Bay District Council Emergency Management Operations & Capabilities.

Focus Area	Overview	Last Quarter	Next Quarter
Community Resilience	Community Resilience Plans, Emergency Hubs, Workshops, Community and Events.	Community Resilience Plans	Community Resilience Plans: Tikokino, Mangakuri, Porangahau and Otane are being put into newly formatted Community Resilience Plan template. Once completed they will be put out for community consultation.
Community Resilience	Community Resilience Plans, Emergency Hubs, Workshops, Community and Events.	Coastal Community Resilience Plans identified as urgent from June Weather event.	6 Coastal Community Resilience Plans underway, with 4 community meetings being held in July/August. 1 plan, Mangakuri to be updated.
Community Resilience	Community Resilience Plans, Emergency Hubs, Workshops, Community and Events.	Continuation of setting up of Community Emergency hubs around CHB.	Combined project with Recovery team. 9 Hubs confirmed and provided with hub supplies. A further 3 hubs are being scoped.
Emergency Management Operations & Capabilities	Exercises, Incident Management Team (IMT) meetings, Training Programmes, Equipment and Maintenance, Emergency Operations Centre (EOC) Management	Emergency Management Essentials Training roll out for Council staff. Four courses delivered in CHB.	Alternative EOC identified & discussion with venue facility manager complete, MOU to be created and signed. Discussions with Alternative CDC venue in Waipukurau re: MOU and terms IMT Exercise to be held early September.

Activity Update

Operations and Capabilities

Four Emergency Management Essentials courses have been delivered with 41 staff now trained. There are 64 staff enrolled overall with two more courses to be held before the end of the year.

Exercise Hau Kaha is planned for September with a full Incident Management Team stand up. The same exercise is being run in Tararua, with the idea that Tararua DC and CHBDC will support each other's Emergency Operations Centre's with Surge Staff.

Mass evacuation planning for Waipawa and Waipukurau has been identified as a potential welfare risk. FENZ and Police have requested that a plan be developed between council, CDEM and first responders, so they have a clear direction on where to take evacuees. This project will begin in September once the coastal community plans have been established.

Community Resilience

Establishing and equipping the Community Emergency Hubs continue to be a big focus for the rest of the year. Nine hubs are confirmed in various locations including Ashley Clinton, Elsthorpe, Ongaonga, Otane, Tikokino, Wallingford and two in Porangahau. One hub has been established to support people with the disability network, the Paul Hunter Centre. Communities are planning their hub open / resilience days.

Emergency Response Training for the hubs is being rolled out throughout August for Ongaonga, Porangahau, Otane, Elsthorpe and Tikokino.

Older persons Emergency Preparedness guide and grab bags are being prepared for launch on International Older Persons Day on 1 October 2024.

OPEN SPACES

This activity covers the management of Councils Open Spaces, including parks, reserves, cemeteries, streetscapes.

Focus Area	Overview	Last Quarter	Next Quarter
CFIM contract	Lifting contract performance in line with Big Move 1 - Accountable Delivery.	Progress SCIP objectives	Focus on Contract Management and Delivery.
Russell Park Masterplan	Deliver the Russell Park Masterplan (BOF Quick Win, Big Move 3 - Community Activation)	Incorporate individual group and internal feedback into plan. Prepare scope for RMP review.	Progress review of Reserve Management Plan

Activity Update

The Tuki Tuki trails restoration project (TIF funded) continues, thanks to the ongoing dedication and hard work of the Rotary River Pathways Trust. All berm trails have been cleared of debris and most sections are now rideable. Work to repair the Black Creek Bridge is also well underway.

The Pourerere northern reserve carpark and birdwatching project (TIF funded) is complete, and we have had positive feedback from community.

Also TIF funded, the carpark project at Otaia Lindsay Bush is progressing, with the project plan signed off and procurement about to begin. Key partners Forest and Bird, mana whenua, and HBRC, have been included in our planning.

Council contracting partners have been connected with opportunities to get involved in our open spaces, with Stantec doing an amazing days work at Madge Hunter Park, and Veolia partnering with Forest and Bird to help with replanting at Otaia Lindsay Bush.

Forest and Bird also ran a community planting day, with Council support.

The restoration of Madge Hunter Park is a priority project; however, funding is the primary challenge. We are encouraged by the support from our community and contracting partners, who all want to make this space safe and playable again.

Council officers have worked closely with the Porangahau Sports Club, on a community led

sports hub development at White Domain. Council has provided support and endorsement for the project, so that the working group can commence fundraising.

Our Play Advocate has been working collaboratively with Council teams to bring play to life across the organization. For example, working with museum staff to create a museum treasure hunt. The Play Advocate has also been working closely with Sport HB on a "State of Play in CHB" report and play spatial mapping.

Our relationship with Sport HB goes from strength to strength, with every opportunity taken to work together. Our current focus is on mapping sports networks across CHB (and understand the regional connections) to ensure our asset management planning considers their needs, and to allow Council to implement objectives in the PARS strategy.



Activation – Park Bookings			
81	54	55	81
Jul – Sep 23	Oct-Dec 23	Jan – Mar 24	Apr – June 24

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council provides a range of parks and reserves that are affordable, well maintained, safe and provide for the recreational (play and sport), cultural, and environmental well-being of the community.	Monitoring the number of health and safety incidents or injuries due to inadequate or poor maintenance in our parks, reserves, and sports grounds.	0	On track to be achieved. There were no incidents or injuries due to inadequate or poor maintenance.	On track to be achieved. There were no incidents or injuries due to inadequate or poor maintenance.	On track to be achieved. There were no incidents or injuries due to inadequate or poor maintenance.	Achieved. There were no incidents or injuries due to inadequate or poor maintenance.
	The percentage of residential dwellings within 10-minute walk (pedshed) of a Council owned or supported playground.	60%	Not achieved. 41%. <i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within the target zone, divided by the total number of residential parcels within the township zone. There has been no change to this calculation in this financial year.</i> A breakdown per urban area is provided below: Waipukurau 31% Waipawa 31% Ōtāne 99% Takapau 85% Tikokino 57% Pōrangahau 100% Ongaonga 61%. The provision of a new playgrounds and play areas will be reviewed during the LTP conversations currently underway.	No change.	No change.	Not achieved. 41%. <i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within the target zone, divided by the total number of residential parcels within the township zone. There has been no change to this calculation in this financial year.</i> A breakdown per urban area is provided below: Waipukurau 31% Waipawa 31% Ōtāne 99% Takapau 85% Tikokino 57% Pōrangahau 100% Ongaonga 61%. The provision of a new playgrounds and play areas will be reviewed during the LTP conversations currently underway.
	The percentage of urban dwellings within 10-minute walk (pedshed) of a park or community open space.	60%	Achieved 61%. No change. <i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within a within 10-minute walk of a park or community open space divided by the total number of residential parcels within the urban areas.</i>	No change	No change	Achieved 61%. No change. <i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within a within 10-minute walk of a park or community open space divided by the total number of residential parcels within the urban areas.</i>

			A breakdown per urban area is provided below: Waipukurau 59% Waipawa 48% Ōtāne 97% Takapau 62% Tikokino 54% Pōrangahau 88% Ongaonga 62%			A breakdown per urban area is provided below: Waipukurau 59% Waipawa 48% Ōtāne 97% Takapau 62% Tikokino 54% Pōrangahau 88% Ongaonga 62%
	The percentage of people that have used or visited a park, reserve or open space in the last 12 months.	80%	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Achieved 83% of people have used or visited a park, reserve or open space in the last 12 months.
	The percentage of people that are satisfied with the parks, reserves and open spaces.	90%	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not Achieved 72% of people are satisfied with the parks, reserves and open spaces.

Cemeteries – Level of Service Performance Report

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council looks after its Cemetery grounds, providing a special place of remembrance for loved ones amongst attractive and well-maintained grounds.	The percentage of the community satisfied with the condition and maintenance of our Districts cemeteries.	90%	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not Achieved 69% of the community are satisfied with the condition and maintenance of our Districts cemeteries.
	No complaints about late or inadequate internment services at our cemeteries.	100%	On track to be achieved. There were no complaints in the quarter.	Not achieved One complaint received with regard to a grave left in an untidy state post-internment (received in Jan, burial was Dec). We have put a procedure in place to improve. Documented in contract issues register and OMT report.	Not achieved. There were no complaints in the quarter. Total received to date: 1	Not achieved. There were no complaints in the quarter. Total received to date: 1

PROPERTY

This activity covers Community Facilities (libraries, theatres, community halls, museum, swimming pools, Council administration office, etc), Retirement Housing, Public Toilets and Campgrounds.

Focus Area	Overview	Last Quarter	Next Quarter
Community Facilities	Community Facilities activation and improvements to align with Big Moves 3 & 4 Community Activation and Social Infrastructure.	CHB Municipal Theatre wash and painting works undertaken. Door replacements at the Otane and Takapau halls. Council Admin offices exterior painting and new carpet.	Takapau Sports Ground pavilion re-roof and fix damaged ceiling and floor. Planning for painting in Summer.
Retirement Housing	Council Retirement Housing improvements to align with Big Move 4 Social Infrastructure. Council Retirement Housing is fully tenanted.	Some bathroom modernisation improvements for dated units (new vanities, shower and vinyl). Exterior painting at both Kingston Place and Ruahine Place complexes. Kingston Place driveway sealed.	Minor maintenance works identified at April inspections ongoing through Q1. Planning for renewals for year ahead.
Public Toilets	Continue to work with Green By Nature around the provision of public toilets - lifting contract performance in line with Big Move 1 Accountable Delivery.	Fortnightly inspections undertaken jointly between Council and the Contractor. Accessibility and reactive repairs undertaken.	Council and Contractor joint inspections undertaken fortnightly. Additional water storage at Ongaonga public toilets identified as most pressing priority. Planning for painting in Summer.

Activity Update

Community Facilities

Cyclone Gabrielle recovery planning identified the need for Community Emergency Hubs, with most hubs being in council owned community halls. Council has identified work required to make these fit for purpose in conjunction with input from the hall committees, and an application has been made to DIA for external funding for some of these maintenance and renewal projects.

The operator who has historically run the Waipawa Pool has decided not to renew the agreement for the 2024-25 year. Council officers are working through finding another operator for Summer.

Recently Council replaced doors at the Otane and Takapau halls which improves security. The exterior of the Council Administration Building was painted in Q4 as well as replacing the carpet.

Retirement Housing

The retirement housing remains fully tenanted. Some exterior painting as well as sealing of the Kingston Place driveway has been completed. We received compliments from the tenants on the increased and timely maintenance which is also reflected in the Satisfaction Survey results.

Public Toilets

A continued focus on lifting standards of maintenance in our public toilets has been a focus in Q4. Regular inspections are ongoing jointly between Council and the Contractor, as part of their quality assurance plan, in addition to standard audit inspections.

Council Retirement Housing Occupancy				Council Retirement Housing Wait List			
100%	100%	100%	100%	10	10	15	18
Jul – Sep 23	Oct – Dec 23	Jan – Mar 24	Apr – Jun 24	Jul – Sep 23	Oct – Dec 23	Jan – Mar 24	Apr – Jun 24

Community Facilities – Level of Service Performance Report

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council provides safe, affordable, and appropriate facilities that provide cultural and social well-being of our community. These, that are activated, and vibrant community spaces used by our community.	The number of community users of the Waipawa pool.	14,000	Not yet achieved. This will be measured once the season commences in quarter two.	On Track to be achieved The pool opened at the beginning of December. December recorded 3,098 users, with 5 days closed due to weather.	Not achieved. Jan – March: 9,806 users. A run of cold nights and cooler weather in March meant that school swimming finished early, and pool opening hours were curtailed. Pool closed 18 March. <u>Total users: 12,904 v. target 14,000</u>	Not achieved. Pool season 1 December to 18 March. <u>Total users: 12,904 v. target 14,000</u>
	The percentage of users that were satisfied with community halls.	60%	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.	Achieved 80% of user were satisfied with community halls.

Retirement Housing – Level of Service Performance Report

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council provides safe, well maintained, and comfortable community housing for our retired community.	Tenants’ overall satisfaction with Council’s Retirement Housing service.	95%	Not yet achieved. This is measured annually through the Retirement Housing Residents Survey which is carried out in the fourth quarter of each fiscal year.	Not yet achieved. This is measured annually through the Retirement Housing Residents Survey which is carried out in the fourth quarter of each fiscal year.	Not yet achieved. This is measured annually through the Retirement Housing Residents Survey which is carried out in the fourth quarter of each fiscal year.	Achieved. <u>Tenants’ overall satisfaction with Council’s Retirement Housing service 100%.</u> The annual Satisfaction Survey had 21 responses (43.8% - up on prior years response rate), and for the overall satisfaction question, 100% were satisfied and 17 of these very satisfied. There were no dissatisfied responses across the survey. Some positive survey comments from tenants included that they felt grateful and privileged, had a safe environment, were appreciative for quick attention to maintenance requests, and praise for the Council property team.

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council provides public toilets that are clean, safe, in good working order and meet the needs of our community and visitors.	The number of complaints we receive about inadequate maintenance and poor cleaning of our toilets.	<6 complaints	<p>On Track to be achieved</p> <p>1 complaint was received in first quarter regarding poor cleaning at Ongaonga public toilets.</p>	<p>On Track to be achieved</p> <p>1 complaint regarding Nelly Jull toilet “needing TLC”</p>	<p>On Track to be achieved</p> <p>Two complaints regarding cleanliness received in this quarter.</p>	<p>Achieved</p> <p>No complaints received this quarter about inadequate maintenance and poor cleaning of our toilets.</p> <p>Total complaints: 4 v. target <6</p>

ECONOMIC DEVELOPMENT

This activity aims to support the enhancement of economic wellbeing by the delivery of increased job opportunities, a diversified and resilient local economy and increased productivity. Council's primary role is to support and enable this activity, so that it is 'business led, and council supported'.

Focus Area	Overview	Last Quarter	Next Quarter
Support and enable local businesses to access information, connect and network with each other	Facilitate the Business XChange Facilitate BA5 Provision of data and case studies Coordinate and bring projects together.	Business After Five events, business connector emails, support to CHB Young Professionals Brad Olsen business event New CHB Business Facebook page	Business After Five events Continue to support CHB Young Professionals Business event
Advocate for district level investment and positive interventions at a regional and national level	Connecting with the HB Regional Economic Development Agency Develop to support Business cases. Connecting with business and amplifying their voice at the regional table.	Commenced the Kaikora Seeds Activation Plan Applied for the Reserve Bank Community Cash Trial Initial groundwork undertaken to understand HBRC public transport trial	A new economic dashboard called Dot Loves Data has been introduced to establish metrics for district-level investment and interventions. There is a focus on understanding funding streams for specific projects or initiatives. Several projects or initiatives are being worked on, including the Kaikora Seeds Activation plan, the Reserve Bank Community Cash Trial, and the HBRC Public Transport Trial.
Promote CHB as a place for investment	Investment portfolios Destination promotion and events Supporting development of social infrastructure to support growth and development	Work with Leftfield Innovation to explore land diversification options. Discuss with Food East to promote CHB.	A Commercial and Industrial Land study is being conducted. A land diversification project with Leftfield Innovation is in progress. The Town Centre Plan is being refined and approved for a strategic rollout. The Better Off Funding is being strategically utilized to advance the Town Centre Plan for Waipawa.

Activity Update

The activity incorporates implementation of the 2019 Economic Development Action Plan where the key areas of focus are:

- Water security solutions
- Transportation
- Growth and Development
- Land Use Diversification
- Business Development and Attraction
- Tourism
- Skills

The strategy aligns with Council's strategic priorities of being a prosperous district.

The Ministry of Business and Innovation has co-funded a Seed Drying facility, now

completed, with an Activation Plan running until Jan/Feb 2026.

Council Officers collaborated with other Hawke's Bay Councils and businesses to gather economic data needs, leading to the selection of Dot Loves Data for a dashboard and quarterly report. The dashboard will be hosted by HBREDA in early 2025, with a launch expected in September 2024.

Council Officers are starting a project brief for the implementation of Town Centre Plans in Waipawa and Waipukurau, leveraging Better Off Funding to support local businesses and enhance town vibrancy.

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council supports the enhancement of economic wellbeing by the delivery of increased job opportunities, a diversified and resilient local economy and increased productivity	Council implements the 2019 Economic Action Plan (Implementation Plan)	100%	Not yet achieved. This will be a major focus of the new Economic Development Lead when they commence with Council in the second quarter.	Not yet achieved. This will be a major focus of the new Economic Development Lead when they commence with Council in the second quarter.	Not yet achieved. Since the plan's inception, significant changes have occurred, necessitating a pause and pivot from the original plan. Officers have a clear understanding of each plan point and are strategising to achieve necessary outcomes.	Not Achieved. A majority of the actions have been undertaken. A refresh of the Economic Development Action Plan will commence once the Matariki Strategy (at a regional level) is refreshed to ensure alignment.
	Representatives (%) of the Economic Leadership Group are satisfied that the 2019 Economic Development Action Plan deliverables are being achieved.	90%	Not yet achieved. Ensuring this is established and able to be measured will be a major focus of the new Economic Development Lead when they commence with Council in the second quarter.	Not yet achieved. Ensuring this is established and able to be measured will be a major focus of the new Economic Development Lead when they commence with Council in the second quarter.	Not yet achieved. Officers are currently considering how best to achieve the intent of this level of service.	Not Achieved. The satisfaction level of the Economic Leadership Group with the 2019 Economic Development Action Plan deliverables remains unclear. New service standards have been introduced, and the focus will be on completing the remaining key actions from the Action Plan while conducting a refresh.

MĀORI RELATIONSHIPS

This activity focuses on improving how Central Hawke’s Bay District Council meets its responsibilities toward Mana whenua and Tangata Whenua according to Te Tiriti o Waitangi.

Focus Area	Overview	Last Quarter	Next Quarter
Māori Appointments	Mana whenua provides specialist advice on and support for Council decision making.	Māori Appointments to Council are confirmed.	Induction programme confirmed and implemented. Māori Appointments attend first Council meeting. Ongoing support is offered to Māori appointments as required.
Partnerships Agreements	Agreed Partnership Agreements are in place with Tamatea Pokai Whenua and Te Taiwhenua o Tamatea	Partnership agreements are supported by regular hui and communication.	Finalise partnership agreements with Tamatea Pokai Whenua and Te Taiwhenua o Tamatea.
Tamatea Partnership Committee	Mana whenua and Tamatea Pokai Whenua (TPW) have a voice and are represented at Council. Partnerships with Mana whenua and Tamatea Pokai Whenua strengthened.	Partnership agreements, terms of reference and specified work programmes are developed and agreed with Tamatea Pokai Whenua and Te Taiwhenua o Tamatea (TToT).	Partnership agreement development ongoing
Cultural Capability	Council staff have the appropriate cultural competencies to engage with Mana whenua and Tamatea Pokai Whenua.	Monitor staff/governance compliance to e-learning training programme	Measure, evaluate and report on findings.

Activity Update

Council has been negotiating a partnership agreement with Te Taiwhenua o Tamatea (TToT) to ensure that the terms of the contract are fit for purpose and that the identified workplans are relevant to the stage, time and place of where both parties are positioned.

Council has been negotiating a partnership agreement with Tamatea Pokai Whenua (TPW).

TPW has recently launched the Te Matai Aō Tāiao hub a resource to provide expert Taiao advice and support across the Heretaunga and Tamatea rohe.

Continue to support Rongomaraeroa marae, Pōrangahau to repair and restore their marae back to pre-flood capabilities. Assist with co-ordinating hui for communication between parties regarding categorisation. Provide support with planning for Te Whātuiapiti

marae to prepare and install carvings to the whareniui on Te Aute Trust Road.

Provide support for Waipukurau community marae to obtain a purpose-built building for their marae.

Continue to support Te Rongo o Tahu marae in the efforts to build their marae complex in Takapau.

Assist Purerere marae to plan and implement a wananga at Purerere beach in December 2024 that will provide information about the Coastal area and Oatua hapū.

Assist mana whenua and partners to establish pou along the coastline (providing guidance and connections. Attendance at the Ngāti Kahungunu Fishhook Summit

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council listens to its community, and responds efficiently and effectively, communicates well, and has a 'can do' customer services attitude.	Iwi and Marae report to be satisfied with the level of engagement and partnership with Central Hawke's Bay District Council.	70%	<p>Not yet achieved.</p> <p>Officers will be endeavoring to see this measured at the end of this financial year.</p>	<p>Not yet achieved</p> <p>Officers will be endeavoring to see this measured at the end of this financial year.</p>	<p>Not yet achieved</p> <p>Officers will be endeavoring to see this measured at the end of this financial year.</p>	<p>Not Achieved.</p> <p>Partnerships, representation and governance are at an early stage. It is a sensitive space to measure any outcomes and has been adjusted for the 2024 – 2027 Three Year Plan.</p>

COMMUNITY & LIBRARY SERVICES

This activity includes Central Hawke’s Bay District Libraries, Mayors Taskforce for Job- Jobs in Central Hawke’s Bay, Community Programmes and Partnerships, CHB Museum and CHB Municipal Theatre. It incorporates implementation of the Central Hawke’s Bay Libraries Strategic Framework

Focus Area	Overview	Last Quarter	Next Quarter
Volunteer Management SOP	Volunteers are utilised and managed effectively Friends of the Library are supported	Planning and development	Finalisation and Implementation to the wider business
Programming	Programmes offered through the libraries	A wide range of programmes has been offered in the last quarter	Focus on a coordinated approach to programming
Strategic Framework	Review due 2024		Planning to commence

Activity Update

Canine Friends Pet Therapy



Canine Friends Pet Therapy is run by volunteers across New Zealand. Each session of reading with a therapy dog offers children a powerful experience, reducing stress and anxiety, boosting confidence, and enhancing reading skills in a supportive, non-judgmental environment. There is a maximum of 6 sessions available per week, over a 7 week period and to date there have been 6 children participating. Parents have noted significant improvements in their children's reading habits and overall engagement. Due to the popularity and positive impact of this program it will continue to be offered within the Library.

Matariki Stars & Lanterns

In partnership with Te Taiwhenua o Tamatea, craft sessions were offered within the libraries during Matariki using natural, sustainable materials. Each craft kit included coloured wool and wooden popsicle sticks allowing tamariki to make their own unique star. The stars were then hung in each Library. Additionally, there were paper lantern sleeves for He Waka Maimai Aroha, enabling whānau to write messages of remembrance, reflection, and gratitude. A total of 150



Matariki Star kits were handed out and 40 lantern sleeves.

School Holiday Programming

The April School Holiday Programme delighted 183 children with a wide array of activities, including crafting sustainable woollen pots, sand pictures, ANZAC badges, paper poppies, collage projects, chalk street art, and outdoor entertainment with the Waka Tākaro.



Kotui Migration

In May the Kotui Consortium which manages our library system migrated all of Central Hawke’s Bay District Libraries data from Christchurch over to Melbourne and Adelaide Australia. This move has allowed us to maintain robust security of library and customer information, as well as benefit from future enhancements.

AA Services

In May we partnered with CONNECT Youth and Community Trust to help people in the community gain their class 2 license. The participants come into Te Huinga Wai from 3pm to be tutored by Simon and they sit their class 2 learners that same day. This is achieved by AA being available after hours, so participants do not have to take time off work.



Number of School Holiday Programmes attendees			
254	145	152	183
Jul- Sep 23	Oct – Dec 23	Jan – Mar 24	Apr – Jun 24

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Our libraries are inclusive places, and all people are encouraged to make use of the library’s services.	The number of people visiting our libraries (physical).	Waipukurau - 81,000 Waipawa - 66,000	On track to be achieved. 18,678	On track to be achieved. 21,602 (Total visits for 2 quarters 40,280)	On track to be achieved 17,145 (Total visits for 3 quarters 57,245)	Not Achieved 18,678 (Total visits for 4 quarters 75,923)
	The number of digital visits through our website, online databases, and platforms.	12,500	On track to be achieved. There have been 6457 visits throughout our online platforms such as website, online databases, online resources, Facebook and Instagram.	On track to be achieved. There have been 5674 visits throughout our online platforms such as website, online databases, online resources, Facebook and Instagram. (Total visits for 2 quarters 12,131)	Achieved There have been 6591 visits throughout our online platforms such as website, online databases, online resources, Facebook and Instagram. (Total visits for 3 quarters 18,722)	Achieved There have been 6172 visits throughout our online platforms such as website, online databases, online resources, Facebook and Instagram. (Total visits for 4 quarters 24,894)
Council will provide a range of information services for community to access	Levels of issues per capita per annum – both physical and digital.	8 issues per capita across all four years	On track to be achieved. There have been 22,849 physical and digital issues this quarter which equates to 1.6 issues per capita. (based on a population of 14,142 from Census 2018).	On track to be achieved. There have been 20,975 physical and digital issues this quarter. (Total issues for the 2 quarters 43,824). This equates to 3 issues per capita	Not on track to be achieved There have been 23,258 physical and digital issues this quarter. (Total issues for the 3 quarters 67,082). This equates to 4.74 issues per capita	Not Achieved There have been 20,021 physical and digital issues this quarter. (Total issues for the 4 quarters 87,103). This equates to 6.16 issues per capita
Council will provide a range of activities and learning opportunities	The number of events and programmes available and participants.	400	On track to be achieved. 169 programmes and events were held in the quarter.	On track to be achieved. The number of programmes and events that were held this quarter was 130. (total overall 299)	On Track to be Achieved The number of programmes and events that were held this quarter was 100 (total overall 399)	Achieved The number of programmes and events that were held this quarter was 123 (total overall 522)
	Participants of events including programmes, exhibitions, author events, and classes.	6,000	On track to be achieved. 5630 attendees across of range of activities in the quarter.	Achieved The number of attendees for these events was 3516. (Total attendees for 2 quarters 9,146)	Achieved The number of attendees for these events was 2336 (Total attendees for 3 quarters 11,482)	Achieved The number of attendees for these events was 1836 (Total attendees for 4 quarters 13,318)

JOBS IN CENTRAL HAWKE'S BAY

The Mayors Tasks Force for Jobs (MTFJ) activity is an externally funded project supporting local job seekers to obtain long term sustainable employment.

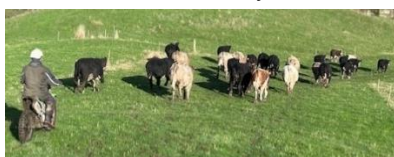
Focus Area	Overview	Last Quarter	Next Quarter
Jobs in CHB Strategic Framework	Strategic Framework for the programme which aligns with MTFJ & Council focus areas		Planning and Development
Connect to Learn Innovation Pilot	Programme to support learners and job seekers to upskill and secure employment	Secured external funding	Project planning for implementation of the programme.

Activity Update

Cameron Ag's First Employee!

Cameron Ag Ltd, a local farming business engaged the Jobs Central Hawke's Bay team to employ farm worker -Jude.

Cameron Ag had never employed a staff member before so didn't know the process required. The team were able to help with a job description template, as well as advertising through social media and the local jobs board. Jude was referred after completing his Year 13 check out via our Transitions Coordinator. He was hired and is now a valuable member of the Cameron Ag team. *"We have both said on numerous occasions how lucky we are to have found him, and we know we won't find anyone like him again. The workload for Bevan has reduced so he is able to focus more on other parts of the business, while knowing the workload is in trusted hands. We would 100% recommend local businesses using the Jobs CHB team and tell many people to do so!"* Quote from Bevan and Emily Cameron.



Youth Transitions

The second quarter of this year saw the team work closely with our local college supporting a range of initiatives: CHB College Workday, Careers Expo, YES (Young Enterprise Scheme), Pink Shirt Day, Girls in Hi-Vis, Futuropoly.

This connection with the college helps to build ongoing rapport with the students as they explore future work opportunities.





Working with the CHB College Gateway Coordinator we facilitated a Gateway (work experience) placement for Angus, a year 13 student keen to explore civil engineering in the Central Hawke's Bay District Council Project Management Office.

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Hei Whanake

On Monday 10 June, Jono and Ange attended the Hei Whanake (Fruition Work Ready Course) Graduation at Craigmore Orchard. It was fantastic to see the growth that had taken place in the youth over the past 16 weeks. There have been great results, out of 9 participant's, 4 have gained fulltime horticulture roles, 1 has his second interview and 1 is returning to study, the other 3 will be supported to find employment. Phree- one of the graduates, shared how the course has changed her and had many at the graduation close to tears as she openly shared her struggles and the support she has had to overcome them, now she has full time employment and can support herself. Check out this short [video](#) from Jordan the program coordinator.

Unique Jobseeker Referrals			MTFJ Measurable Outcomes			Business Support		
28	162	1,142	7	47	271	6	958	22
Apr - Jun 24	Total for financial year	Total for project	Apr - Jun 24	Total for financial year	Total for project	Events Held	Business Database	GGE Participants

 **Current Stats at a Glance** 

Date Today

02/07/24

Total Numbers

1,142

Total Jobseeker Referrals

590

Youth Referrals

462

Secured Employment/Training

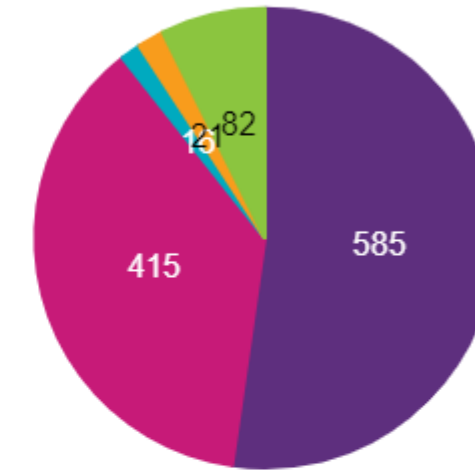
Referrals by CHB Precincts

Waipukurau Referrals	446
Waipawa Referrals	200
Porangahau Referrals	67
Takapau Referrals	118
Otane Referrals	64
Onga/Tiko referrals	50
Outside CHB Referrals	33



Ethnicity Breakdown

NZ European Māori Pacific Asian Other



Year #4 (July 23 - June 24)

Referrals from July 2023	162
Round #6 (from July 2023)	47

Business Connect Details

New Business Connections in the last 30 days	15
Business Connections in last 90 days	101
Total no. of Businesses	958

CHB Apprentices 2024

Completed Apprenticeship	1
Total Participants	21



EVENTS & ARTS

This activity incorporates implementation of the Economic Development Action Plan, the Community and Civic Facilities Plan 2022 and the Toi Tu Arts Strategy.

Focus Area	Overview	Last Quarter	Next Quarter
Christmas Planning	2024 Christmas in Tamatea Event	Focus has been on supporting other community events	Focus on Planning and development
Memorial Hall	Transition of Memorial Hall booking to the online booking system.	Bookings have been manually managed by a Volunteer.	Planning and implement. Working with Amo for a smooth transition

Activity Update

Toi Tamatea – Arts

Creative Communities Scheme

Since 1898, **Waipawa Musical & Dramatic Club** has been delighting the people of Central Hawke's Bay with a rich tapestry of music and drama. Their mission is to produce, perform, and promote all forms of performance art, ranging from full-scale musicals to intimate concerts and everything in between. Their application to the Creative Communities Scheme in February was successful, supporting their amazing production of *The Little Shop of Horrors*.



The Paul Hunter Centre has been providing services to support people with disabilities residing in Central Hawke's Bay since 1994. The main objective of the Paul Hunter Centre is to enable clients to have a "Good Life". They offer participation and inclusion services for adults with disabilities, supporting clients to develop life skills that will enable them to truly participate in the community, and to have enjoyable and more fulfilled lives. The Paul Hunter Centre received money from the Creative Communities Scheme to run art classes at the centre. Here they are painting their clay crowns that they had created the week before.



The next Creative Communities round opens 26th July 2024!

Events and Venue

Land of the Long Long Drive

In partnership with CHB District Libraries, the Arts on Tour NZ (AOTNZ) performance was part of a coordinated effort to support the Toi Tamatea Arts Strategy, enhancing visibility, connections, and access to arts events. Offering discounted group tickets to schools, early childhood centres, and kōhanga led to



full capacity at the theatre and strengthened relationships – a Total of 259 Children & 45 Adults attended.

Matariki in Central Hawke's Bay

The Council provided extensive support in event management, promotion, and operations, along with activities and programmes in collaboration with CHB District Libraries.

Despite wet weather, the Matariki Community Celebration at Russell Park on June 14th



saw a strong turnout. Attendees enjoyed live performances from schools and community groups, with the event concluding with a spectacular fireworks display over the Tukituki River.

External Support Events		Theatre Bookings		Theatre Attendees	
3	2	20	37	1,612	7,766
Jan – Mar 24	Apr - Jun 24	Jan – Mar 24	Apr - Jun 24	Jan – Mar 24	Apr - Jun 24

TOURISM & MUSEUM

This activity incorporates implementation of the Economic Development Action Plan, Tourism Destination Plan and Needs Assessment and Central Hawke's Bay Museum Contract.

Focus Area	Overview	Last Quarter	Next Quarter
CHB Museum Strategic Plan	Development of a strategic plan	Planning	Development and presentation to Council
CHB Museum Collection	Relocation and Refurbishment of items from Courtyard	Planning and discussion of where to relocate and who will refurbish the items	Removal of the items from the Courtyard & refurbishment to begin.
Spring Fling	Organisation and coordination of Spring Fling	Create a calendar of events, programme design and distribution.	Promotion being and Tickets on sale from 1 August 2024

Activity Update

Central Hawke's Bay Museum

	Local	New Zealand	Overseas	Total
April 2024	492	374	108	974
May 2024	192	258	42	492
June 2024	200	255	30	485
Total	884	887	180	1951

This quarter the CHB Museum has attracted a total of 1951 visitors.

Dillon Family Donation On 3 May descendants from the Dillons family, originally from Patangata, donated large framed photos of the Dillon family members. The museum organised a morning tea for the members of the family and some of the committee members (see photo) to officially thank the family and acknowledge the importance of such a donation. Donations are how the museum collection grows so it is very important to keep good relationships with donors and acknowledge their contribution to the Central Hawke's Bays History.



Treasure Hunt – A new activity for children - A new treasure hunt has been developed in collaboration with the CHB District Libraries. Jacob, Play Advocate with the Council created this version which was launched in the first week of school holiday – Monday 8 July.



Activation of the Museum Courtyard – The CHB Museum Committee is working alongside the Council to activate the Museum Courtyard. Large items will be relocated and

restored before being placed back in different locations that will showcase the history of the district. The Museum Committee are also looking for ways to alter the main entrance to the museum as the current entrance has steps and is a very narrow entry. Visitors in Wheelchairs or with any other physical disabilities as well as large groups and school visits, find it difficult to enter. The planning for this new entrance is ongoing.



Tourism

Spring Fling 2024 offers a tailored experience for every interest, from food, gardens, history, markets, or outdoor adventures. This year's program features new additions such as Ranui Farm Park, Ongaonga Bazaar with old-fashioned games and live music, and Foodscapes Falling in Love with Flavour. Returning favourites include Taniwha Daffodils, the Central Hawke's Bay Homestead Trail, the Spring Market, the Hatuma Half Marathon, the Gwavas Homestead & Garden Tour, Picnic in the Peonies, Garden to Vase floral workshops, and the culinary delights at Wallingford Homestead. Additionally, the Omakere Coastal Walk now includes a trail run, inviting both seasoned trail runners and leisurely walkers to explore its stunning vistas. This year there are 11 ticketed events, with 1400 tickets available and 4 free events. Tickets go on sale 1 August 2024.



DISTRICT PLAN

The District Planning activity aims to provide a statutory framework to provide regulatory and policy guidance to the Central Hawke's Bay community to manage land use and subdivision within the district.

The protection of natural and physical resources is achieved through the District Plan which includes, objectives, polices and rules addressing resource management issues that Council has responsibility for under the Resource Management Act 1991 (RMA).

Focus Area	Overview	Last Quarter	Next Quarter
District Appeals	<p>Plan</p> <p>Nine appeals were received on the decisions on submissions on the Proposed District Plan, with 21 subsequential section 274 notices received.</p> <p>These appeals were collated into 16 separate topics.</p>	<p>Mediation meetings were held in April and May 2024 on 13 of the 16 mediation topics. A number of matters were agreed on and a draft consent memo was submitted to the Court for final approval. Other appeals have since been withdrawn. For the final three appeals, a pre-hearing meeting has been held and two rezoning requests are going to mediation</p>	<p>Council expects to receive the Environment Court approved consent orders this quarter. We will then update the plan with the agreed changes and look to have the Proposed District Plan adopted as 'operative in part'</p> <p>The rezoning appeals will progress with mediation.</p>
Rolling Reviews of the District Plan	<p>A stocktake of current planning issues and desired planning outcomes across the district and the prioritisation of these items into a forward work programme of District Plan Reviews.</p>	<p>Council officers have commenced a commercial and industrial land study and are coordinating the development of a structure plan for the Waipukarau South Growth Precinct.</p>	<p>Work will be progressed on the commercial and industrial land study and the WSGP structure plan as well as considering the final recommendations of the Hearings Panel. We are setting up systems to improve how we monitor subdivision and development.</p>

Activity Update

The appeals phase of the District Plan review continues to progress steadily. In the meantime, the Proposed District Plan – Appeals Version has legal effect and is the key regulatory document for resource consenting.

Mediation meetings have been held with the appellants and agreements have been reached on a number of topics. The next stage is to formalise and confirm the matters agreed to through the Environment Court. We are waiting on the Court to confirm the agreements reached as set out in a Consent Memorandum submitted by the Council's legal counsel and issue a consent order that directs the District Plan to be amended, as per the agreements reached in mediation.

The next quarter will see further mediation meetings being held on the re-zoning appeals. For any matters not agreed on, dates will be set down for the exchange of evidence in preparation for a hearing.

Looking forward, the team will continue on with our commercial and industrial land study and the WSGP structure plan as well as considering the final recommendations of the Hearings Panel. We are also looking at how we can give better effect to any planning recommendations in the Integrated Spatial Plan and are improving the way we monitor subdivision and development across the District.

Active Environment Court Appeals			Spend to date		
9	8	1	3.65m	3.72m	4.4m
Jan-Mar 24	April-Jul 24	Change	As at Mar 24	As of Jun 24	Budget

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council creates an environment where development and the use of land in our District balances the need for growth while protecting our special places and community values.	A District Plan current within the statutory timeframes.	Achieved	Achieved. Council’s substantial efforts in the previous six years has resulted in this level of service being achieved for the first time.	Achieved. The decisions version of the Proposed District Plan has been notified. Council is working through the Environment Court process to resolve the appeals that have been made.	Not yet achieved. A number of Mediation meetings have occurred with more scheduled in the next quarter.	Not yet achieved. Mediation with appellants have continued throughout the reporting period. A number of appeal points have been resolved. Officers are aiming to make the proposed District Plan ‘operative in part’ in the next reporting period while the Environment Court process continues to address the outstanding appeals.
	A District Plan that is future focused and responsive to the District’s growth and development.	Develop changes to the District Plan to ensure we are catering for sustainable growth and development	Not yet achieved. Officers are currently considering how best to achieve the intent of this level of service amongst uncertainty on government changes to the RMA. We plan to have an understanding on a way forward for this in the third quarter.	Not yet achieved. Officers are currently considering how best to achieve the intent of this level of service. Council has employed a Planning Manager who will lead a program of work and future plan changes to deliver on this target.	Not yet achieved Work is now underway to develop a forward work program of District Plan reviews while keeping abreast of any Government changes to the RMA.	Achieved Our forward work program has begun with the commencement of an Industrial Land Study and the coordination of a Structure Plan for Waipukurau South Growth Precinct. Improvements to how we monitor growth and development have been implemented.

COMMUNITY SAFETY & COMPLIANCE

The Animal Services and Compliance, Environmental Health, and Customer Services teams, continue to make progress in their respective areas.

Focus Area	Overview	Last Quarter	Next Quarter
Animal Services	The operational alignment of the compliance functions has seen the Environmental health team and Animal Services team both investigative trained to a high standard.	Continuing to respond to a higher number of RFS's. Working with Programmes during the holidays to do a pound walk through and dog education.	Focus on resourcing team adequately, ensuring strategic and operational alignment and consistency throughout the team.
Environmental Health	The team continues to focus on BAU and supporting both food and beverage premises to ensure that they gain and/or maintain compliance.	The team has continued with BAU around all food and alcohol licensing requirements.	The team will be inspecting the hairdressers and funeral directors in our district. Continued focus on all food and alcohol licensing requirements. Meeting with Regional LA's and key stakeholders on licensing matters.
Compliance Services	Freedom Camping bylaw operationalisation.	Adoption of the Freedom Camping bylaw post community engagement and consultation in line with the Local Government Act.	Recruiting resource to manage implementation and compliance with the new freedom Camping bylaw. Progress implementation of signage across the district with the remaining funding from MBIE.

Activity Update

Council adopted the Freedom Camping Bylaw on 27 June 2024, a culmination of three years' work aligning the targets within the Camping Strategy and incorporating community feedback.

Focus is now turning towards implementation of the bylaw, including recruiting an additional resource to ensure compliance with the bylaw, creating signage at the different freedom camping sites within the district, and

developing operational campsite allocation and management policy for the Pourerere Beach Road camping area.

The reduction in serious incidences during this quarter can be attributed to the proactive policing implemented by the Animal Services team. Having an active presence in the community allows the team the ability to act swiftly and appropriate.

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
To ensure that animals are looked after in a humane manner and not menacing, dangerous or a nuisance to the public.	The percentage of known dogs registered.	>95%	Not Yet Achieved 93.2%. Currently sitting at slightly below, as previously mentioned the team will continue to work with the public to gain favorable compliance outcomes	Achieved 96% October encompassed property visits and dog sightings that yield positive results in gaining compliance. November saw the first infringement run which again yielded results.	Achieved 96% Minimal change prior to statistics is a common trend as we ramp up into the new registration year.	Achieved 96% Minimal change prior to statistics is a common trend as we ramp up 1 st July 2024 Dog registration run.
	Percentage of serious dog incidences responded to within 2 hours	100%	Achieved. 10 serious dog incidences recorded all have been attended within 2 hours; what we as a team need to work on is timely information input, post incident.	Achieved. 8 serious dog incidences in this quarter recorded all have been attended within 2 hours. A slight de-escalation is a common trend for the holiday period.	Achieved. 14 serious dog incidences in this quarter recorded all have been attended within 2 hours.	Achieved. 4 serious dog incidences in this quarter recorded all have been attended within 2 hours.
	Response to all stock complaints and requests within 24 hours	100%	Achieved. We have responded to 26 stock complaints within 24 hours.	Achieved. We have responded to 20 stock complaints within 24 hours	Achieved We have responded to 18 stock complaints within 24 hours	Achieved We have responded to 11 stock complaints within 24 hours
	The percentage of users satisfied with the Animal Control service provided	90%	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4.	Not yet achieved. This will be measured in the resident’s survey	Not yet achieved. This will be measured in the resident’s survey	Not Achieved 58% of users were satisfied with the Animal Control service provided.

Environmental Health – Level of Service Performance Report

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
To keep the community safe and healthy by ensuring environmental and public health standards are maintained.	Complaints received are responded to within three working days.	100%	Achieved No complaints last quarter in relation to Environmental Health	Achieved 6 complaints last quarter in relation to Environmental Health were responded to within three working days.	Achieved 8 complaints last quarter in relation to Environmental Health were responded to within three working days.	Achieved 10 complaints last quarter in relation to Environmental Health were responded to within three working days.
	The percentage of customers satisfied with the public health services delivered.	95%	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4.	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4.	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4.	Not Achieved 80% of users were satisfied with the public health services delivered. <i>To ensure that we measure satisfaction of our highest users being businesses e.g. liquor/food/hairdressers etc we created a targeted survey. There were 18 responses to the targeted survey of which 94% were satisfied with public health services provided.</i>

Compliance and Monitoring (Bylaws) Level of Service Performance Report

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council provides a compliance and monitoring service which is compliant, efficient and customer friendly.	Respond to complaints about non-compliance with bylaws within three days.	100%	Achieved. 36 bylaw related RFS all attended within 3 working days	Achieved 34 bylaw related RFS all attended within 3 working days	Achieved 26 bylaw related RFS all attended within 3 working days	Achieved 41 bylaw related RFS all attended within 3 working days

LAND TRANSPORT (OPERATIONS)

This activity covers the maintenance and renewal of the assets associated with roading, including contractor procurement and performance.

Focus Area	Overview	Last Quarter	Next Quarter
Reset Maintenance Priorities	Better value for money through improved contract performance (KPI's and visibility)	Refined the KPI's so they can be implemented across all contracts. Numerous trials of materials and innovative ways of completing some of the activities are being tested	The new KPI's are now in place and will be used from July onwards. It will be important to monitor the results to ensure they are reflective of field situations and perceptions
Prepare AMP for next 3 years	Council and NZTA have different timeframes to prepare the AMP.	NZTA will do a national moderation to determine the suitability of the AMP and our funding allocation.	NZTA moderation process is complete, and we are waiting until late August for confirmation of funding
Misalignment of expectations	Our maintenance program is not meeting the needs of the Residents or our elected representatives	Land Transport's Improvement Plan is progressing with the Risk Analysis and Section 17a complete and adopted by council.	The LT Procurement Strategy and the Land Transport Strategic Framework will be work shopped with council and then adopted in August / September
Contract renewal	We have four of our major contracts expiring on June 30, 2025.	Formal confirmation of the requested extensions has been granted by NZTA	A specific procurement plan will be developed for the Road Maintenance contract.

Activity Update

Key roles have been filled within the Land Transport team and this will take some time to settle. In the meantime, the team have been meeting to discussions how our maintenance contractors can continue to improvement their service on the ground.

All contractors have been briefed on council expectations when delivering work. Revised contract KPI's are being tested against goals. We are concentrating on innovations in all aspects of the work.

Revisions to our drainage programme to keep up with the changing climate is now in place.

The land transport improvement programme is progressing at pace with the Section 17a, and Improvement Plan Risk Assessment adopted by council. Work on the procurement strategy and a refresh of the Land Transport Strategic Framework is in progress.

Culverts Cleaned				Potholes Patched				KM of Road Graded			
131	120	166	141	941	840	899	1165	250	185	255	258
Jul - Sep 23	Oct - Dec 23	Jan - Mar 24	Apr - Jun 24	Jul - Sep 23	Oct - Dec 23	Jan - Mar 24	Apr - Jun 24	Jul - Sep 23	Oct - Dec 23	Jan - Mar 24	Apr - Jun 24

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
To deliver safe, reliable, and lasting road assets that connect our people and places and allow our district to prosper.	Reduce fatalities and serious crashes on the local road network to zero.	Reduce to zero	Not achieved. In the period there have been four serious crashes. 4 Serious 0 Fatalities	Not Achieved 0 serious and 0 fatalities for the quarter 4 serious for the Year to Date 0 Fatalities for Year to Date	Not Achieved 4 serious and 0 fatalities for the quarter 8 serious for the Year to Date 0 Fatalities for Year to Date	Not Achieved 1 serious and 0 fatalities for the quarter 9 serious for the Year to Date 0 Fatalities for Year to Date
	The average quality of ride on a sealed local road network, measured by smooth travel exposure.	Between 85% and 90%	Yet to be achieved To be Measured later in year	Yet to be achieved. To be Measured later in year	Yet to be achieved. To be Measured later in year	Achieved 95% Smooth Travel Exposure (STE)
	At least 20% of the footpaths in excellent condition and no more than 10% of the footpaths in poor condition.	Excellent >50% Poor <10%	Achieved As the footpath condition rating only happens once every three years the goal has been met (footpaths do not deteriorate as rapidly due to their usage being lighter and any damage from incidents is reported and repaired quickly).	Achieved. As the footpath condition rating only happens once every three years the goal has been met (footpaths do not deteriorate as rapidly due to their usage being lighter and any damage from incidents is reported and repaired quickly).	Achieved. As the footpath condition rating only happens once every three years the goal has been met (footpaths do not deteriorate as rapidly due to their usage being lighter and any damage from incidents is reported and repaired quickly).	Achieved. As the footpath condition rating only happens once every three years the goal has been met (footpaths do not deteriorate as rapidly due to their usage being lighter and any damage from incidents is reported and repaired quickly).
	The percentage of the sealed local road network that is resurfaced.	Between 4% and 10%	On Track to be achieved. 0% - the reseal program will be scheduled for later in the year.	On Track to be achieved. 0% - the reseal program will be scheduled for later in the third quarter.	On Track to be achieved.	Achieved. 5.3% of the sealed road network has been resealed this year
	The percentage of customer service requests relating to road and footpaths to which the territorial authority responds within 3 working days.	100%	Not achieved. 74%.first quarter	Not Achieved 83% for the second quarter 78% Year to Date	Not Achieved 81% for the third quarter 79% Year to Date	Not Achieved 81% for the fourth quarter 79% Year to Date
	The percentage of users satisfied with the roading service provided.	90%	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not Achieved 63% of users satisfied with the roading service provided.

ENVIRONMENTAL WASTE

This activity covers waste disposal, recycling and waste minimisation services.

Focus Area	Overview	Last Quarter	Next Quarter
Asset Management Plan (AMP) and LTP	Finalise AMP and complete LTP process	LTP processes completed. Permanent closure of Waipawa and Takapau TS approved.	Manage transition of closure and instill new operational procedures. AMP
Improved cost recovery at the Transfer Stations.	Installation of weighbridge infrastructure and out of cycle fees and charge adjustments.	Completion of transfer Station weighbridge project and associated works.	Consider new software, weight-based charging fees and introduce new operating procedures due to site changes.

Activity Update

Waste Management

The budget shortfall has reduced due to a one-off large contaminated and asbestos waste delivery (valued \$90k). However, this was offset by Tararua District Council postponing sewage sludge disposal (valued at \$50-\$65k). Officers are managing this shortfall by limiting operational expenditure.

Landfill operations are progressing well with plans to move the tip head to a new area by spring 2024. The landfill compactor is undergoing some major maintenance. As replacement, a dozer is being deployed.

Leachate pond levels remain low with minor leachate infrastructure improvements earmarked for next financial year to reduce the amount of leachate sent to our wastewater treatment plants further.

A new weighbridge was installed at the Waipukurau Transfer Station with financial assistance from the Ministry for the

Environment. This infrastructure assists the Council to transition towards a fairer, weight-based charging system

LTP decisions – 2 transfer stations closures.

The Waipawa and Takapau transfer stations are earmarked for permanent closure as part of the Road to Recovery LTP deliberations. The Waipukurau Transfer Station will now be opened on Sundays to compensate, with both remaining transfer stations operational hours.

Waste Minimisation Initiatives

Officers are working to launch a community-led repair hub at the old jockey club on a two-year trial. This will provide an additional waste diversion option for the community while possibly incubating a cottage industry for furniture, bike or machinery repair and art.

Officers continue to work with a local farmer to find a local processing solution for green waste, showing promise.

All Refuse to Landfill (tonnes)			CHB Refuse to Landfill (tonnes)			CHB Recycling (tonnes)		
851	973	631	628	672	375	73.9	114.8	62.8
April 24	May 24	Jun 24	April 24	May 24	Jun 24	April 24	May 24	Jun 24

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council supports and provides incentives for waste reduction, reuse, and recycling in order to achieve its Waste Free CHB goals.	The percentage of total waste that is diverted from the landfill to recycling, re-use and recovery.	48%	On track to be achieved. 42.7%.	On track to be achieved. 34.4%. * <i>In October we received a large quantity of asbestos contaminated waste from a one-off demolition project in Waipukurau.</i>	On track to be achieved. 35.6%*. <i>In March we received 233.4 tonnes of asbestos contaminated concrete which we have diverted towards building a new tipping pad at the landfill.</i>	Not achieved Diversion rate for the full year was 36% <i>CHBDC received more asbestos and contaminated waste this year and less green waste. There is few options to divert Asbestos waste outside the 233 tonnes of asbestos contaminated concrete which was used as the foundation of a new tip head at the landfill (233 tonnes) in March.</i>
	The amount of green waste processed each year.	2,275m ³	On track to be achieved. 600m ³ .	On track to be achieved. 2040m ³ .	Achieved 3780 m3	Achieved 4980m3
	The number of schools participating in waste minimisation programmes.	94.4% (17 out of 18 registered schools)	On track to be achieved. 1 school completed.	On track to be achieved. 3 schools completed.	On track to be achieved. 7 schools completed	Achieved 17 out of 18 schools are participating in the waste minimisation programmes.
	Hold waste minimisation promotional events in the district.	5	On track to be delivered. 1 event completed: Adopt your part of the Bay 2023.	On track to be delivered. 1 event completed: Child restraint seat recycling/repurposing drive. YTD: 2 events	Achieved 3 events completed: Preserving Food Event, Second Hand Sunday & Repurpose crafting programme. YTD: 5	Achieved No events were allocated for this quarter. YTD: 5 events completed.
	The percentage of users satisfied with the solid waste service provided.	90%	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not Achieved 59% of people were satisfied with the kerbside rubbish collection service provided. 55% of people were satisfied with the kerbside recycling collection service provided. 66% of people were satisfied with the drop-off recycling centres. 64% of people were satisfied with the rural mobile recycling services. 55% of people were satisfied with the transfer stations (rubbish dumps) provided by the Council

RESOURCE CONSENTS

Resource Consenting function is to undertake our implementation duties under the Resource Management Act 1991 (RMA), including the post consent monitoring.

Focus Area	Overview	Last Quarter	Next Quarter
Implementation of Proposed District Plan and recent Government Policy	Significant policy shift has occurred, we are building the technical knowledge of the team and development community	Continue processing consents as and when they get lodged with council. Ensuring all decisions are robust and aligned with the new district plan.	Look to implement more proactive information about the district plan and the impacts on processing consents as a result. Increasing awareness of Pre-application process and educational updates on website.
Smart Growth Review	The Smart Growth Review seeks feedback from the development community on all aspects of developing in CHB	Smart Growth workshops and review has been completed.	Review and implementation of recommendations in the report.
Financial focus	Resource consenting is predominately cost recovered and we're continuing to focus on how we can improve this.	Improved process of coordinating development contributions and consultant charges.	Continuing to look for opportunities to improve and refine internal processes.

Activity Update

As a Council, we are committed to enabling smart growth and development in our community. The Smart Growth Review has been completed and officers will look to work through the recommendations. The intent of the review is to ensure a customer centric approach to development in Central Hawke's Bay.

Though the annual number of resource consent applicants are down, there has been an increase in consents lodged from any other quarter this year, with an additional 10 consents lodged compared to Q3.

The team have seen a significant increase in achieving statutory timeframes, with the

number of consents processed within statutory timeframes up to 88%. These have been Q1 – 54%, Q2 – 29%, Q3 – 51%, this can be attributed to all new consents being processed in house and better management of any external consultants being used.

Maintaining the internal resourcing over outsourced remains a core goal of this activity to reduce reliance on external consultants.

The team have also implemented process improvements, focusing on cost recovery, this ensures that time spent on consents are recovered by the user rather than the ratepayer.

New Resource Consents Lodged				Additional Titles Created				LIMS issued			
18	23	18	28	52	38	26	34	26	47	61	40
Jul - Sep 23	Oct - Dec 23	Jan - Mar 24	Apr - Jun 24	Jul - Sep 23	Oct - Dec 23	Jan - Mar 24	Apr - Jun 24	Jul - Sep 23	Oct - Dec 23	Jan - Mar 24	Apr - Jun 24

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
To enable use, development, and subdivision of land in line with our District Plan and other environmental policies	The percentage of resource consents (non-notified) processed within 20 working days (the statutory timeframe).	80%	<p>Not achieved.</p> <p>21 resource consents were issued in this quarter.</p> <p>5 consents were processed within the statutory timeframe.</p> <p>We are currently tracking at a rate of 24%.</p>	<p>Not achieved</p> <p>31 resource consents were issued in this quarter.</p> <p>14 consents were processed within the statutory timeframe of 20 working days.</p> <p>For this year, we are tracking at a rate of rate of 37%</p>	<p>Not achieved</p> <p>28 resource consents were issued in this quarter.</p> <p>15 consents were processed within the statutory timeframe of 20 working days.</p> <p>For this year, we are tracking at a rate of rate of 44%</p>	<p>Not achieved</p> <p>25 resource consents were issued in this quarter.</p> <p>22 consents were processed within the statutory timeframe of 20 working days – resulting in an 88% LOS this Quarter.</p> <p>For this financial year, we are tracking at a rate of rate of 51.4%</p>
	The percentage of customers satisfied with the land use and subdivision consent services provided.	90%	<p>Not yet achieved.</p> <p>This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.</p>	<p>Not yet achieved.</p> <p>This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.</p>	<p>Achieved.</p> <p>This quarter saw the first targeted survey to resource consent applicants who were 100% satisfied with the land use and subdivision consents services provided.</p>	<p>Not achieved</p> <p>53% of people were satisfied with the land use and subdivision consent services provided.</p>

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council provides a compliance and monitoring service which is compliant, efficient and customer friendly.	All PIMs, LIMs, and CCCs issued within the statutory timeframe.	100%	Achieved to date. 18 LIMs provided within the statutory 10 working days from receiving payment. PIMs have all been assessed within the agreed 10 working days. No CCCs have been issued this quarter.	Not achieved 47 LIMs were processed this quarter. 3 LIMs were provided on working day 11, failing to achieve our 10-day statutory timeframe. All PIMs were processed within 10 days and no CCC's were issued. For the year to date we are tracking at a rate of 95%.	Not achieved 61 LIMs were processed this quarter. 4 LIMs were provided on working day 11, failing to achieve our 10-day statutory timeframe. All PIMs were processed within 10 days and no CCC's were issued. For the year to date we are tracking at a rate of 93%.	Not achieved 40 LIMs were processed this quarter. 3 LIMs were provided on working day 11, failing to achieve our 10-day statutory timeframe. All PIMs were processed within 10 days and no CCC's were issued. For the year to date we are tracking at a rate of 91%.
	The percentage of resource consents monitored within two years of being issued.	100%	Not on track to be achieved. We have limited resource to undertake this function. No consents have been monitored. This will be considered as part of the Three-Year Plan 2024 review.	Not on track to be achieved. We have limited resource to undertake this function. No consents have been monitored. This will be considered as part of the Three-Year Plan 2024 review.	Not on track to be achieved. We have limited resource to undertake this function. No consents have been monitored. This will be considered as part of the Three-Year Plan 2024 review.	Not achieved We have limited resource to undertake this function. No consents have been monitored. This will be considered as part of the Three-Year Plan 2024.
	The percentage of users satisfied with the Compliance and Monitoring Service provided.	90 %	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not Achieved 53% of users were satisfied with the Compliance and Monitoring Service provided.

BUILDING CONSENTS

The Building Consent Authority (BCA) ensures compliance with Building Act 2004 and related legislation, the building code and standards. This includes structural integrity, fire safety, swimming pool compliance, accessibility and energy efficiency. They help create houses that are safe and habitable and ensure confidence and assurance in a building project. They provide expertise and guidance through building consent applications, building inspections and ensure the building complies with the plans. The BCA mitigate risks of people living in substandard homes and prevent costly rework, delays or legal issues that may arise from non-compliance.

Focus Area	Overview	Last Quarter	Next Quarter
Building consents post cyclone Gabrielle	Supporting flood affected properties through the categorisation and rapid building assessment process (property stickers)	Supported the Porangahau community through community conversations on flood protection	Continue to support community conversations and individual flood affected properties.
International Accreditation NZ (IANZ) accreditation	Working towards the bi-annual IANZ audit in November 2024 that allows CHBDC to operate as a Building Consent Authority	Ongoing preparation for November 2024 audit.	Undertaking internal audits in preparation for the November 2024 audit.
Swimming pools process improvement	We are working to continuously improve the swimming pool services provided	Improved comms and pre-inspection letters for inspections	Support the Three-Year plan process on swimming pool matters
Non-compliant buildings	Responding to and investigation of non-compliant buildings such as tiny homes (i.e. those without required consents).	Investigate and take any required action for reported non-compliant buildings.	Continue to respond to reports of non-compliant buildings and instigate actions that are possible within BC team resourcing.

Activity Update

Building Consents

The building consent activity has seen a fluctuating last quarter with consent numbers up slightly, but inspection numbers down.

Conditions relating to the current economy, interest rates and cost of building supplies has continued to have an impact on the consenting numbers.

Building consents received and processed for this quarter = 93 consents. This is an increase by 10.7% from the previous quarter where 84 consents were received and processed.

Inspection numbers have increased with 630 inspections carried out for this financial quarter. This is up from the previous quarter where 525 inspections were completed. This is an increase of 20%.

Team milestones

In May Central Hawke's Bay District Council was represented at the Building Officials of New Zealand conference.

Thomas Kerr was nominated for the Excellence Awards and was successful in winning the Organisational Commitment to Community Service and Response Award. This was in recognition for the work Thomas undertook during the response and recovery periods following Cyclone Gabrielle.

Murray was recognised for 15 years' service and Nigel Moore was recognised for 10 years' service to the Institute.

New build/Transportable buildings				Building Consents Other				Total Building Consents Issued			
19	31	21	22	76	28	62	71	109	66	76	80
Jul - Sep 23	Oct - Dec 23	Jan - Mar 24	Apr - Jun 24	Jul - Sep 23	Oct - Dec 23	Jan - Mar 24	Apr - Jun 24	Jul - Sep 23	Oct - Dec 23	Jan - Mar 24	Apr - Jun 24

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
To protect the community from unsafe buildings and ensure buildings are designed and constructed in a manner that promotes sustainable development.	The percentage of building consents processed within 20 working days (the statutory timeframe).	100%	Not achieved. There were 82 consents processed within the quarter. 92.78% were processed within the statutory timeframe.	Not Achieved There were 60 consents processed within this quarter. 91.67% were processed within the statutory timeframe.	Not Achieved There were 61 consents processed within this quarter. 97.59% were processed within the statutory timeframe.	Not Achieved There were 80 consents processed within this quarter. 96.77% were processed within the statutory timeframes.
	The percentage of customers satisfied with Building Consent services provided.	90%	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. New process for LoS performance data collection – a targeted survey was sent to all consent applicants as back capture from 1 st July 2023 – 29 th February 2023. There were -- responses with 88.7% satisfied at the service provided. We will continue this targeted survey quarterly for the 2024/2025 year.	Achieved to date. To ensure that we measure satisfaction at the end of a building consent process we have created a targeted survey to send out and in the last quarter there were 45 responses to the targeted survey of which 91.6% were satisfied with the performance of the BCA. <i>In addition to the targeted survey, customer satisfaction of building consents was measured via the annual resident's survey. This result showed 50% of people were satisfied with the building consent services provided, but these results could be from any point in time, rather than the most recent results from the targeted survey which are recent from the last quarter.</i>

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council provides a compliance and monitoring service which is compliant, efficient and customer friendly.	Owners, or their agents, advised that their BWOFF has lapsed within one month of expiry.	100%	Achieved to date. 100% of owners or their agents have been notified that their BWOFF will expiry within 1 month.	Achieved to date. 100% of owners or their agents have been notified that their BWOFF will expiry within 1 month.	Achieved to date. 100% of owners or their agents have been notified that their BWOFF will expiry within 1 month.	Achieved to date. 100% of owners or their agents have been notified that their BWOFF will expiry within 1 month.

STORMWATER

This activity covers capital projects relating to stormwater and operational system management responsibilities.

Focus Area	Overview	Last Quarter	Next Quarter
Strategic Development	Develop and maintain strategic direction for stormwater activity to improve levels of service	Developing direction for strategy development. Shifting strategy to execution phase.	Engaging and consulting leading up to strategy formation
Quick Wins Programme	Performance improvements to major drainage pathways	Enabling and optioneering works. Preparation for procurement and design	Design and optioneering. Preparation for physical works including contractor procurement
Maintenance	Improving system performance in storm events.	Excavation and vegetation clearance of major channels. Implementation of maintenance plan.	Implementation of maintenance plan, investigation of resourcing

Activity Update

Following completion of the cyclone response works programme, the focus for the stormwater activity has been on three areas:

- Implementing the **maintenance plan** offering greater levels of service to the community,
- Developing a **strategic direction** for the activity,
- Implementing a programme of **quick win** capital projects to increase stormwater system performance.

The **maintenance plan** has been finalised, with the external funding for Year 1 of the Three Year Plan secured. Resourcing and procurement to complete the physical requirements is currently being explored.

Work has started on the development of the **stormwater strategy**. technical advisory and engagement support has been secured to support the development and delivery of the strategy. Targeted engagement is underway, transitioning to wider community engagement toward the end of 2024.

The **quick wins** programme has gone through independent review and enabling works to inform the programme have been completed, Design and procurement follow through 2024, with physical works planned throughout the financial year.



This Quarter saw the Residents Opinion survey undertaken and results available, 62% of users were satisfied with the service. This result was likely influenced by the impacts of Cyclone Gabrielle but demonstrates the need for the increased focus and investment provided for with the Three Year plan.

Council Open Drains Cleared	Council Piped Network Cleared	#bigstormwaterstory Progress	Community Members Engaged
36%	5%	7.5%	241
Since Feb 2023	Since Feb 2023		

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024	
To effectively manage stormwater in a manner that respects and protects private and public assets and preserves the health of our waterways.	For each flooding event, the number of habitable floors affected. (Expressed per 1,000 properties connected to the territorial authority's stormwater system.)	0	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period. Zero for the Year	
	Compliance with the territorial authority's resource consents for discharge from its drainage system measured by the number of:						
	• Abatement notices.	0	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period and Year	
	• Infringement orders	0	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period and Year	
	• Enforcement orders; and	0	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period and Year	
	• Successful prosecutions, received by the territorial authority in relation to those resource consents.	0	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period and Year	
	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site.	≤ 2hr	Achieved Zero for the period.	Achieved Zero for the period.	Not achieved for this period 11.6 hours	Not Achieved for the Year Zero for the period however Median for the year was 11.6 hours	
	The number of complaints received about the performance of the stormwater system (expressed per 1,000 properties connected to the stormwater system).	≤ 5	Achieved Three for the period.	Achieved One for the period.	Achieved Zero for the period.	Achieved Zero for the period and Year	
	The percentage of users satisfied with the stormwater service provided.	90%	Not yet achieved This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not Achieved 62% of users were satisfied with the stormwater service provided.	

DRINKING WATER

This activity covers abstraction, treatment, and distribution of drinking water across a variety of water supply schemes.

Activity Update

Water restrictions were removed during this quarter (reduced to Level 1) as more rainfall increased river levels.

The review of the current operational contract has progressed, with multiple workshops held with contractors Veolia. It is anticipated that this review and subsequent updates to the contract schedules will provide a platform to drive operational efficiency, better data collection and understanding of our assets and the accountable delivery of water services. The next quarter we expect to complete a legal review of the updates and formally agree the changes and ongoing approach with Veolia.

Following the adoption of the Three-Year Plan the PMO team have been focused on refining the forward work plan, that shows scheduled activities and budget for each planned capital works. These works include Tikokino Treatment Plant Upgrade and the new Central Reservoir project. The renewals programme is being worked through with the asset managers and external technical experts to be include in the forward workplan.

Physical works in areas where designs are ready will begin in the coming construction season. The other projects will continue working through risk assessments, land agreements and design refinements.

Construction works to reinstate critical flood protection at the Waipawa Water Treatment plant was completed mid-April. Council is hoping to hear the outcome of further funding to relocate the treatment plant building to high ground and above flood level. Subject to funding the physical works would commence in the coming construction season.

Planning for a major shutdown of the Waipukurau network has been ongoing, with the formation of a co-ordinated project team and additional resources being allocated to the project. This has resulted in a much clearer understanding of the scale of impacts and the work required to mitigate associated risks. Officers continue to work through the planning of this shutdown, where possible exploring opportunities to minimise; the areas effected, the durations, and overall impact on the community.

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
To provide safe, reliable, and consistent water supplies to our community working with our customers to support wise and sustainable water use.	The extent to which the local authority's drinking water complies with part 4 of the drinking water standards (bacteria compliance criteria).	100%	Not on track to be achieved This data will be confirmed in the second quarter. As a note Part 4 of the Act no longer exists as it has been replaced with DWAQR.	Not on track to be achieved Bacterial compliance in the reticulation network has been achieved 100%. Bacterial compliance in the treatment plants has been achieved 98.15%	Not on track to be achieved Bacterial compliance in the reticulation network has been achieved 100%. Bacterial compliance in the treatment plants has been achieved 93.6%	Not achieved Bacterial compliance in the reticulation network has been achieved 100%. Bacterial compliance in the treatment plants has been achieved 97.7%
	The extent to which the local authority's drinking water supply complies with Part 5 of the drinking water standards (protozoal compliance criteria).	100%	Not on track to be achieved This data will be confirmed in the second quarter. As a note Part 5 of the Act no longer exists as it has been replaced with DWAQR.	Not on track to be achieved Protozoal compliance has been achieved 98.15%	Not on track to be achieved. Protozoal compliance has been achieved 93.6%	Not achieved. Protozoal compliance has been achieved 97.7%
	Percentage of real water loss from the local authority's networked reticulation system.	<30%	Not achieved. As outlined previously, we are unable to measure this outcome.	Not achieved. As outlined previously, we are unable to measure this outcome.	Not achieved. As outlined previously, we are unable to measure this outcome.	Not achieved. As outlined previously, we are unable to measure this outcome.
	Attendance for urgent callouts; from the time that the local authority received notification to the time that service personnel reach the site.	< 2 hrs	On track to be achieved. 0.6 hours for the period.	On track to be achieved. 0.52 hours for the period.	On track to be achieved. 0.75 hours for the period.	Achieved. 0.39 hours for the period. 0.57 hours on average for the year.
	Resolution of urgent call outs; from the time that the local authority receives notification to the time the service personnel confirm resolution of the fault or interruption.	< 12 hr	On track to be achieved. 1.9 hours for the period.	On track to be achieved. 4.54 hours for the period.	On track to be achieved. 3.53 hours for the period.	Achieved. 2.47 hours for the period. 3.11 hours on average for the year.

	Attendance for non-urgent call outs: from the time that the Local Authority receives notification to the time the service personnel reach the site.	< 6 hrs	On track to be achieved. 0.7 hours for the period.	On track to be achieved. 0.37 hours for the period.	Not achieved for this period. 13.35 hours for the period.	Achieved. 3.13 hours for the period. 4.38 hours on average for the year.
	Resolution of non-urgent call outs: from the time that the Local Authority receives notification to the time the service personnel confirm resolution of the fault or interruption.	< 72 hrs	On track to be achieved. 18.8 hours for the period.	On track to be achieved. 13.2 hours for the period.	On track to be achieved. 16.57 hours for the period.	Achieved 2.55 hours for the period. 13.23 hours on average for the year.
	Number of complaints relating to drinking water received (per annum per 1,000 connections to the local authority's networked reticulation system).	≤ 5	On track to be achieved. 2 complaints for the period.	On track to be achieved. No complaints for the period.	Not on track to be achieved. 8 Complaints for the period	Achieved. No complaints for the period. 10 total complaints for the year being 2.4 complaints per 1000 connections
	The average consumption of drinking water per day per water connection.	≤ 1.8 cu. m3 per day	On track to be achieved ≤ 0.985 cu.m ³ per day	On track to be achieved ≤ 1.51 cu.m ³ per day	On track to be achieved ≤ 1.4 cu.m ³ per day	Achieved ≤ 1.75 cu.m ³ per day 1.41 cu.m ³ per day on average for the year
	The percentage of users satisfied with the water supply service provided.	90%	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not Achieved 68% of users were satisfied with the water supply services provided.

WASTEWATER

This activity focuses on collection, conveyance, and treatment of wastewater across the various schemes.

Activity Update

Wastewater flows generally increased through the quarter as we have moved into the traditionally wetter months. There have been a few instances where heightened rainfall has increased flows to levels requiring managed pond overflows and unfortunately some instances of Pump station or in network surcharging in Waipukurau and Waipawa. Focused investigation into mitigating this is underway and will continue into the 2024/25 financial year.

Operational staff continue to manage and monitor the performance of the plants to maximise the treatment performance within the known constraints. Improvements and operational efficiency remain top of mind with the advice from the wider team and specialist expertise creating some additional efficiencies through reductions in chemical usage and additional aeration management due to seasonal variability.

Wastewater Treatment compliance results from all sites are summarised in the tables below, these indicate a consistent trend of non-compliance across multiple sites. The treatment infrastructure at these sites does not provide us with any ability to significantly influence treatment quality and in some cases no ability at all to treat certain quality parameters. As discussed through the Three Year Plan process, investment into treatment infrastructure at Waipukurau is critical to improve treatment performance and enable forecasted growth, the funding of the

Waipukurau WWTP DAF project is expected to deliver a step change in performance at this site.

The strategic direction set within the District Wastewater Treatment and Discharge Management Strategy has remained, however, the Three Year Plan considers a rephased delivery approach of the long-term programme, to manage affordability, while including a critical treatment upgrade at Waipukurau. It is expected that this may require some further discussion as part of future planning.

The Consenting process underway for the Porangahau upgrade have and will continue to progress, albeit without any significant advancement as officers engage with both submitters and Hawke's Bay Regional Council on the few outstanding issues.

The Three Year Plan also allows for funding to apply to vary the recently granted Takapau discharge to land consent to align with the approach to funding in the Three Year Plan, this is expected to commence in the first quarter of the 2024/25 financial year.

Work continued on some smaller projects that are required to de-risk some known issues at the plants, this includes the repair/replacement of the outflow channel of the Anaerobic Pond at Waipukurau, which was completed within the quarter.

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
To provide for the effective reticulation, treatment, and disposal of wastewater in a way that protects the health of our communities and natural environment.	Target number of dry weather sewerage overflows (per 1000 connections to the total sewerage system).	≤10	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.	On Track to be achieved. 3 overflow RFS received for the period.	Achieved. 4 overflow RFS received for the period. 7 total overflows for the year, being 1.9 per 1000 connections
	Target number of total sewerage overflows (per 1,000 connections to the total sewerage system).	≤30	On Track to be achieved. Zero for the period.	On Track to be achieved. 5 overflow RFS received for the period.	On Track to be achieved. 4 overflow RFS received for the period.	Achieved. 4 overflow RFS received for the period. 13 total overflows for the year, being 3.5 per 1000 connections
Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of.						
	• Abatement notices	0	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.	Achieved. Zero for the period and the entire year.
	• Infringement orders	0	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.	Achieved. Zero for the period and the entire year.
	• Enforcement orders and	0	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.	Achieved. Zero for the period and the entire year.
	• Convictions, received by the territorial authority in relation to those resource consents.	0	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.	Achieved. Zero for the period and the entire year.

	<p>Median response time for attending sewerage overflows resulting from blockages or other faults (measured from the time that notification is received to the time that the service personnel reach the site).</p>	<p>≤1hr</p>	<p>On Track to be achieved. Median response time of 0.5 hours when attending sewerage overflows resulting from blockages or other faults</p>	<p>On Track to be achieved. Median response time of 0.18 hours when attending sewerage overflows resulting from blockages or other faults.</p>	<p>On Track to be achieved. Median response time of 0.25 hours when attending sewerage overflows resulting from blockages or other faults.</p>	<p>Achieved. Median response time of 0.9 hours when attending sewerage overflows resulting from blockages or other faults. 0.46 hours average median response time for the year.</p>
	<p>Median resolution time for attending sewerage overflows resulting from blockages or other faults (measured from the time that notification is received to the time that service personnel confirm resolution of the blockage or other fault).</p>	<p>≤ 4 hrs</p>	<p>Not Track to be achieved. Median resolution time of 4.4 hours when attending sewerage overflows resulting from blockages or other faults</p>	<p>On Track to be achieved. Median resolution time of 1.39 hours when attending sewerage overflows resulting from blockages or other faults</p>	<p>Not on track to be achieved Median resolution time of 5.27 hours when attending sewerage overflows resulting from blockages or other faults</p>	<p>Achieved. Median resolution time of 2.53 hours when attending sewerage overflows resulting from blockages or other faults 3.39 hours average median response time for the year.</p>
	<p>Number of complaints received per annum per 1,000 sewerage connections about any of the following: Sewerage odour, sewerage system faults, sewerage system blockages or Council's response to issues with its sewerage systems.</p>	<p>≤ 10</p>	<p>On Track to be achieved. No complaints received for the first quarter regarding wastewater</p>	<p>On Track to be achieved. 6 complaints received for the 2nd quarter regarding wastewater</p>	<p>On Track to be achieved. 6 complaints received for the 3rd quarter regarding wastewater</p>	<p>Achieved. 7 complaints received for the 4th quarter regarding wastewater 19 total complaints for the year being 5.2 complaints per 1000 connections.</p>
	<p>The percentage of users satisfied with the wastewater service provided.</p>	<p>90%</p>	<p>Not yet achieved. This will be measured in the resident survey undertaken in Quarter 4 – no results available for this quarter.</p>	<p>Not yet achieved. This will be measured in the resident survey undertaken in Quarter 4 – no results available for this quarter.</p>	<p>Not yet achieved. This will be measured in the resident survey undertaken in Quarter 4 – no results available for this quarter.</p>	<p>Not Achieved 78% of users were satisfied with the wastewater services provided.</p>

Wastewater Treatment Quality & Flow/Volume Results

Wastewater Treatment Quality Results

- Number of exceedances for Q3 (1 April to 30 June 2024)
- 12 month rolling average: *The number of exceedances in the last 12 months against upper stipulated limits of the resource consent should not be more than 5 samples/instances (except for pH) in the last 12 months.*

Site	pH		cBOD5		SS		DRP		Ammonia		E. coli		Compliance
	Number of exceedances in Q3	12 month rolling average (2023-2024)	Number of exceedances in Q3	12 month rolling average (2023-2024)	Number of exceedances in Q3	12 month rolling average (2023-2024)	Number of exceedances in Q3	12 month rolling average (2023-2024)	Number of exceedances in Q3	12 month rolling average (2023-2024)	Number of exceedances in Q3	12 month rolling average (2023-2024)	
Waipawa / Ōtāne	1	1	0	0	6	15	1	7	2	0	2	10	✗
Waipukurau	0	0	0	7	6	20	5	8	6	26	1	3	✗
Takapau	0	0	0	0	0	0	3	0	2	1	3	5	✗
Pōrangahau	0	1	0	0	1	8	n/a	n/a	n/a	n/a	n/a	n/a	✗
Te Paerahi	0	0	0	0	0	0	n/a	n/a	n/a	n/a	n/a	n/a	✓

Wastewater Flow Volumes for the rolling 12 months

Site	Resource Consent Limit (m3 per day)	Exceedance Limit (days)	Exceedances/days above consented limits	Compliance
Waipawa / Ōtāne	1,500 m3 per day	36 days (10% of the year)	103 exceedances /days	✗
Waipukurau	4,000 m3 per day	36 days (10% of the year)	12 exceedances /days	✓
Pōrangahau	415 m3 per day	18 days (5% of the year)	11 exceedances /days	✓
Te Paerahi	190 m3 per day	18 days (5% of the year)	97 exceedances /days	✗
Takapau	216 m3 per day	0 days	71 exceedances /days	✗

Legend	Status
✓	Compliant
✗	Non-compliant



Together we thrive! E ora ngātahi ana!