



**CENTRAL
HAWKE'S BAY**
DISTRICT COUNCIL

Organisation Performance Report

Quarter Three
1 January – 31 March 2024

Together we thrive! E ora ngātahi ana!

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Chief Executive Update



Kia ora!

Our Organisational Performance Report format presents to Council and community our achievements and performance for the third quarter.

This third quarter has seen a huge effort from Councillors and staff as we worked through the challenges and complexities of the Three Year Plan.

From late January, weekly Council meetings or workshops have been held, focussing on all options available to drive reductions, value, or methods to ease the burden associated, most notably, with the major investment required in our Three Waters and Land Transport services.

Organisational Focus on Performance

While the Three Year Plan has been a major focus, driving performance and seeing the value enhanced from the existing services and contracts we have has also been a major focus.

Having developed in the second quarter a refreshed Supplier Improvement Programme, this was launched in this quarter. The real benefits of this programme are yet to be realised but remain a major focus for the organisation and myself.

In this quarter we also welcomed a change in staff into key roles – particularly relating to land transport. We welcome these staff in, recognising the major step change we have to deliver in land transport.

This quarter we also welcomed Philip Stroud in an interim capacity to fill the vacancy of our Group Manager

Community Infrastructure and Development. The absence of this role has been highly notable, and Phil has had a major impact coming in and directly leading these activities since commencing in February. Recruitment for this role will continue into 2024.

Government Change

Following the change of Government in Quarter 2, this quarter has seen a number of key legislative changes that were confirmed in the Coalition Governments 100 Day Plan.

Notably for Council the key changes have seen:

- The repeal in the Water Services Entities Act
- Changes and direction given to the Repeal of the proposed Natural Built Environment and Resource Management Act changes
- Extensions and changes to speed

Undoubtedly there will be further change as the new Government continues on its programmes of work.

Regionally, work on opportunities to reinvigorate the Hawke's Bay Waters model have recommenced at an executive level. This work is ahead of expected legislation that will require Councils to establish a local water services plan in the coming 12 – 18 months. We'll continue to update Council and community as progress is made.

To date, Council and its regional counterparts have received favourable

feedback from the new government, with opportunities for collaboration, funding and development.

Progressing the Three Year Plan

In the third quarter, work continued to build on the development of the Three Year Plan.

The last quarter has enabled formal endorsement of key policies, levels of service and performance measures, and strategies e.g. Financial Strategy and Infrastructure Strategy that help form the supporting documentation for consultation on the Three Year Plan. This is a culmination of work completed through several workshops with elected members over the last two quarters.

At the time of writing the Three Year Plan is currently out for consultation, which remains a major focus of quarter 4 as we work through hearings and deliberations also.

Representation Review

Following on from November's decision to establish a Māori Ward, work has progressed through the first quarter, seeking early feedback on the initial presentation review that is planned to be adopted in June 2024 for consultation through July and August.

Progress on the Māori Representative Appointments is also being steadily made, with the process needing to ensure that the representatives are able to be set up for success.

Recovery progress

We continue to make progress on our key recovery priorities with funding certainty the major barrier to addressing long-term recovery particularly for land transport. It has also been promising to see the progress in Porangahau, being the last community in Hawke's Bay to remain in Category 2a.

Closing in on Quarter 4

After a massive 2023, the third quarter has provided for an important period of consolidation and addressing major bodies of work such as the Three Year Plan, the Smart Growth review and seeing major programmes progressed.

I'm looking forward to seeing us progress through quarter 4 and into a new financial year from 1 July, with renewed clarity and focus on our major bodies for work.

Together we are thriving.






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:

 #1 – Partnership and Localism	 #2 – Right sized for the future	 #3 – Climate Change and Resilience
<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 Roding	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 Roding 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, Roding 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.	<p>A series of quarterly Kahui meetings have been planned for 2024. The first Kahui was held on the 12 March and discussion points included Representation Review, Māori Wards, Māori appointments to Council and the Three Year plan.</p> <p>The second Kahui is planned for 7 of May.</p> <p>The Kahui representatives/collective includes mana whenua and Council representatives. The aim is to build strong working partnerships.</p> <p>The Kahui will be focused on the appointment of mana whenua roles to Council and the Representation Review which includes Māori Ward/s.</p>
Representation Review	Complete a representation review, including opportunities to devolve local decision making to communities.	<p>A Representation Review feedback survey has gone live from 25 March until 28 April 2024. The pre-engagement survey will help the Council to develop, for public consultation, an initial representation proposal that we will formally consult on in July and August this year. Officers will develop and present to council the initial draft Proposal for Councillor feedback on 30 May. The Proposal will be formally adopted on 27 June 2024 ahead of Public Consultation from 15 July – 28 Aug 2024. The final outcome of the Representation Review will be adopted on 19 September 2024.</p>

Tūhono mai Tūhono ātu - Māori Engagement Strategy

Implement the Tūhono mai Tūhono ātu - Māori Engagement Strategy.

The strategy's key priorities are:

1. Pou Tahi – Whiriwhiria – Council & iwi
2. relationships
3. Pou Rua - Tikanga – Language, Culture & Place
4. Pou Toru - Oranga – People & Prosperity
5. Pou Wha - Rauemi – Infrastructure & Resources

The focus across the four Pou in this quarter has been:

Pou tahi

Representation Review Support - priority 1

Supporting the representation review process. Setting up a series of hui with mana whenua

Establish the Kahui gatherings with Mana whenua Governance – priority 2

Lead out on organising the hui between mana whenua groups and Council.

Pou Rua

Arts, Culture and Heritage Action Plan – priority 1

Support the storage of taonga going back to Ngāti Kere by assisting with storage options. Whilst Rongomaraeroa Marae is under repair and restoration from Cyclone Gabrielle the taonga will be placed in a shipping container for safe storage.

Support of language and culture being celebrated in our district – priority 2

Support the Matariki planning celebrations led by Te Taiwhenua o Tamatea and Ngati Kahungunu Iwi Incorporated.

Assist the committee in hosting the Regional Te Matatini Kapa Haka competition here in Tamatea, planning for 2026.

Pou Toru

Enhancement of prosperity and wellbeing – priority 1

Support Tihei Tamatea to enhance their social service capacity by providing ongoing advice and guidance.

Support marae and hapu to reach their aspirations for clean drinking water, appropriate wastewater, and greywater infrastructure.

Support marae and hapu to resolve historical matters with Council such as signage and paper roads right of way.

		<p>Support of initiatives to enhance capability and capacity – priority 2</p> <p>Supporting the development of marae action plans with Civil Defence Emergency Management for Tamatea.</p> <p>Pou Whā</p> <p>Future Generations taken care of – priority 1</p> <p>Regular Meetings with Lake Whatuma Management Group to enable aspirations for development and growth.</p> <p>Te Ikatere – Aramoana reserve meetings to progress, gathering spaces, and pou along the coastline.</p> <p>Further hui with Purerere hapū regarding aspirations for land use, resilience, and restoration.</p>
<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 have developed their 2024 workplans. This involves each network reviewing and agreeing on their network visions and priorities for the 2024 year.</p> <p>The Whanau Pounamu Network is under development with the formation of the Tamatea/Central Hawke’s Bay NGO Family Violence Steering Group. This strategic group provides leadership in the way Central Hawke’s Bay leads out our response to family violence.</p> <p>This work is supported by funding from Ministry of Social Development and the steering group have employed a kaimahi to coordinate and facilitate in this space.</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 Lowe 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 draft Financial Strategy was approved by elected members in March 2024 to be included in the Three Year Plan 2024–2027 consultation document.
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, and elected members also provided feedback. The reworked proposed Levels of Service were approved by elected members in March 2024 to be included in the Three Year Plan 2024-2027 consultation document.
Councils Section 17a Review Programme	Retain oversight of Councils Section 17a Review Programme and approve reviews as they fall due.	The Executive Leadership Team is tracking when S17a reviews are being undertaken and when they are next due. A review on Land Transport is underway. Further reviews on the future of Solid Waste and CHB Community Trust are 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
Climate change and resilience	Developing a local understanding of climate change and resilience, the priorities and its impacts across our networks and infrastructure.	<p>This work is currently being progressed at a regional level, through the Climate Action Joint Committee and the Climate Action Technical Advisory Group. There is general consensus among the five Hawke's Bay Councils that developing an understanding of climate – related risk is a priority that needs to be resourced up, in particular, in advance of the next round of Long Term Plans due in 2027.</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>
Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning	Supporting the development of the Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning.	<p>While the new Government has repealed the Spatial Planning Act 2023 that was to mandate the development of Regional Spatial Plans, discussions are continuing at the regional level on how best to manage growth across the region going forward. Hawke's Bay Regional Council has reset their work programme post Cyclone Gabrielle to focus on the review of the Regional Policy Statement which will provide direction on urban growth and development across the region.</p> <p>The new Government is currently considering submissions on a National Policy Statement on Natural Hazards Management. Work is also being carried out at a regional level on future risk planning following the publication over the reporting period of two reviews into the response to Cyclone Gabrielle.</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.	<p>Both the Climate Action Technical Advisory Group and the Climate Action Joint Committee met in quarter three, with a focus discussion on establishing a regional budget for progressing and resourcing the work of the committee. As above, there is general agreement that a focus on risk assessment and resilience planning across Hawke's Bay communities and infrastructure is required to be better prepared for the future.</p>

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
Contract Management Policy	Complete a review of our Contract Management Policy, specifically focussing on its successful cultural and leadership mobilisation across Council and its contractors.	<p>A review has been carried out on the Contract Management and Procurement Policy. These are now ready for review and adoption. In addition to this review, 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>The successful relaunch of the ‘Supplier Improvement Programme’ (SIP), coupled with strong buy-in from our term contractors marks a significant achievement in our ongoing efforts to enhance supplier relationships and operational efficiency. The implementation of this programme is tracking well due to the enthusiastic support from the SIP team and is instrumental in driving positive changes and fostering a culture of continuous improvement with a heavy focus on accountable delivery.</p>
Reinvigorate Community Action and Care Groups	Reinvigorate Community Action and Care Groups, for community clean ups and beautification.	<p>Secondhand Sunday was held in February with 79 properties participating in this year’s event after a one year hiatus due to the impacts of Cyclone Gabrielle. The event was well received with many community members out and about looking to reuse items that would have otherwise been thrown away.</p> <p>Planning is well underway for Keep NZ Beautiful Week in September with a proposed SH2 clean up. Officers are also working towards launching a Community Beautification and Clean Up Empowerment Programme.</p>

		<p>The concept is to introduce a programme that empowers individuals and community groups to get Council support to complete public clean up and beautification projects in our district, big or small.</p> <p>Parks Week 2024 did not include any specific clean-up projects but focused on raising awareness of our open spaces and fostering community pride in these spaces. This lays the foundation for one the Open Spaces priorities during 2024, which is to develop (or reinvigorate) the “Friends of” concept for various community parks.</p> <p>This will begin with Madge Hunter Park, given the cyclone impacts and strong community interest. The Russell Park user group is another immediate engagement opportunity following on from the Master Planning process.</p>
<p>Improve organisational reporting</p>	<p>Establish and improve organisational reporting, including key outcome data to demonstrate assurance in our services.</p>	<p>The focus in the third quarter has seen a continued focus on our risk maturity reporting and saw the first Risk Report from the Risk & Assurance Committee to Council.</p> <p>In early 2024 we have continued with this Organisation Performance Report that now includes the Levels of Service performance reporting.</p> <p>We have also started targeted surveys to customers that use our services, rather than waiting for the results of the annual Residents Opinion Survey. These surveys have been distributed to customers that have used the services of building consents, resource consents and swimming pool inspections.</p>

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.	Work has commenced developing a coordinated programme for the Transport activity across improvement, operations, procurement, strategy, ahead of procuring the major operations contract late this year. The Land Transport Strategic Framework will be revisited and updated with Council input as part of the overall reinvigoration and future proofing of the land transport function. Workshop reviews have commenced for the Section 17A review to ensure we are focused on the correct way forward. Have implemented the land transport team structure recently by filling two key roles. The contract management KPI approach has been setup to measure the delivery of contracts combined affordability with community expectations and providing visibility of delivery.
Roading Recovery Programme	Strategically plan, fund, and deliver on our Roothing Recovery Programme following the effects of Cyclone Gabrielle.	Throughout quarter three, 20 sites under current Waka Kotahi Emergency response funding, have commenced construction. Eleven of these have since been completed. Significant work to acquire further funding support from Central Government has taken place, including planning with the Regional Recovery Agency and an application for further Emergency response funding to Waka Kotahi. We have progressed the funding agreement with Crown Infrastructure Partners allowing us access to the \$11 million to implement solutions at four key sites across the district. In the coming months alongside construction delivery, the other key focus is to remain on further funding applications and developing design for the first four recovery sites.
Regional Land Transport Committee	Reposition the Transport activity in the widest sense to including the relationship to the Regional Land Transport Committee, Roothing Efficiency Group and other forums.	The Land Transport team continues to evolve with the creation of appropriate positions and new staff. This will enable the Land Transport Relationship Manager to put more effort and emphasis on the relationships with external groups to better represent Central Hawke's Bay at a regional and national level.

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. 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.	We had planned to make this project a major focus of this calendar year, however Cyclone Gabrielle and staff changes have delayed our ability to focus and deliver this project.
External Funding Strategy	Continue to identify opportunities through our External Funding Strategy that will accelerate our ability to deliver the ‘nice to have’ projects.	Work has commenced on the development of Council’s External Funding Strategy. 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.	With the contractor ready to start works in February, we received instruction from Waka Kotahi that raised platforms were no longer permitted on State Highways. The focus for Quarter three has been on getting the designs altered to meet new Government direction whilst still achieving the project’s objectives and completed within the timeframe of 30 June 2024. Our contractor has worked closely with CHBDC and designers Stantec for an acceptable alternative design for the raised pedestrian crossings. These revised designs include painted zebra crossings with additional lighting to increase visibility. Traffic islands are also being installed to further reduce traffic speeds. A safety audit was completed on the new designs and contractors have confirmed the

work will be done at night only with no disruption to retailers.

These changes have increased costs and Waka Kotahi has confirmed that any additional costs will be their expense and the project will be cost neutral to CHBDC.

A kickoff meeting was held with Engineers, Designers, and contractor to confirm tasks needed to launch the installations with construction started on 22 April and a scheduled completion date of 22 June.

Procurement Plan for the procuring of street furniture has been drafted and quotes for planter boxes and seating are being sought.

The sudden change in programme has meant working closely with the project team to keep our community updated through regular newsletters, letter drops and social media posts. The retailers have been updated fortnightly as the project has progressed and feedback has been captured in a feedback register. A successful onsite walk through was done with the arts and culture group and landscape designer, and a final design for streetscaping of the Main Street is expected by end May.

The reassignment of some of the Better Off Funding has given CHBDC the opportunity to reinstate Harker Street access which has long been asked for by our community.

A project plan has been drafted, and three quotes have been sought for the construction work. With the designs of the previous structure, we have contracted Stantec to assist with a review of these designs to ensure they meet current standards.

Given the damage to Harker Street is a direct result of Cyclone Gabrielle and is considered recovery works, discussions are being held with Kiwirail for clarity on any requirements we need to meet to work on their site and to expediate the work.

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
<p>Better off Funding Housing Project.</p>	<p>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>	<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>
<p>Economic Action Plan</p>	<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 • Develop a business support network. <p>Issue a Central Hawke’s Bay specific investment prospectus designed to attract new business investment</p>	<p>Land Use Diversification:</p> <p>Ongoing support has been provided to Kaikora Enterprises Limited to develop a seed drying facility with central government funding. In early 2024, the facility was completed and is now fully operational. This project provides an exemplar model for local producers to diversify their crops to high-value seeds.</p> <p>A more casual business networking programme, Business After Five (BA5), is in full swing. Hosted by various local companies and organisations, BA5 events offer a relaxed setting for local businesses to share insights, connect, and foster valuable professional relationships. With approximately 10 events annually, each drawing an average of 30-35 attendees.</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 first quarter saw Council formally considering offers made for the disposal of part of a property purchased at 83 Pōrangahau Road for Stormwater Management.

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 to determine the next steps for how best to manage the impacts of this, including how to potentially phase and reprioritize the projects to ensure residential growth can be enabled in this area. It is anticipated that an amended delivery plan will be confirmed and agreed upon with Kainga Ora by the end of the 2023/2024 financial year.

Tamatea Housing Taskforce

The Tamatea Housing Taskforce was established provide strategic leaderships 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 development by the Taskforce of the 'Our Homes' Strategy for Tamatea Central Hawke's Bay sets a blueprint for responding to the housing challenges that our people and whānau are facing in the short, medium, and long term.

A 0.5 FTE has been allocated to lead the strategy's implementation over the next 18 months, funded via an existing grant from the Ministry of Social Development for the year end June 2024, and Better Off Funding for the year ending June 2025.

Endorsed by the Taskforce, the strategy was further endorsed by Council on 19 October 2023.

The first Taskforce meeting for 2024 was held on 27 March with all partner agencies attending. A reporting framework for agencies and a communications plan for the strategy are currently under development.

<p>Thriving Places & Open Spaces Quick Wins</p>	<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>The Russell Park Masterplan has been developed to final draft stage.</p> <p>Following the second stakeholder workshop in November, several groups requested that the draft Plan be taken out to their full committees. These meetings were held throughout February and March.</p> <p>Following this, the final proposed Plan will form part of the review of the Reserve Management Plan later in 2024.</p>
<p>Community Plans</p>	<p>Continue with the development and implementation of Community Plans which includes Ongaonga, Tikokino, Takapau, Otāne, Pōrangahau/Te Pairahi and Elsthorpe/Kairakau.</p>	<p>Engagement with the Takapau community has also been completed for proposed sites for four roadside gateway constructions to support and encourage vehicle speed reductions entering the township. Initial artists impressions of a sign for Sydney Street have been completed and input from community and mana whenua sought.</p> <p>Council officers have supported the Ongaonga Community Hall committee with the procurement of a community noticeboard at the hall, aligning with Goal Five of their community plan.</p> <p>Work on the Otane Community Plan will resume 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	Prioritizing the Hawke's Bay/ Tairāwhiti Affordable Water Reform Programme	<p>Mid December 2023 saw the announcement that the new government will pass legislation early 2024 to repeal the previous government's services legislation. This repeal is the first part of the governments new approach to water services delivery which they have named “Local Water Done Well.”</p> <p>Further details on the key next steps were made public by the government in early April 2024. The government expects councils to work together to address financial sustainability and affordability challenges and has agreed to streamlined decision making processes to establish council-controlled organisations (CCOs) for water services.</p> <p>This helps with the focus of getting on and prioritising the Hawke’s Bay Waters model for 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>
#thebigwastewaterstory and #bigwaterstory	#thebigwastewaterstory and #bigwaterstory are delivered to provide long term improvements	<p>Affordability challenges have seen Officers consult and work with Executive Leadership Team (ELT) and Elected Members to rephrase the 3 Waters capital works programmes, these are included within the Three-year plan currently out for consultation with the community.</p> <p>As we balance affordability and risk, the focus of the 3 Waters programmes is on the most 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>The Big Stormwater Story is underway, work on an overarching Activity strategy is well underway, with officers and specialist advisors forming the basis of the strategy, wider community engagement will be critical to the strategy reflecting the needs of Central Hawke’s Bay, this is being planned to commence following Three-year plan consultation.</p> <p>We have largely 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>
<p>Regional Water Assessment</p>	<p>Work with HBRC on the rollout of the Regional Water Assessment</p>	<p>No local work has significantly progressed in the quarter on this activity.</p> <p>The importance of Water Security as 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.</p>
<p>Water Security</p>	<p>Work with Water Holdings HB and Tamatea Pokai Whenua Settlement Trust on ownership and sponsorship opportunities for Water Security.</p>	<p>Early work has commenced I this quarter on this opportunity with early discussions held between Tamatea Pokai Whenua and Water Holdings Hawke’s Bay. We hope to be able to provide a more comprehensive update in the fourth quarter.</p>

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 and lift our engagement with the community. We are providing this data in a transparent way, with the level of open and overtime RFS' realistic for the size and complexity of our organisation.

As mentioned in the last quarter, Officers are currently reviewing the RFS system and categories. As part of the Three Year Plan, we are also reviewing the levels of service in relation to customer satisfaction and what realistic response time should be over the next three year period. This will not change our drive to provide customer excellence, but any changes will reflect the challenges we face going forward and what priorities are set through the next Long-Term Plan process.

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

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

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

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	

LGOIMA requests received for this quarter are listed below:

Subject	Business <small>(if applicable)</small>	Date Received
LGOIMA 2023 Processes	Tasman Democracy	9 Jan 2024
Freedom Camping / Freedom Camping Bylaw	Private	9 Jan 2024
Council Debt	Tasman Democracy	9 Jan 2024
2023 District Licensing Committee decisions	Alcohol Harm Reduction Project	15 Jan 2024
Dog Management - 2023	Private	15 Jan 2024
Waipawa Stormwater / drainage system	Private	12 Jan 2024
Waste & recycling data	Mad World / Packaging Forum	15 Jan 2024
Three Waters spending implications	Radio New Zealand	20 Feb 2024
Building Consents claims	Saunders & Co	29 Feb 2024
Proposed Rates enquiry	Labour Research	13 March 2024
Functions hosted by CHB for Rainbow Storytime	Private	20 March 2024
SOLGM / Taituara payments	Campaign Company	28 March 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	Te Kaunihera a rohe o Tamatea / Central Hawke's Bay District Council voted in favour of Māori wards and invited hapū to select up to two representatives for Māori representation in an advisory role for the 2025 and 2028 elections on Wednesday 15 November 2023	A kanohi ki te kanohi (face to face) meeting held on 12 March with marae, Tamatea Pokai Whenua Trustees, Ngāti Kahungunu Iwi Incorporated leadership. The workshop focussed on Representation Review options and the feedback assisted officers to develop a final Draft Representation Review Proposal. Officers developed a preliminary survey which will be open for feedback until 28 April 2024.	Collate survey feedback and provide Councillors with a preliminary summary report and preferred options on 18 April. A draft Proposal will be presented to Council at their meeting on 30 May. The final proposal will be adopted by Council on 27 June 2024 followed by a formal public notification process in July-Aug 2024. Still a strong focus on establishing the Governance work programme for the year.

Activity Update

On Thursday, 7 March 2024, a Citizenship Ceremony was held at the Central Hawke's Bay District Council Chambers in Waipawa, welcoming 19 new citizens to the district. Hailing from all around the globe including four new citizens from England, one from the Philippines, one from Scotland, five from South Africa, seven from the United Kingdom, and one from the United States of America.



CHB welcoming 19 new New Zealand Citizens on 7 March 2024

2023-24 Representation Review

A Representation Review feedback survey has gone live from 25 March until 28 April 2024. The pre-engagement survey will help the Council to develop, for public consultation, an initial representation proposal that we will formally consult on in July and August this year. To find out more and share your thoughts with us:

[Kōrero Mai | Let's Talk](#)

The focus for this coming quarter is to develop and present to council the initial draft proposal for Councillor feedback on 30 May. The proposal will be formally adopted on 27 June 2024 ahead of Public Consultation from 15 July – 28 August 2024. The final outcome of the Representation Review will be adopted on 19 September 2024.

Meetings held during the Quarter

Furthermore, we had 2 Council meetings and 7 Council workshops and 1 Risk and Assurance Committee meeting held in the last 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
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.	
	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.	
	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.	

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.	2024 Action plans will be developed.	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

A regular Network of Networks monthly radio session with Central FM has been established where upcoming network initiatives and events are promoted by partner organisations. Activities during this period included the "She Is Not Your Rehab" event hosted by Safer CHB where over 200 people came to listen to Matt Brown share his inspiring message.



Safer CHB delivered a successful Electric Blanket Check which saw 75 blankets checked and fire safety messaging distributed. Following on from the successful car seat recycling and repurposing pilot in September, in conjunction with Councils Solid Waste team we have not established this service permanently in the district. Car seat drop off points have been established, with car seats checked monthly and either sustainably recycled or repurposed to families via our partner agencies.

Social Housing

The number of applicants on the Public Housing Register decreased from 73 applicants in September 2023 to 69 at the end

of December 2023, and there were 42 public housing occupied homes. (March 2024 quarter data via MHUD not yet available). As at March 2024, 11 households are in emergency accommodation in Central Hawke's Bay, 14 adults and 10 children.

The 'Our Homes' Strategy for Tamatea-Central Hawke's Bay (which provides a blueprint for responding to the housing challenges that our people and whānau are facing in the short, medium, and long term) includes an action to create more social housing opportunities and better support for the housing we have. This includes reviewing the level of wrap around support provided to social housing tenants and identifying further opportunities to deliver social housing across Central Hawke's Bay.

Community Grants

Two applications to the Community Pride and Vibrancy fund were received, both were successful with \$1800 of funding being awarded.

The February round of the Creative Communities fund has been completed with seven individuals and groups receiving grants ranging from \$500 to \$5700.

A total pool of \$12,200 was distributed.

Community Grants Given			
\$26,435	\$1,446	\$14,000	
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.	
	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	
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.	
	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.	

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, Community Emergency Hubs, Community Workshops, Community Events	Attendance at various Community engagement events. Continuation of Community Resilience planning and setting up of hubs around CHB.	Community Resilience Plans: finalise Tikokino. Consultation and review Porangahau. Commence Otane and Ongaonga Lifestyle Block Emergency Preparedness Handbook Press Release and Distribution Older persons Emergency Preparedness guide being reviewed.
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. One course delivered in CHB.	Alternative EOC identified & discussion with venue owner progressing. Discussions with CDC venue owners re: MOU and terms Review of IMT membership and onboarding and training of new members.

Activity Update

The first Emergency Management Essentials course was held on Thursday 21st March in Council Chambers.

Twelve eager participants spent the morning learning about hazards, agencies, Civil Defence Emergency Management systems, Hawke’s Bay arrangements, Coordination Centres, CIMS model, States of Emergencies, Recovery and Personal Preparedness.

The feedback from participants included:

“It was a really good course, and I enjoyed the interactive delivery, I liked the competitive quiz’s, it made a lot of sense having responded to the cyclone.”

“I found the Civil Defence emergency management workshop to be both informative and engaging, providing valuable insights and practical strategies that I believe will greatly enhance our preparedness in times of crisis.”

“I found the course this morning to be both informative and engaging, delivered by knowledgeable presenters who were well versed in their craft.”

The formal structure in place is particularly encouraging, as it will provide essential support for individuals entering the emergency response environment.”



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.	KPI framework implemented.	Progress SCIP actions.
Russell Park Masterplan	Deliver the Russell Park Masterplan (BOF Quick Win, Big Move 3 - Community Activation)	Take draft Masterplan to individual groups and park users who have requested this.	Incorporate individual group and internal feedback into plan. Prepare scope for RMP review.

Activity Update

The first report was sent to MBIE for the Tourism Infrastructure funded trail repairs being undertaken by the Rotary River Pathways Trust. As of February 2024, 18kms of trail had been fully restored or made accessible. There is 19km of trail to be partly or fully restored. The Black Creek Bridge restoration is also underway.

Other TIF funded projects include the Pourerere Reserve carpark and boardwalk (well underway at the time of writing).

Discussions on the Russell Park Masterplan with individual user groups are continuing. These have been a fantastic opportunity to hear the needs and thoughts of individual user groups. This will feed into the Reserve Management Plan review, incorporating the Russell Park Masterplan.

A pro-bono concept plan for Madge Hunter Park was gratefully received from a local landscape designer. Community engagement to help capture the community's vision for the park is underway. This restoration is an opportunity to bring to life Big Move 3 – Community Activation, with Council supporting the “Friends of Madge Hunter Park” group to actively lead the restoration and beautification of the park.

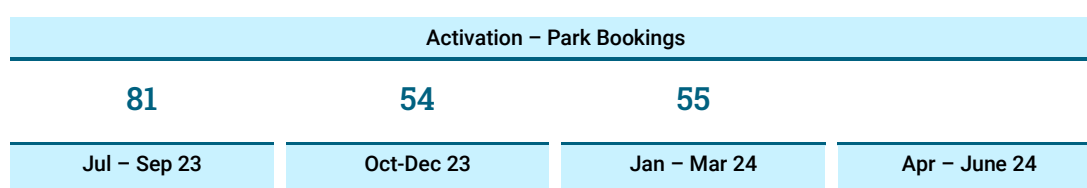
Similarly, there is opportunity for community activation across our open spaces, with beautification and clean-up projects and initiatives being planned, in collaboration with

the Solid Waste team and others across Council. Safety improvements at Coronation Park (improving passive surveillance by clearing the vegetation between Tikokino Road and the park) have received positive feedback from the community. Safety and anti-social behaviour around our open spaces continues to be a challenge. We are building our relationship with Police (East Coast Intelligence) with meetings planned for Q4.

Management of the CFIM contract (Big Move 1 - Accountable Delivery) has benefitted from the addition of the Contract Management role, and the reinstatement of the SCIP programme, supporting our continued focus on contract performance. Other actions include mapping our audit programme for the year, development of an “issues register”, and implementation of the KPI data gathering for this contract.

Our Play Advocate, which is fully funded by Sport New Zealand, has had a busy start to the year, making some great in-roads into “embedding” play thought Central Hawke's Bay. Highlights include collaborative Play events and having play considered in infrastructure project planning.

Based on our Asset Management Plan developed last year, we have been addressing priority needs with our planned minor renewals programme.



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.	
	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.	
	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	

			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.	
	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.	

Cemeteries – Level of Service Performance Report

[LTP Doc Page 65](#)

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.	
	No complaints about late or inadequate interment 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-interment (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	

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.	New accessible ramp installed at the rear of the Memorial Hall. Wallingford and Ongaonga halls spouting replacement.	Municipal Theatre wash and painting works. Door replacements at Otane and Takapau halls
Retirement Housing	Council retirement housing is at full capacity.	Accessibility improvements - mortaring footpath trip hazards at Kingston Place and additional footpaths added. Minor maintenance works identified at October inspections ongoing through Q3.	April inspections and wellbeing checks. Exterior painting planned at both Kingston Place and Ruahine Place complexes for Q4. Kingston Place driveway being contoured and sealed.
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. Renewal priorities identified – repainting, minor repairs.

Activity Update

Community Facilities

Cyclone Gabrielle recovery planning identified the need for Community Emergency Hubs. Most hubs are council owned community halls. In conjunction with the Halls Committee, work is underway to determine the work required to ensure these facilities are fit for purpose.

A run of cooler weather and nights in March meant that school swimming finished early for the Waipawa Pool, and pool opening hours were curtailed. The pool closed for the season on 18 March.

Ongoing building maintenance through until the end of financial year is planned across the Community Facilities (halls, Municipal Theatre, museum, libraries, Administration building etc).

Recently a new concrete ramp was installed at the Memorial Hall which improves accessibility for this facility.

Retirement Housing

The retirement housing remains at full capacity. Accessibility improvements in Q3 included mortaring concrete path trip hazards and widening and creating new footpaths. Some exterior painting.

Public Toilets

A continued focus on lifting standards of maintenance in our public toilets has been a focus in Q3. Regular inspections are ongoing jointly between Council and the Contractor, as part of their quality assurance plan, in addition to standard audit inspections. We received a compliment regarding the high standard of the toilet at Pourerere.

Council Retirement Housing Occupancy				Council Retirement Housing Wait List			
100%	100%	100%		10	10	15	
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>	
	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.	

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.	

Public Toilets – 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 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	On Track to be achieved 1 complaint was received in first quarter regarding poor cleaning at Ongaonga public toilets.	On Track to be achieved 1 complaint regarding Nelly Jull toilet “needing TLC”	On Track to be achieved Two complaints regarding cleanliness received in this quarter.	

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, and monthly business connector emails Agritourism workshop Updated ED Action Plan	Monthly BA5 events planned. Brad Olsen 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.	Contributed to regional recovery planning. Supported MBIE funding of small seeds project.	Kaikora seeds activation plan to commence. Support local 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	Supported application to MBIE TIF fund for Tuki Tuki Trails	Begin working with Leftfield Innovation to unlock options for land diversification. Commence discussions with Food East to better understand how CHB can be showcased and promoted.

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.

Through the Ministry of Business and Innovation a Seed Drying facility has been co-funded. Construction of the facility has now been completed. An Activation Plan has now been approved and officers will commence actions over the next quarter.

Council Officers collaborated with other Hawkes Bay Councils and major businesses to understand their needs for economic data. The Central Hawke's Bay District Council's Economic Development Manager led the project, gather requirements and formulating a RFP. We aim for a September go-live date, with Hawkes Bay Councils and businesses accessing the data through a dashboard on the Regional Economic Development Agency (REDA) website.

Council Officers have met with the Food East – Haumako Team to understand the new build and how it will benefit local businesses. Officers organised a successful event featuring Brad Olsen as the keynote speaker. The event garnered strong attendance from local businesses and aimed to boost business confidence.

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.	
	Representatives (%) of the Economic Leadership Group that 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.	

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
Council, marae, hapū, & organisation relationships	<p>CHBDC have established and will maintain robust relationships with Taiwhenua o Tamatea.</p> <p>CHBDC have established and will maintain robust relationships with Tamatea pokaiwhenua.</p> <p>CHBDC will establish and will maintain regular hui with marae & hapu</p>	Office sharing has run its course and a focus shift to regular marae meeting attendance and marae hui with Chairs or elected persons is the current mode of delivery.	The development of agreements with mana whenua has progressed to the establishment of a kahui. Three hui will be held with mana whenua. The focus is to have less hui and more relevant discussions. To inform these kahui a hapu- a-iwi hui wananga will provide more leadership decision-making for the rohe (area).
Partnerships	<p>Tamatea Partnership Committee.</p> <p>Kahui meetings</p>	<p>To establish and maintain multiple hui. To confirm form and agreement of Committee.</p> <p>Kahui meetings commenced on the 12th of March.</p>	<p>Continue to support establishment of the Tamatea Partnerships Committee</p> <p>Continue to improve methods of communication and engagement</p>
Support for Council projects & initiatives	Engagement with mana whenua for input into decision making across Council projects.	Engagement with mana whenua for input into decision making across Council projects.	Support the appointment of two Māori appointments for Governance.

Activity Update

Over the past quarter the priorities for this activity have been:

- Representation review
- Tamatea Partnership Committee support
- Streets for People
- Bikes in schools
- Matariki planning with Taiwhenua.
- Regular check in with Group Manager Taiao of Tamatea Pokaiwhenua
- Parimahu - multiple parties involved – next collaboration dates to be organised.
- Tapairu signage - hapū agreement on what should be on the sign.
- Coastal hapū - Pou along the beaches highlighting hapū presence.

Other ongoing project work have included:

- Weekly check ins with all marae specific focus on Rongomaraeroa (Pōrangahau)
- Regular checks in with Ngai Te Oatua hapu (2 to 4 weekly)
- Regular check in with Ngāti Kere (weekly)
- Regular check in with Ngā Karanga hapū o Kairakau (2 to 4 weekly)
- Regular check in with Chair and operations manager of Te Taiwhenua o Tamatea.

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>	

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
Community Programmes	Programmes offered through the libraries	Introductions of new programmes	Offering a wide range of programmes to the community
Council Wide Booking System	Council Wide Booking System for meeting rooms/parks/halls	Council Wide Booking System has been implemented and is being used by community to book meeting rooms.	Onboarding of Parks, Billboards and Halls bookings onto the system.

Activity Update

Better Digital Futures

The Better Digital Future programme, funded by DIAA (Digital Inclusion Alliance Aotearoa), is a comprehensive initiative aimed at empowering seniors with digital literacy and skills. Through a series of workshops and educational sessions, the programme seeks to bridge the digital divide by providing seniors with the knowledge and tools they need to navigate the digital world confidently. The response to our first two courses has been



overwhelming with both courses fully booked and 24 seniors completing 4 sessions each.

Seasonal Preserving Workshop

This hugely successful workshop was a collaboration between Libraries, Waste Free CHB, and EIT offering 13 people, 6 preserving sessions. Sustainability was a key focus, with donated produce reducing food waste and promoting environmental consciousness.



School Holiday Programming

The January School Holiday Programme offered a fun-filled experience for 152 children as they were offered a variety of activities, from The Great Wardini Magician, craft workshops and an outdoor adventure at the Don Allen Reserve, complete with Waka

Tākaro providing opportunities for active play and exploration of nature. These free activities are cost effective through partnerships and staff inspired activities.

Collections Management

A partnership with Wheelers is proving to be fruitful, as their collection experts assist our local staff with ensuring our collection is up to date and relevant for our community. Books are ordered on a monthly basis and received weekly, arriving mostly shelf ready with a stamp and cover allowing books to get onto the shelves quickly.

Digital Collection

Our longstanding participation in the ePukapuka Consortium continues to move from strength to strength. The consortium allows us to pool resources with other Public Libraries in New Zealand, providing greater access to eBooks, eAudio and digital magazines. This year we have seen consistent growth in the use of this collection, from 3743 checkouts in the first quarter to

- 4,576 this quarter.
- 1,639 audiobooks
- 2,054 eBooks
- 883 digital magazine.

AA Services

With VTNZ practical testing now happening twice a week in Central Hawke’s Bay this has seen an increase in the number of people visiting Te Huinga Wai to access this service.

Number of School Holiday Programmes attendees			
254	145	152	
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)	
	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)	
Council will provide a range of information services for community 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	
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)	
	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)	

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
Ongoing funding for MTFJ	MTFJ funding confirmed for 2023-2025 only.	Continue to work closely with MSD around other funding sources.	Continue to advocate for external funding to continue this important mahi.

Activity Update

Employment Support

The Mobile Hub continues to be an active presence in the community, connecting with new and existing jobseekers on a weekly basis around the district. With the regularly updated Jobs Board (now also a feature in both our libraries) creating an accessible place for jobseekers to find opportunities in Central Hawke's Bay. This is supported by our local [Facebook Group](#) providing local information to our 6,178 members.

Youth Transitions

This first quarter of the school year is a busy time for Ange, the Youth Transitions Coordinator as she connects with local students and school leavers, following up to ensure they are supported into their next steps of further education, training, or employment. Ginny's [story](#) is a great example of how the support makes a real difference for our young people.

We continue to build connections and engagement with current students, spending regular time in CHB College and supporting career exploration opportunities like the Dairy Day Out and [Young Enterprise Kickstart Timatanga Event](#).



Apprentice Support

Weekly support workshop continues to provide valuable support and encouragement to our local on-the-job trainees. For the first term of 2024 there has been 20 participants engage in these sessions which shows there is a need for this support in our community



Enhanced Taskforce Green

The project, which is a collaboration between MSD, Rural Support Trust, and local provider Mauri Oho continues to support rural farmers affected by Cyclone Gabrielle. To date, 34 rural properties have benefited from having the team of 8 workers and 2 supervisors spending up to 3 days on their property completing remedial work. This project not only provides a boost to local farmers properties but also their mental health.

The 24-week programme comes to an end on Friday 10 May 2024.



Unique Jobseeker Referrals			MTFJ -Measurable Outcomes			Business Support		
45	135	1,114	13	40	266	4	909	18
Jan-Mar	Total for financial year	Total for project	Jan-Mar	Total for financial year	Total for project	Events Held	Total Business Database	GGE Participants

Current Stats at a Glance

Date Today

10/04/24

Total Numbers

1,114

Total Jobseeker Referrals

567

Youth Referrals

450

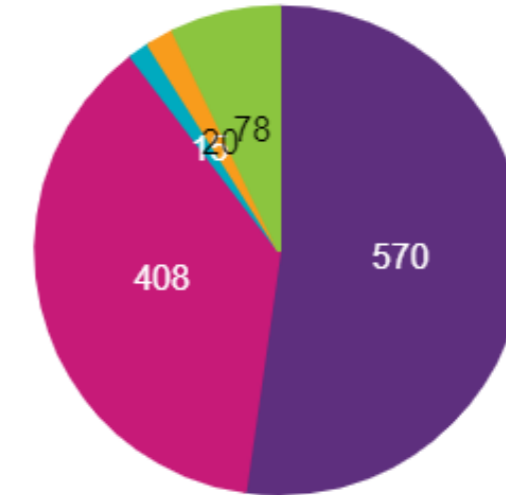
Secured Employment/Training

Referrals by CHB Precincts

Waipukurau Referrals	433
Waipawa Referrals	197
Porangahau Referrals	64
Takapau Referrals	118
Otane Referrals	56
Onga/Tiko referrals	49
Outside CHB Referrals	33



Ethnicity Breakdown



Year #4 (July 23 - June 24)

Referrals from July 2023	135
Round #6 (from July 2023)	40

Business Connect Details

New Business Connections in the last 30 days	29
Business Connections in last 90 days	79
Total no. of Businesses	909

CHB Apprentices 2024

Completed Apprenticeship	0
Total Participants	16



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
Operations - CHB Municipal Theatre	Ensure good processes are in place to effectively manage the facility.	Collating events data and stats for review. Proposal document finalised and actively being used.	Increased focus on enhancing communications and opportunities to grow revenue
Central Hawke's Bay – Event Support	Continuing to build connections locally and regionally within the events sector.	Active participation on Regional Events meetings. Active member of the panel who review Tourism funding.	Continued promotion and advocacy for Central Hawke's Bay in the region.

Activity Update

Toi Tamatea – Arts

Chorus Art Boxes

This programme is proving invaluable as a way to help promote a sense of community belonging, identity and pride while also helping to discourage anti-social behaviour. The current round attracted 12 artists who applied for the funding with 3 being approved.

These boxes are located on the corner of Swamp Road, Ongaonga, painted by local artist Martina Magee titled 'Ruahine' translated as 'wise woman'.



This Chorus cabinet is located at 8 Mount Herbert Rd., Waipukurau, painted by Jaine Hansen, titled 'Wai pukurau - river of edible fungus'



Events

2024 Art Deco Festival

February saw two Central Hawke's Bay events listed as part of the regionwide 2024 Art Deco Festival – the CHB Farmers Market and a Silent Movie fundraiser held at the CHB Municipal Theatre.

Both events were supported by the Events Lead with the Silent Movie drawing an audience of just over 80 guests, from as far away as Auckland and Wellington and was successful in raising \$600 in support of the Takapau Health Centre Building Fund.

2024 Cyclone Gabrielle Commemorations

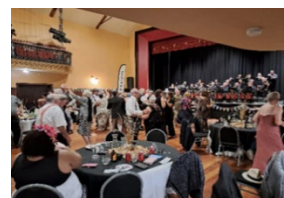
Planning support was provided for the Central Hawke's Bay Cyclone Gabrielle Commemoration event in Waipawa held at Waipawa Primary School with over 100 community members attending. The event saw a kowhai tree planted in the school grounds and a plaque laid in acknowledgement of the impact on the community.



"The team did amazing -10/10."
 "Thank you and your team for all your organisation"
 "Massive team effort, a very well organised event."

2024 Districts Lions Convention 2024

The CHB Municipal Theatre was the venue of choice for the 2024 Lions Convention. Across the three-day event. The Lions held several sessions with members from around the lower north Island and the East Coast in attendance and included a small number of international guests. One of the standout sessions was the Saturday evening Art Deco inspired dinner and dance, with 120 guests enjoying the venue's vintage styling and smooth tunes of the HB Big Brass Band.



External Support Events	
5	3
Oct - Dec 23	Jan - Mar 24

Theatre Bookings		Theatre Attendees	
26	20	3155	1612
Oct - Dec 23	Jan - Mar 24	Oct - Dec 23	Jan - Mar 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 / Programmes- development of a Heritage Strategy	Greater alignment between Museum and Libraries especially around programming and Tourism. There is a need to develop and Heritage and Cultural Strategy.	Regular catch ups with the Museum to ensure alignment with the wider team and council. School Holiday Programmes offered at the Museum.	Heritage and Cultural Strategy development paused. Continued alignment with libraries
CHB Museum Free Entry Campaign	Project received funding to cover cost of entry to the Museum. Encourage more visitors.	Funding received towards Free Entry. Free Entry to continue	Continued support and look for new opportunities for funding
Spring Fling	Organisation and coordination of Spring Fling	Open registrations	Create a calendar of events, programme design and distribution.

Activity Update

Central Hawke's Bay Museum

This quarter the CHB Museum has attracted a total of 2510 visitors.

	Local	New Zealand	Overseas	Total
January 2024	298	598	142	1038
February 2024	145	345	178	668
March 2024	213	396	195	804
Total	656	1339	515	2510

In February a souvenir shop opened in the Museum foyer thanks to support from MTG Hawke's Bay who supplied products to sell. The shop has been well received making a profit of \$200 in one month. The Committee are looking to sell locally made products also to support the local arts and crafts community.

One Day More, 125 Years of Waipawa Musical & Dramatic Club Exhibition

This exhibition opened on 7th April, and it celebrates 125 years of the Waipawa Musical & Dramatic Society



Free entry Funding in 2024

The museum received a grant of \$3,000 from Centralines to support the continuity of free entry to the museum. Other revenues were created to support this campaign for another year. (i.e., Give a little page, souvenir shop, donation boxes, etc). The Committee is looking for other opportunities like approaching local community for sponsorship.

Tourism

Planning for Spring Fling 2024 has commenced.

Spring Fling is a collection of standout events celebrating the essence of spring in



Central Hawke's Bay. Registrations opened in March for event managers to register their event for this year's Festival. Interest has been high with many enquiries coming in from new businesses and event companies. External funding is being sought to promote this year's festival.

Agritourism

On 1 February 2024 the first agritourism workshop was held in Central Hawke's Bay at the CHB Municipal Theatre, along with a separate event with the Pōrangahau Catchment Group at Pōrangahau.

Facilitated by Renee Hog from Inside New Zealand with special guest Hamish Saxon from Hawke's Bay Tourism and guest lecturer Joanna Fountain from Victoria University.

The workshop educated participants on various aspects of combining agriculture and tourism, focusing on land diversification, sustainable farming practises and enhancing visitor experiences on farms.

A combined total of 75 people attended the workshops.

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 Plan Appeals	<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 and consent order were circulated to all parties. On the topics where agreement was not reached, timetables for the exchange of evidence has been suggested and is being worked through</p>	<p>Draft consent orders on all matters agreed will be submitted to the Environment Court for final approval.</p> <p>Evidence exchange dates will be confirmed for the matters still outstanding. Rezoning appeals will begin with mediation.</p>
Rolling Reviews of the District Plan	<p>A stock take 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>	N/A	Develop a forward work programme out to 2026

Activity Update

The review of the District Plan is now well progressed into the appeals phase. The Proposed District Plan – Appeals Version now has legal effect and is the key regulatory document for resource consenting. Where a rule is under appeal, consent is required under both plans until that appeal is resolved. Officers are working towards resolving all appeals so that the Proposed District Plan can be declared fully operative.

Mediation meetings have been held and agreements reached on a number of topics. The next stage is to formalise and confirm the matters agreed to through the Environment Court. The Court will confirm the agreements reached as set out in a Consent Memorandum submitted by the Council's

legal counsel and issue consent orders that directs the District Plan to be amended as per the agreements reached in mediation.

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

Looking forward, the District Plan team will be collating the current known planning issues and desired planning outcomes across the district and will then undertake a prioritisation exercise to create a forward work programme of District Plan Reviews. Key to this exercise will be addressing the wider recommendations of the hearings panel as noted in the Preliminary hearing report.

Active Environment Court Appeals			Spend to date		
9	9	0	3.53m	3.65m	4.4m
Oct – Dec 23	Jan – Mar 24	Change	As at Dec 23	As of Mar 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.	On Track to be Achieved. A number of Mediation meetings have occurred with more scheduled in the next quarter.	
	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 programme of work and future plan changes to deliver on this target.	Not yet achieved Work is now underway to develop a forward work programme of District Plan reviews while keeping abreast of any Government changes to the RMA.	

COMMUNITY SAFETY & COMPLIANCE

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

Focus Area	Overview	Last Quarter	Next Quarter
Animal Services	Noted an escalating trend across all dog related functions, including on number of dog attacks. Multiple incidents that required a joint agency approach with New Zealand Police	Overall focus on professional uplift through training and reviewing practices and working collaboratively across our region.	Looking to the future and utilising current trends we could expect a significant increase in abandoned and surrendered dogs, which would put additional strain on escalating financial pressures.
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 have undertaken seasonal campground inspections. They also continued with BAU around all food and alcohol licensing requirements.	Continued focus on all food and alcohol licensing requirements. Meeting with Regional LA's and key stakeholders on licensing matters.
Compliance Services	Freedom Camping by-law preparing for hearing.	Working with external resource to catalogue the extensive data collected throughout the consultation process. On-going legal engagement to ensure accuracy in accordance with the Freedom Camping act and the Local Government Act.	Provide a draft officers report to GM, and for legal review, contact submitters to inform of officers' recommendation and their right to speak. Set hearing date.

Activity Update

Animal Services and Compliance

The Animal Services and Compliance teams underwent investigation competency training. A three-day, in-depth course that covered all aspects of investigating offences against the respective acts we monitor, and provided a grounding for proficient and professional investigation that will meet the standards if required to pursue legal action.

At the very least this training will provide an uplift in the quality of investigations. This training brought Animal Services and Compliance Officers together, from Napier, Hastings, CHB, and Tararua.

The Ruahine Animal Rescue has formalised the work they've been doing for decades.

The Council has been working alongside the volunteers for some time and has supported the work they do that sits outside the statutory obligations of the Animal Services team.

The work undertaken by this voluntary group fills a significant gap in the Central Hawke's Bay community.

In addition to the work, they do within the rescue space the team continues to provide support to the animal services team in maintaining the pound and care of the animals to the highest standards.



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.	
	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.	
	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	
	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	

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.	
	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.	

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	

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)	New KPI's have been established and put in place The first round of KPI's for 2024 completed for the maintenance contract.	Continue to refine 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.
Prepare AMP for next 3 years	Council and NZTA have different timeframes to prepare the AMP.	Presentations to Council have been made and the AMP has been updated and re-submitted to NZTA for comment and approval	NZTA will do a national moderation to determine the suitability of the AMP and our funding allocation.
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 internally with Elected Representatives involvement through workshops on various initiatives to improve the activity's performance.	As part of the Improvement Plan, the Section 17(a) review and procurement strategy will be finalised. This will progress to procurement of operational contracts.
Contract renewal	We have four of our major contracts expiring on June 30, 2025.	This has been submitted to NZTA for approval which has been verbally given (awaiting on the formal written approval)	A specific procurement plan will be developed for each contract and presented to council for approval and action.

Activity Update

Meetings and discussions with our maintenance contractor have been held and will continue to be held to ensure there is a clear understanding of what is expected from the work being done in the field.

The new KPI's are being tested for effectiveness. We are concentrating on better communications, trialling various new products and methods of doing the work.

We have set up a regular update to the public through our Communications team to ensure the public is being advised of the upcoming work around the network.

A refined and prioritised drainage programme is being developed. We have increased the frequency of our culvert inspections so that each culvert is inspected on an annual basis.

We are also trialling various mixtures of metal from local sources with the intention of finding a more suitable material for the network and lowering our hauling costs.

Culverts Cleaned				Potholes Patched				KM of Road Graded			
131	120	166		941	840	899		250	185	255	
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	
	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	
	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).	
	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.	
	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	
	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.	

ENVIRONMENTAL WASTE

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

Focus Area	Overview	Last Quarter	Next Quarter
Explore viability of Community-led repair /upcycle hub	Consider viability of a community led repair/upcycle hub. Funding from waste levy.	Setting out MOU and charter for community group and lease arrangements for the site	Finalise decision on option to proceed or not.
Asset Management Plan (AMP) and LTP	Finalise AMP and provide supporting information for LTP endorsement.	Consider options for savings in line with LTP process.	Assess feedback from public consultation; provide supporting information to assist decision making
Improved cost recovery at the Transfer Stations.	Installation of weighbridge infrastructure and out of cycle fees and charge adjustments.	Out of cycle fee and charge increases approved by Council and Weighbridge contract established.	Weighbridge installed. Out of cycle fees and charges increases go 'live' on 1 st May 2024.

Activity Update

Waste Management

There is currently a budget shortfall driven by less than expected landfill revenue (lower tonnages to landfill) and an unbudgeted cost increase as part of the landfill services contract extension.

Officers plan to deal with this shortfall through deferring some waste related capital expenditure until we finalise a long-term waste strategy. And through grants for additional funding for the Waipukurau transfer station, reducing the Council's capital contribution to the project.

We are also expecting an increase in revenue from acceptance of some additional construction waste from a one-off project that is likely to generate an approximately \$80-\$100k in unbudgeted revenue.

Landfill operations are progressing well with the operators working closely with Council

Officers to implement small step changes to achieve improved work efficiencies.

Leachate pond levels remain low with the return of more normal summer conditions, allowing us to maximise irrigation opportunities. Any risk of leachate pond overflows during the winter months has been greatly diminished. Officers along with our contract partners have considered options for potential costs savings (e.g., reduced opening hours and closure of transfer stations). The options will be publicly consulted as part of the long-term plan process.

Waste Minimisation Initiatives

Officers continue to work towards establishing a community led repair/reuse centre with MOU/leases drafted with potential partners. Building on the success of the free child car seat drop off programme, Officers have worked with various partners to make this a permanent service.

All Refuse to Landfill (tonnes)			CHB Refuse to Landfill (tonnes)			CHB Recycling (tonnes)		
834	1127	1165	491	806	947	76.5	114.7	82.5
Jan 24	Feb 24	Mar 24	Jan 24	Feb 24	Mar 24	Jan 24	Feb 24	Mar 24

Solid Waste – 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 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>	
	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	
	The number of schools participating in waste minimisation programmes.	94.4%	On track to be achieved. 1 school completed.	On track to be achieved. 3 schools completed.	On track to be achieved. 7 schools completed	
	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	
	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.	

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	Ongoing legal clinics for advice, processing of new applications.	Continue to work through each consent application to consider each as the first time applying the new district plan roles and assess accordingly.
Smart Growth Review	The Smart Growth Review seeks feedback from the development community on all aspects of developing in CHB	Planning undertaken to scope the Smart Growth Review	Next quarter to undertake workshops with stakeholders to seek feedback and formulate recommendations.
Resource Consents Manager recruitment	The Resource Consents manager role was vacant and undertaking the recruitment process	Recruitment process was instigated and risk mitigated by mobilising contractor support. New Resource Consents Manager appointed	Nil.
Financial focus	Resourcing 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

The primary focus for the Resource Consents activity is the launch of the Smart Growth Review. As a Council, we are committed to enabling smart growth and development in our community and in this period planned a number of workshops to seek feedback on Council across our development activities - the implementation of the new District Plan and resource consenting, through to water service connections. Following these workshops, we will gather all feedback and subsequently propose any improvements identified through this process.

In the wider Resource Consenting activity, we are now experiencing the second phase of subdivision of with applicants now seeking title after undertaking the physical works (i.e., vehicle crossing and 3 waters connections). A total of 10 applications for title were received this quarter.

Though the annual number of resource consent applicants are down, it is fair to say that consent numbers have been consistent this quarter with the other quarters in this financial year.

Statutory timeframes failed to be achieved. Though we have improved since the previous quarter, with 56% of consents being issued in the statutory timeframes. This can be attributed to having two in-house planners full time processing all of the on-time consents.

At times there was an intentional extended timeframes as we had to make a call on taking extra time to ensure new decisions are legally robust under the new provisions. This approach offers a long-term protection to the integrity of the Proposed District Plan.

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

New Resource Consents Lodged				Additional Titles Created				LIMS issued			
18	23	18		52	38	26		26	47	61	
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>	
	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>	

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%.	
	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.	
	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.	

BUILDING CONSENTS

The Building Consents activity is responsible for administering and enforcing the Building Act 2004 and related legislation. This includes processing of building consent applications, inspections the issue of Code Compliance Certificates, enforcement of the Building Act 2004, issuing Compliance Schedules, Building Warrant of Fitness (BWOFF) and swimming pool compliance.

Focus Area	Overview	Last Quarter	Next Quarter
Building consents post cyclone Gabrielle	Supporting flood affected properties through the categorisation and sticker process.	Supported the Porangahau community through community conversations on flood protection	Continue to support community conversations and individual flood affected properties.
International Accreditation NZ (IANZ)	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.
IANZ competency review	The Building Consent Officers are required to undertake a regular competency review	All Building Consent officers met the required competency standard	Nil
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 consultation process on swimming pool matters
Earthquake prone buildings	The Building Consents team is responsible for undertaking Council's duties for earthquake prone buildings	EQ process handed over to the Building Consents team. Collating information and processes.	Continuing process with priority route building owners and work in line with revised central government policy changes.

Activity Update

Building Consents

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

It appears conditions relating to the current economy, interest rates and cost of building supplies has had an impact on the consenting numbers.

Building consents received and processed for this quarter = 61 consents. This is an increase by 1.6% from the previous quarter where 60 consents were received and processed.

Inspection numbers have slowed with 525 inspections carried out for this financial quarter. This is down from the previous quarter where 633 inspections were completed. This is a drop of 17%.

Team milestones

All team members have had their competency reviews completed and are all competent to carry out consent processing and inspections at different levels. This is a requirement for IANZ accreditation.

New build/Transportable buildings				Building Consents Other				Total Building Consents Issued			
19	31	21		76	28	62		109	66	76	
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

Building Consenting – 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 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.	
	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.	

Compliance and Monitoring (Building Consenting) 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.	Owners, or their agents, advised that their BWOF has lapsed within one month of expiry.	100%	Achieved to date. 100% of owners or their agents have been notified that their BWOF will expiry within 1 month.	Achieved to date. 100% of owners or their agents have been notified that their BWOF will expiry within 1 month.	Achieved to date. 100% of owners or their agents have been notified that their BWOF 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	Finalising scope	Design works, Preparation for Procurement and enabling works
Maintenance	Improving system performance in storm events.	Excavation and vegetation clearance of major channels. Development of maintenance plan.	Implementation of maintenance plan, investigation of resourcing plan.

Activity Update

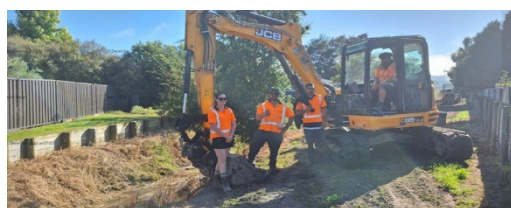
Following completion of the cyclone response works programme, the focus for the stormwater activity has been on three areas:

- Implementing a **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. Wider community engagement is planned to follow the Three-Year Plan consultation period.

The **quick wins** programme has gone through independent review and enabling works to inform the programme have been commissioned, this will include some design packages and preparation for contractor procurement.



Council Open Drains Cleared	Council Piped Network Cleared	#bigstormwaterstory Progress	Community Members Engaged
31%	5%	7.5%	240
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.	
	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of:					
	• Abatement notices.	0	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period.	
	• Infringement orders	0	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period.	
	• Enforcement orders; and	0	Achieved Zero for the period.	Achieved Zero for the period.	Achieved Zero for the period.	
	• 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.	
	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	
	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.	
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.		

DRINKING WATER

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

Activity Update

Continued drier weather this quarter has meant that Level 2 water restrictions have remained in place, and the reporting of visible leaks has kept operational teams busy.

A review of the current operational contract schedules has been arranged with contractors Veolia, with an April workshop arranged. 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.

Last year, Council received direction to upgrade the level of protozoal barrier present at the Pourerere water supply scheme from Taumata Arowai. Officers have continued to engage with Taumata Arowai to agree a direction for this supply and have coordinated with the wider council team working on the future for this site. A further update to council is planned for early June to enable a plan for the Water supply to be submitted to Taumata Arowai by the end of June, as required.

In the capital works space, most of the focus has been on supporting the Three-Year Plan process. Physical works have been limited in order to minimise capital spend as we manage affordability constraints across the business.

Following confirmation of funding for the stopbank at the Tikokino Road drinking water plant, works to reinstate this critical flood protection commenced in March, with the works completed mid-April. Contractors will continue to monitor this to ensure the growth of vegetation to protect the stopbank from erosion longer term.

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 shutdown areas, durations, and general impacts 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.	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%	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%	
	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%	
	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.	
	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.	
	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 hrs	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.	
	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 on track to be achieved. 13.35 hours for the period.	

	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.	
	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	
	The average consumption of drinking water per day per water connection.	≤ 1.8 cu. m ³ per day	On track to be achieved ≤ 0.985 cu.m ³	On track to be achieved ≤ 1.51 cu.m ³	On track to be achieved ≤ 1.4 cu.m ³	
	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.	

WASTEWATER

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

Activity Update

Continued drier weather this quarter has meant wastewater flows have remained stable at more normal levels after elevated levels during the wetter months.

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.

In the capital works space focus has primarily been on supporting the Three-Year Plan

process and providing information and options on future works required, risk assessments and phasing options. This retains the strategic direction set within the District Wastewater Treatment and Discharge Management Strategy, however, considers a rephased delivery approach of the long-term programme, to manage affordability, while including a critical treatment upgrade at Waipukurau

Consenting processes 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.

Work has 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 of which some considerable deterioration has been noted and the investigation, removal and repair of the inlet screen at Waipawa.

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.	
	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.	
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.	
	• 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.	
	• 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.	
	• 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.	
	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).	≤1hr	On Track to be achieved. Median response time of 0.5 hours when attending sewerage overflows resulting from blockages or other faults	On Track to be achieved. Median response time of 0.18 hours when attending sewerage overflows resulting from blockages or other faults.	On Track to be achieved. Median response time of 0.25 hours when attending sewerage overflows resulting from blockages or other faults.	

	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).	≤ 4 hrs	On Track to be achieved. Median resolution time of 4.4 hours when attending sewerage overflows resulting from blockages or other faults	On Track to be achieved. Median resolution time of 1.39 hours when attending sewerage overflows resulting from blockages or other faults	Not on track to be achieved Median resolution time of 5.27 hours when attending sewerage overflows resulting from blockages or other faults	
	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.	≤ 10	On Track to be achieved. No complaints received for the first quarter regarding wastewater	On Track to be achieved. 6 complaints received for the 2nd quarter regarding wastewater	On Track to be achieved. 6 complaints received for the 3 rd quarter regarding wastewater	
	The percentage of users satisfied with the wastewater service provided.	90%	Not yet achieved. This will be measured in the resident survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident survey undertaken in Quarter 4 – no results available for this quarter.	

Wastewater Treatment Quality & Flow/Volume Results

Wastewater Treatment Quality Results

- Number of exceedances for Q3 (1 January to 31 March 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 in the last 12 months.*

Site	pH		cBOD5		SS		DRP		Ammonia		E. coli		Compliance
	Number of exceedances in Q3 (1 Jan - 31 Mar 24)	12 month rolling average (2023-2024)	Number of exceedances in Q3 (1 Jan to 31 Mar 24)	12 month rolling average (2023-2024)	Number of exceedances in Q3 (1 Jan to 31 Mar 24)	12 month rolling average (2023-2024)	Number of exceedances in Q3 (1 Jan to 31 Mar 24)	12 month rolling average (2023-2024)	Number of exceedances in Q3 (1 Jan to 31 Mar 24)	12 month rolling average (2023-2024)	Number of exceedances in Q3 (1 Jan - 31 Mar 24)	12 month rolling average (2023-2024)	
Waipawa / Ōtāne	0	0	0	0	7	12	4	7	0	0	3	10	✗
Waipukurau	0	0	3	7	4	16	1	5	7	26	1	3	✗
Takapau	0	0	0	0	0	0	0	0	0	0	3	5	✗
Pōrangahau	0	1	0	0	1	3	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)	Compliance
Waipawa / Ōtāne	1,500 m3 per day	36 days (10% of the year)	115 exceedances	✗
Waipukurau	4,000 m3 per day	36 days (10% of the year)	34 exceedances	✓
Pōrangahau	415 m3 per day	18 days (5% of the year)	11 exceedances	✓
Te Paerahi	190 m3 per day	18 days (5% of the year)	150 exceedances	✗
Takapau	216 m3 per day	0 days	135 exceedances	✗

Legend	Status
✓	Compliant
✗	Non-compliant



Together we thrive! E ora ngātahi ana!