



**CENTRAL  
HAWKE'S BAY**  
DISTRICT COUNCIL

# Organisation Performance Report

Quarter One  
1 July – 30 September 2023

*Together we thrive! E ora ngātahi ana!*

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# Chief Executive Update



## Kia ora – Haere Mai!

**Welcome to a new version of our Organisational Performance Report, which presents to Council and community a new format to demonstrate our achievements and performance for each quarter.**

The change in reporting format, recognises the organisation operationalising Elected Member priorities finalised in June 2023 and to give a more specific overview of the focus areas for activities across the organisation. You'll also see the inclusion of our non-financial quarterly performance measures set in the Long-Term Plan 2021 - 2031 and normally reported separately. This change allows us to give a picture of the performance of the whole activity for each quarter.

The format of the report will continue to be refined, based on feedback and ensuring that we are adequately demonstrating the value and performance of the organisation. Areas of note in the quarter include:

### Navigating Uncertain times

As we have indicated in previous reports, we are experiencing one of the most challenging periods in recent Local Government history, navigating a period of the greatest levels of uncertainty since the amalgamation of Local Government in the late 1980's.

The mixture of delays to the Affordable Water Reforms, RMA Reform, affordability challenges, response to Cyclone Gabrielle, uncertainty relating to recovery funding and a potential change in Government direction makes this period of time significantly challenging. As an organisation, our leadership has had to remain focussed on the areas that we can locally control, and ensuring our organisation is as best placed and prepared as we can be to these changes. This has included:

- Updating Council on the requirement for us to rephrase our capital programmes due to affordability in September.

- Commencing an affordability review as part of the Long-Term Plan 2024 -2034.
- Making best use of our Land Transport Response Funding and planning for our recovery funding.
- Continuing to work collaboratively on regional opportunities to respond to Three Waters challenges.
- Preparing and releasing briefings for Central Government candidates ahead of the national election.

While there is still challenge ahead, staying focussed on the things we can control is a major focus for me as Chief Executive in the advice that I provide and for how we lead our organisation through this time.

### Focus on Land Transport Improvement

A focus on improving land transport outcomes has been a major focus for the Land Transport Activity and for myself directly as Chief Executive. As an organisation we have clearly heard the challenges across the land transport network and in this quarter have worked hard on developing an improvement plan for the activity. This followed on from an Investment Logic Mapping Exercise with Councillors in early September.

Early in the second quarter we intend to finalise our improvement plan, with implementation already underway in a number of focus areas. We'll also be communicating with our community our areas of focus for this activity late in the second quarter also.

### Progressing the Long-Term Plan

Work has been progressing at pace on the development of the Long Term Plan for the 2024 – 2034 period. This will be a 'lite – non audited' Long Term Plan, following legislative change to Councils affected by Cyclone Gabrielle. The major focus in the period has been for Activity Managers to populate Activity Management

Plans and budgets for the new ten-year period and from governance, establishing the building blocks of the new Long-Term Plan.

While an unaudited Long-Term Plan, there is still significant work ahead of us to deliver a Long-Term Plan that can begin to address the challenges and opportunities ahead, within the affordability constraints that exist.

### **Recovery progress and Community Conversations**

During the quarter we commenced our second round of recovery community conversations with community, particularly focussed on roading recovery.

In the quarter the Crown Funding Agreement for Recovery has also been substantially brought to completion, with the Agreement expected to be executed early in the second quarter. In a Central Hawke's Bay context, this will see funding of \$11m released for work to commence on four key roading projects. We've also developed monthly key project status reports on our recovery, which has focussed on lifting the maturity and value of this reporting through the period.

We've also been participating in reviews from both the Hawke's Bay Civil Defence Emergency Management Group of Cyclone Gabrielle, the National review of the CDEM response into Cyclone Gabrielle and have conducted our own local review. Our local review is expected to be finalised in the second quarter.

### **Unqualified Audit Report - Annual Report**

The preparation of the Annual Report for the 2022/23 year has been a major focus during the quarter. In this agenda pack is the Annual Report 2022/23 for adoption by Council, which has achieved an unqualified Audit Opinion. This is a significant achievement in a year of extraordinary emergency procurement, and expenditure, changes in valuations and increased workload as a result of the Cyclone Gabrielle.

### **External Funding**

We've continued to remain successful in attracting external funding to support our community. This has included in the quarter further funding from the Tourism Infrastructure Fund for coastal support through the coming summer, funding of \$2.5 million from the crown for the establishment of a new stop bank at the Tikokino Road Water Treatment Plant as two key highlights.

### **Nationally recognised**

Despite the challenges of the period, our work continues to be recognised nationally, with Nga Ara Tipuna being a finalist at the Local Government New Zealand Excellence Awards and Mayors Taskforce for Jobs being a runner up at the Taituarā Excellence Awards in July also.

### **Launch of the Spring Fling 2023!**

While spring is always welcome, this year's spring sunshine is particularly welcomed after a challenging 12 months of record rainfall and weather events. This quarter has seen the launch of the Annual Spring Fling event, aimed to boost our Central Hawke's Bay tourism offering to the region and wider country. Key events have again sold out in days, demonstrating the value we have as a District.

In closing I want to acknowledge the ongoing efforts of our staff, contractors and community organisations and supporters that have continued to support each other through what has continued to be an extraordinary period of time following Cyclone Gabrielle. There is much to be proud of in this report – from Mayors Taskforce for Jobs outcomes through to infrastructure improvements.




As always, your efforts are hugely appreciated – together we are thriving!

# 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:

 <b>#1 – Partnership and Localism</b>	 <b>#2 – Right sized for the future</b>	 <b>#3 – Climate Change and Resilience</b>
<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"> <li>Establishing the <b>Tamatea Partnerships Committee</b>.</li> <li>Complete a <b>representation review</b>, including opportunities to devolve local decision making to communities.</li> <li>Continue to promote the <b>implementation of Tūhono mai Tūhono atū</b> – Councils Māori Engagement Strategy.</li> <li>Continue to support our network of networks by implementing the <b>Social Development Strategic Framework</b>.</li> </ul>	<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"> <li>Completing an <b>Assessment of Future Affordability</b> for our District as part of the Long Term Plan 2024.</li> <li>Reviewing the <b>Financial Strategy and associated financial tools</b> available as part of the Long Term Plan 2024.</li> <li>Completing a substantial <b>Levels of Service review</b>, as part of the Long Term Plan 2024.</li> <li>Retain oversight of Councils <b>Section 17a Review Programme</b> and approve reviews as they fall due.</li> <li>Continuing to implement the <b>External Funding Strategy</b>.</li> </ul>	<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"> <li>Developing a local understanding of <b>climate change and resilience</b>, the priorities and its impacts across our networks and infrastructure.</li> <li>Supporting the development of the <b>Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning</b>.</li> <li>Working with the <b>Regional Climate Action Committee</b> to understand the local opportunities for the reduction and adaptation to climate change.</li> </ul>

## 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"> <li>Complete a review of our <b>Contract Management Policy</b>, specifically focussing on its successful cultural and leadership mobilisation across Council and its contractors.</li> <li><b>Reinvigorate Community Action and Care Groups</b>, for community clean ups and beautification.</li> <li>Establish and <b>improve organisational reporting</b>, including key outcome data to demonstrate assurance in our services.</li> </ul>	<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"> <li>Complete a substantial review of the <b>Land Transport Strategic Framework</b>, focussing on establishing key routes of resilience and levels of service.</li> <li>Strategically plan, fund and deliver on our <b>Roding Recovery Programme</b> following the effects of Cyclone Gabrielle.</li> <li>Reposition the Transport activity in the widest sense to including the relationship to the <b>Regional Land Transport Committee</b>, Roding Efficiency Group and other forums.</li> </ul>	<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"> <li>Deliver on our <b>Better off Funding Community Property and Civics Project</b>.</li> <li>Continue to identify opportunities through our <b>External Funding Strategy</b> that will accelerate our ability to deliver the 'nice to have' projects.</li> <li>Deliver the <b>Waipawa Main Street Streets for People</b> project.</li> </ul>	<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"> <li>Deliver on the <b>Better off Funding Housing Project</b>.</li> <li>Continue to focus on the long-term implementation of the <b>Economic Action Plan</b>.</li> <li>Continue to facilitate the <b>Waipukurau South Growth Precinct</b>.</li> <li>Continue to support the <b>Tamatea Housing Taskforce</b>.</li> <li>Deliver the <b>Thriving Places and Spaces Quick Wins Project</b>.</li> <li>Continue with the development and implementation of <b>Community Plans</b>.</li> </ul>	<p>We have successfully navigated through three waters reform, including continuing to progress with our <b>#bigwaterstory</b> and <b>#bigwastewaterstory</b>, 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"> <li>Prioritising the Hawke's Bay/ Tairāwhiti <b>Affordable Water Reform Programme</b>.</li> <li><b>#thebigwastewaterstory</b> and <b>#bigwaterstory</b> are delivered to provide long term improvements.</li> <li>Develop a <b>#bigstormwaterstory</b> in response to Cyclone Gabrielle, to be supported for future funding and delivery.</li> <li>Work with HBRC on the rollout of the <b>Regional Water Assessment</b>.</li> <li>Work with Water Holdings HB and Heretaunga Tamatea Settlement Trust on ownership and sponsorship opportunities for <b>Water Security</b>.</li> </ul>

**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
<b>Tamatea Partnerships Committee</b>	Establishing the Tamatea Partnerships Committee.	<p>There have been a range of hui with Tamatea Pokai Whenua and Te Taiwhenua o Tamatea Governance Chair and CE to progress the establishment of a partnership Committee in this last quarter.</p> <p>Between all of the partners there is agreement on the importance of progressing this work. The next step is to formally call a meeting of the Committee planned for late October.</p>
<b>Representation Review</b>	Complete a representation review, including opportunities to devolve local decision making to communities.	<p>In this quarter, we have commenced the first of three stages of the Representation review being the form of Electoral System being First Past Post (FPP or STV). This was confirmed in August.</p> <p>The second phase of the review commenced in the quarter being Māori representation and the role of Māori Wards. Tamatea Mana Whenua, via representatives on Te Taiwhenua o Tamatea, have requested Council consider Māori wards as part of partnership, rangatiratanga and representation in this rohe (district). Before deciding, Council is undertaking community engagement to hear and consider views and preferences of Māori and the Central Hawke's Bay community. Council will confirm on 15 November the form of Māori Representation.</p> <p>The third phase being the wider review will commence later this year with a decision required by mid 2024 on the overall form of representation for the 2025 local election.</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 relationships
2. Pou Rua - Tikanga – Language, Culture & Place
3. Pou Toru- Oranga – People & Prosperity
4. Pou Wha - Rauemi – Infrastructure & Resources

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

Pou tahi - Māori representation review & Partnership agreements.

Pou toru – Implementation of the Inspire e learning for staff and councillors, the development of an internal annual training plan, ongoing kapa haka, and local Māori business development forum held in September.

Pou wha – Leadership in the Russell Park Master plan including the development of a Cultural Impact Assessment, ongoing progress in the Tamatea Housing Taskforce, Cyclone Gabrielle recovery, streets for people cultural and art implementation, working with Manawhenua on the development of the Freedom camping Bylaw, engagement with the project group for Lake Whatuma.

**Social  
Development  
Strategic  
Framework**

Continue to support our Network of Networks by implementing the Social Development Strategy

Council has continued to support the Central Hawke's Bay Network of Networks throughout this quarter. All networks have operational Action Plans that identify their vision, goals and priority areas for the year 2023. Most Network of Network organisations are now back to business-as-usual post cyclone however a number of them still remain involved in supporting cyclone recovery.

## #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
<b>Assessment of Future Affordability</b>	Completing an Assessment of Future Affordability for our District as part of the Long-Term Plan 2024.	This work has commenced in the first quarter, with Councillors due to receive an update in workshop in the second quarter. The aim is to finalise this body of work in the second quarter, to form a key input into the Financial Strategy associated with the Long-Term Plan 2024 – 2034.
<b>Financial Strategy and associated financial tools</b>	Reviewing the Financial Strategy and associated financial tools available as part of the Long-Term Plan 2024.	Officers will update the financial strategy once the Asset/Activity Management Plans and budgets have been completed, so the strategy can reference the funding need created from these documents. Critical to this is the affordability review, mentioned above that is underway. The remaining strategies will be reviewed and considered as part of the next phases of the Long Term Plan,.
<b>Levels of Service review</b>	Completing a substantial Levels of Service review, as part of the Long-Term Plan 2024.	This work has commenced in this quarter, with Morrison Low providing support to Officers on this body of work. This is being completed in tandem with the Assessment of Future Affordability. A further workshop is scheduled for the second quarter being present the outcome of the review of the proposed Levels of Service for the Long-Term Plan 2024 vs what is best practice across NZ Councils.
<b>Councils Section 17a Review Programme</b>	Retain oversight of Councils Section 17a Review Programme and approve reviews as they fall due.	Officers are currently preparing an update and reporting on this internally at its Executive Leadership Team Meeting.  As part of developing the Activity Management Plans for the Long-Term Plan 2024, Officers will review if a Section 17a is required where the Levels of Service are proposed to be changed, or where funding under the status quo model become problematic. These will be brought to Council as developed, which is expected to be in the third quarter, in early 2024.
<b>External Funding Strategy</b>	Continuing to implement the External Funding Strategy	While we have not yet formally started focused work on these areas in this Triennium, we have continued to attract external funding, critical to supporting Council in the delivery of its services.  This has included further funding from the Tourism Infrastructure Fund for Coastal Camping support in the 2023/24 Summer period and secured \$2.5 million of funding from Government for the construction of a new stop bank at the Tikokino Road Drinking Water Plant, that supplies Otāne and Waipawa. We've also secured additional funding in partnership with Te Taiwhenua o Tamatea on our He Ringa ora Whanau Social Wellbeing project in the quarter also.



### #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
<b>Climate change and resilience</b>	Developing a local understanding of climate change and resilience, the priorities and its impacts across our networks and infrastructure	This work is yet to formally commence, however will continue to form part of the improved asset management planning practices as part of the Long Term Plan. It will need to be a key focus as we work regionally and locally to build resilience for the future from future climatic events.
<b>Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning</b>	Supporting the development of the Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning	In the reporting period, further meetings were held with the Hawke's Bay Councils, Post Settlement Group Entities and the Ministry for the Environment on future options and timing for the implementation of the Regional Spatial Planning tools contained in recent legislative change.  Further progress can be expected in the third quarter.
<b>Regional Climate Action Committee</b>	Working with the Regional Climate Action Committee to understand the local opportunities for the reduction and adaptation to climate change	This Committee still remains in its establishment phase, having been delayed as result of Cyclone Gabrielle. Mayor Alex Walker and Councillor Tim Aitken are Council's appointees to this regional committee with Council at its meeting of 21 September endorsing changes to the Committees Terms of Reference.  The next Climate Action Meeting will be held on Friday 13 October.

# 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
<b>Contract Management Policy</b>	Complete a review of our Contract Management Policy, specifically focussing on its successful cultural and leadership mobilisation across Council and its contractors.	<p>The onboarding of Council’s new Contracts Manager has already seen a shift in the organisation’s approach to collectively lift contract performance, particularly providing support to Council’s “term” contractors.</p> <p>As part of this activity, the Contracts Manager will undertake a review of the Contract Management Policy and identify opportunities to collaborate with the term contractors through the Supplier Improvement Programme over the next 12-18months. The Focus in the second quarter will be on programming the Supplier Improvement Programme for a relaunch in the third quarter.</p>
<b>Reinvigorate Community Action and Care Groups</b>	Reinvigorate Community Action and Care Groups, for community clean ups and beautification.	<p>The strategy has started with Councillors and officers supporting community led clean up events as part of the ‘adopt your part of the bay’ campaign during the Keep New Zealand Beautiful week. The goal is to inspire and encourage more communities or individuals to organise such events more frequently. Officers are working to find opportunities for communities to plant and beautify areas of the district, and this will be an ongoing area of focus for us.</p> <p>This includes assessing options for community beautification input in upcoming Council projects.</p>
<b>Improve organisational reporting</b>	Establish and improve organisational reporting, including key outcome data to demonstrate assurance in our services.	<p>This has been a major focus in the first quarter, which aligns with actions the Chief Executive Officers Performance Framework relating to improving organisational reporting, including the development of this report.</p> <p>A focus in the first quarter has been lifting our reporting to the Risk and Assurance Committee, that complements a wider review of Councils risk maturity. In the second quarter we will working with Councillors to develop the Council work programme and calendar for the 2024 year.</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
<b>Land Transport Strategic Framework</b>	Complete a substantial review of the Land Transport Strategic Framework, focusing on establishing key routes of resilience and levels of service.	Work on this body of work will be led out as part of the wider Land Transport Improvement Plan. The scale of change required is significant and will require a multi-year programme to see the extent of changes required made. We reference in this report other bodies of work that will inform this body of work, including the Recovery Community Conversations, the Investment Logic Mapping workshop held with Councillors in early September and the continued development of the wider Land Transport improvement plan.
<b>Roading Recovery Programme</b>	Strategically plan, fund, and deliver on our Roothing Recovery Programme following the effects of Cyclone Gabrielle.	<p>Work immediately following the devastation caused by Cyclone Gabrielle focused on rapidly assessing and prioritising damage to our network and ensuring immediate safe access for community and road users. Continued wet weather and funding constraints are a few of the challenges which have hampered these goals.</p> <p>In the most recent months, work has shifted into a planned approach both for procurement, design, and construction for response funding work from the emergency response approach. This shift will enable strategic planning to continue as we achieve restoration at sites and pursue further recovery funding.</p> <p>Council is now receiving regular key project status reports also on a monthly basis on land transport response projects, with a growing strategic focus being adopted on how we make best use of the remaining response funding, the first \$11 million of recovery funding and how we continue to work with Waka Kotahi on a bespoke Funding Assistance Rate Application for the balance of Recovery works.</p> <p>In the second quarter, will be a focus on ensuring Councillor Taylor as the Portfolio Councillor is appropriately engaged across the activities also and we are appropriately communicating progress with community.</p>
<b>Regional Land Transport Committee</b>	Reposition the Transport activity in the widest sense to including the relationship to the Regional Land Transport Committee, Roothing Efficiency Group and other forums.	<p>We still have significant work ahead of us in this activity.</p> <p>This will remain an area of focus for us in the development of the Land Transport Improvement Plan.</p>

### 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
<b>Better off Funding Community Property and Civic Project</b>	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.	<p>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.</p> <p>In the second quarter, we will be working to refocus this project to see substantial progress in the 2024 calendar year.</p>
<b>External Funding Strategy</b>	Continue to identify opportunities through our External Funding Strategy that will accelerate our ability to deliver the ‘nice to have’ projects.	<p>While we have not yet formally started focused work on these areas in this Triennium, we have continued to attract external funding, critical to supporting Council in the delivery of its services.</p> <p>This has included further funding from the Tourism Infrastructure Fund for Coastal Camping support in the 2023/24 Summer period and secured \$2.5 million of funding from Government for the construction of a new stop bank at the Tikokino Road Drinking Water Plant, that supplies Otāne and Waipawa.</p> <p>We’ve also secured additional funding in partnership with Te Taiwhenua o Tamatea on our He Ringa ora Whanau Social Wellbeing project in the quarter also.</p>
<b>Waipawa Main Street Streets for People project</b>	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.	<p>The project team is working through the timelines and methodology with a contractor (Russell Roads) who is committed to the works. The project team have recently been involved in an arts and culture session, which included Councilors, to talk about what look and feel to achieve through the street art installations.</p> <p>A section of the proposed cycleway is still impacting 11 parking spaces on the main street. The best option (cost/temporary nature) being considered by Project team is a shared footpath/cycleway with minor narrowing of the carriage way and a loss of only two parks with no impact to Council assets.</p>

## 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
<b>Better off Funding Housing Project.</b>	Deliver on the Better off Funding Housing Project. This project is to identify and explore the most appropriate structure to co-ordinate and deliver housing outcomes in the widest sense in Tamatea – Central Hawke's Bay.	<p>The Our Homes Strategy form the basis for this body of work to continue to be developed and implemented. The endorsement of the Strategy by Council is included in this Agenda pack.</p> <p>The focus in the second quarter is the recruitment of resource to bring the strategy to life, including delivering on this action.</p>
<b>Economic Action Plan</b>	<p>Continue to focus on the long-term implementation of the Economic Action Plan.</p> <p>The key priorities from the EAP include:</p> <p>Land use diversification and climate resilience</p> <p>Develop a business support network.</p> <p>Issue a Central Hawke's Bay specific investment prospectus designed to attract new business investment</p>	<p>In this quarter, we have supported Kaikora Enterprises Limited to develop a seed drying facility with central government funding. This project provides an exemplar model for local producers to diversify their crops to high-value seeds.</p> <p>A business-led network (Business Xchange) has been established, with quarterly workshops to help inform Council planning and identify shared issues and opportunities. A less formal regular business networking programme (Business After Five) has also been established with monthly meetings, averaging 30 attendees per month.</p> <p>Work has begun on a regional approach to collecting baseline economic data to help inform investment prospectuses, building on the work already undertaken by Squillions Limited in identifying district specific economic opportunities. Most significantly in this quarter has been the recruitment of a new Economic Development Manager, a vacancy held since March 2024. Securing this role is critical for the implementation of the plan.</p>
<b>Waipukurau South Growth Precinct</b>	Continue to facilitate the Waipukurau South Growth Precinct.	<p>Having secured funding for the Waipukurau South Growth Precinct in late 2022 from the Kainga Ora's Infrastructure Acceleration, work has primarily focused since this time on the planning and co-ordination of the Project. The first quarter saw Council formally considering the disposal of part of a property purchased at 83 Pōrangahau Road for Stormwater Management. The balance of the land is currently listed for sale.</p> <p>The implementation of the project is challenged by delays to the Affordable Water Reforms that relies on Three Water Investment. Officers will be working with Kainga Ora in this quarter to determine the next steps for how best to manage the impacts of this, as we continue to projectise the Precinct and Project for delivery.</p>

**Tamatea Housing Taskforce**

Continue to support the Tamatea Housing Taskforce.

The Taskforce has continued to meet during the quarter, with regular meetings being held with partners to focus on Housing Recovery from Cyclone Gabrielle and in particular, the development of the 'Our Homes Strategy', which has now been endorsed by the Tamatea Housing Taskforce. This strategy is included in Councils meeting of 19 October 2023 for consideration.

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 '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.

Already endorsed by the Taskforce the strategy will be presented to Council on 19 October for endorsement.

**Thriving Places & Open Spaces Quick Wins**

Deliver the Thriving Places & Open Spaces Quick Wins. BOF project 5 – this project has identified quick-win projects for implementation including:

Implementation of Places & Spaces Reserve Signage. Green Space Activation Projects. Accelerating Russell Park Master Planning

The focus project at this time has been the establishment of the Russell Park Masterplan project, which has commenced and is on track for delivery in the second quarter.

The next phases of this work will be considered as part of the wider scope review of the Better Off Funding planned for this quarter.

**Community Plans**

Continue with the development and implementation of Community Plans which includes Ongaonga, Tikokino, Takapau, Otāne, Pōrangahau/Te Pairahi and Elsthorpe/Kairakau.

Engagement with the Otāne community began in 2022 with a draft version presented to the Otāne Community Plan working group just prior to Cyclone Gabrielle. Work on this plan was paused due to Cyclone Gabrielle as response and resilience planning conversations took priority. The intention is to pick this work up and see the Otāne Plan brought to completion in this quarter.

Council has also engaged with those completed community plans on ensuring feedback has been incorporated into the development of the Long-Term Plan 2024 – 2034.

## 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
<b>Affordable Water Reform Programme</b>	Prioritising the Hawke's Bay/ Tairawhiti Affordable Water Reform Programme	<p>Work has continued this body of work, despite the delays associated with the Affordable Water Reforms and also political uncertainty relating to the General Election. The establishment date for Entity F under the current Affordable Water Reforms was confirmed in this quarter as October 2024. This has provided a great deal of certainty, with the National Transition Unit working hard to achieve this timeline of October 2024 until such a time as the legislation is amended or direction given otherwise by the Department of Internal Affairs. In the first quarter the combined Councils and Post Settlement Entity's also held an initial meeting.</p> <p>A limited amount of work has continued in the background on refreshing the values of the Hawke's Bay Model and also considering the financial impacts of a potential Hawke's Bay/Tairawhiti model. We can expect to know more on the general direction of three waters following the weeks after the general election. Notably, however, this activity and the delays are having a significant impact on how we appropriately plan for the future.</p>
<b>#thebigwastewaterstory and #bigwaterstory</b>	#thebigwastewaterstory and #bigwaterstory are delivered to provide long term improvements	Affordability challenges have seen Officers in September presenting a report to Council outlining the need to consider rephrasing many projects in the current and future financial years due to increases in project costs, and uncertainty relating to the transfer of the assets and debt associated with the Affordable Water Reforms Programme. Affordability has posed a number of challenges and risk to both programmes. We provided Key Project Status Reports in the period to Council on these projects, with the next Key Project Status Reports being presented to Council at its November 2023 meeting.
<b>#bigstormwater story</b>	Develop a #bigstormwaterstory in response to Cyclone Gabrielle, to be supported for future funding and delivery	<p>The Big Stormwater Story is underway! We are engaging with our technical partners and developing a stormwater Strategy while also delivering cyclone response works. We have implemented our maintenance plan, which is continuing through the construction season, and developed a programme of "quick wins" and a severe weather outlook checklist to address flooding in large storm events, for which implementation is planned through the rest of this financial year.</p> <p>In the first quarter we published our first #bigstormwaterstory newsletter and held further community meetings with affected residents.</p>

<p><b>Regional Water Assessment</b></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, following Regional Water Assessment being also considered as part of wider security challenges now being faced across the Heretaunga Plains also.</p>
<p><b>Water Security</b></p>	<p>Work with Water Holdings HB and Heretaunga Tamatea Settlement Trust on ownership and sponsorship opportunities for Water Security.</p>	<p>There has been no direct activity completed by the organisation on this in the quarter.</p> <p>We have responded to a number of LGOIMA's on this matter in the quarter.</p>



# Organisation Performance

## Overview

This “new look” 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. This report provides visibility and assurance to Elected Members of overall organisation performance and replaces the previously known “non-financial performance report” to Council.

## 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, across all teams and functions there has been a concerted effort to reduce the total number of outstanding Requests for Service across the organisation and lift our engagement with 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 part of a wider review of our RFS system and categories, we are working to consider how best to manage what are ‘overtime’ RFS’ and whether our response timeframes are realistic based on the significance of many of the items we are dealing with.

Whilst we can acknowledge the challenging time that led to the significant increase (following Cyclone Gabrielle), it is clear all teams are committed to working hard for community in this space.

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

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

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

# 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	Central Hawke’s Bay District Council will decide in November 2023 on Māori representation for the district, including whether to introduce Māori wards for the 2025 local elections. This forms the second of three key decisions that form part of Councils representation review under.	In the previous quarter, Council confirmed that it would retain the First Past Post (FPP) voting mechanism as the first step of the district’s representation review.  The major focus last quarter was on building a programme for the review, including early engagement with Manawhenua.	Council is seeking community views on Māori Wards ahead of time with a decision expected at Councils 15 November Council meeting.  A further focus will be establishing the Governance work programme for the 2024 year for adoption in December 2023.

## Activity Update

In the quarter we have held a number of extraordinary meetings, primarily relating to delays due to Cyclone Gabrielle or in support of negotiations with Government on funding for our recovery.

We held a successful Civic Awards evening held on 24 August, recognising those in our community that go and beyond. Organisation of the Year were awarded to Swim4Lives and Connect Youth Community Trust. Community Service Award went to Rod McKenzie, Robert McLean, Donald Parkinson and Margaret Schaw and the Overall Civic Honours award were awarded to Amanda Withers & Marilyn Forest.

At a recent citizenship ceremony held on 19 September 2023, Central Hawke’s Bay welcomed 19 new New Zealand citizens from all around the globe, hailing from Thailand, the USA, the UK, Switzerland, South Africa, Samoa, the Philippines and Papua New Guinea.

Furthermore, we had 3 Council meetings, 5 Council workshops, 1 Extraordinary Risk and Assurance Committee held in the last quarter.

Council is currently undertaking community feedback on whether Council should introduce

Māori Wards/representation. Feedback is invited until 5pm on 27 October 2023 with submissions to be heard at a public forum at Council on 15 November 2023. Based on feedback from the community and Mana Whenua, Council decides at its meeting on 15 November (following the submission hearings), to establish/not to establish Māori wards.

The focus for this coming quarter is on building the Governance work programme and calendar for the 2024 year.



New Zealand Citizens at their Citizenship Ceremony held on 19 September 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
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%	<b>Not yet achieved.</b> 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%	<b>On track to be achieved.</b> 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%	<b>Not yet achieved.</b> 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.	All Network of Networks action plans are being implemented.	All Network of Network 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	Re-engage with Otane community to progress community plan.

### Activity Update

#### Community Plans

Engagement with the Otāne community began in 2022 with a draft version presented to the Otāne Community Plan working group just prior to Cyclone Gabrielle. Work on this plan was paused due to Cyclone Gabrielle as response and resilience planning conversations took priority. A priority identified by community at the initial engagement session was an integrated footpath network for the village. Work on the Transport Choices project has continued throughout recovery period and is on track to be delivered. Delivery on this project will exceed the expectation that community had identified.

#### Social Housing

The number of applicants on the Public Housing Register has increased this year from 69 applicants in January to 77 at the end of June (September 2023 quarter data via MHUD not yet available).

The Tamatea Housing Taskforce continues to meet and came together after Cyclone Gabrielle to develop '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. The strategy is being presented to Council on the 19th of October for endorsement.

#### Community Grants

##### *Community Pride and Vibrancy Fund*

Seven applications to the fund were received. Six applications totalling \$14500 were approved and one application did not meet the funds criteria and was declined.

##### *Creative Communities Scheme*

Twelve applications were received for round two of the Creative Communities Scheme. The assessment committee met in September and \$11,935 was awarded to ten successful applicants.

Community Grants Given	
<b>\$8,000</b>	<b>\$26,435</b>
Apr – Jun 23	Jul – Sep 23

Public housing occupied homes			Transitional housing places			No of applicants on Housing Register		
<b>34</b>	<b>44</b>	<b>10</b>	<b>0</b>	<b>18</b>	<b>18</b>	<b>69</b>	<b>77</b>	<b>8</b>
Base Nov 18	Apr-Jun 23	Change	Base Nov 18	Apr-Jun 23	Change	Jan-Mar 23	Apr-Jun 23	Change

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%	<b>Not yet achieved.</b> 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%	<b>On track to be achieved.</b> 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%	<b>Not yet achieved.</b> 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%	<b>Not yet achieved.</b> 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. Planning Community Hubs.	Continuation of Community Resilience planning and setting up of hubs.
CHBDC Emergency Management Operations & Capabilities	Exercises, IMT meetings, Training Programmes, Equipment and Maintenance, EOC Management	Operational Training for those who attended CIMS 4. Controller training started.	Controller training continues.

## Activity Update

**Community Emergency Hubs:** Our Emergency Management Advisor attended two community workshops held by the Wellington Region Emergency Management Office in Martinborough around supporting the community to stand up their community emergency hub. The first was a Leadership in Disaster Workshop for Community to learn more about the hub roles and how they can participate. The second workshop was the Open Day and Response Training. The Scenario used was a Category 8 Earthquake and entailed the community opening their community emergency hub and working out how it operates and how they can support each other and the community. It was a fantastic way to see the Community Hub Model in action.



**Community Resilience Plans:** Our first Community Resilience Plan will be developed by the Tikokino, Community on 18 October. The

plan will be used by the community to increase community resilience when a disaster strikes. Community will identify where they would like their Community Emergency Hub to be located. A hub guide and a series of workshops will be implemented for the next 6 months.

Overall, there are plans to develop and implement 8 Community Resilience Plans, 8 Community Emergency Hubs and 3 Marae Emergency Plans over the next 12 months.

**Community Engagement and Events:** A series of different community Events have been attended by the Emergency Management Advisor over the last 5 months including the Positive Aging Expo, Community Conversations x7, Community Roadshows x 3 and visits to community groups such as Tikokino, Otane and Porangahau.

### Incident management Team at CHBDC:

There are currently 49 members on the CHBDC IMT plus the Emergency Management Adviser,

35 of which are trained to Coordinated Incident Management Level 4. We currently have 2 controllers undertaking their controller training with a 3<sup>rd</sup> controller expected undertake the training on his return from Annual Leave

Community Resilience Plans			Community Emergency Hubs – cleaning kits and generators			Marae Emergency Plans		
0	2		7	3		0	3	
Apr – May 23	Jul – Sep 23	Oct – Dec 23	Apr – May 23	Jul – Sep 23	Oct – Dec 23	Apr – May 23	Jul – Sep 23	Oct – Dec 23

## 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.	Line by line schedule review. Review of regime variations.	Implement reviewed KPI s, continue with proactive contract management and link to SIP (supplier improvement programme).
Russell Park Masterplan	Deliver the Russell Park Masterplan (BOF Quick Win, Big Move 3 -Community Activation)	Veros Consultants engaged to support the planning process. Stakeholder engagement underway.	Deliver draft Masterplan to elected members and stakeholders.

### Activity Update

The new Open Spaces Officer started in August, bringing the Open Spaces team back to full capacity. With support from Sport NZ, we have successfully recruited for a Play Advocate, who will start in November. We are excited that CHBDC has been chosen to be part of the Play Advocate network, largely in recognition of our Play, Sport and Active Recreation Strategy. This Strategy is being implemented in a collaborative way, with it now being used as a guiding document/workplan for the CHB Sport/Active Recreation network which is led by Council and Sport HB.

Our parks and reserves have been the location for some exciting events this quarter, including Matariki at Russell Park, Pukekaihou (Hunter Park) and A'Deane Park.

Restoration work at Madge Hunter Park continues, with a brief hold up due to the discovery of asbestos. The site has now been officially cleared and work resumes.

A big focus this quarter has been the Russell Park Master Plan. After the project brief and project plan was agreed with Veros, we have dived into community engagement with an engaging community engagement session in September (pictured).

We continue to work in partnership with the Ngā Ara Tipuna committee to care for and develop installation sites and support projects that connect more people to the story telling trail.

We were successful in our application to the Tourism Infrastructure Fund to support restoration of the Tukituki trails. We are working with the Rotary River Pathways Trust who are project managing the restoration post Cyclone Gabrielle.

The clear priority emerging from our Asset Management Planning is the implementation of an Asset Management System and a Cemeteries Information Management System. These will be a priority over the next 12 months for our team.



#### Activation – Park Bookings

81

Jul – Sep 23

Oct-Dec 23

Jan – Mar 24

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



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

## 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	Automatic doors installed at the Waipawa Library Work underway getting Waipawa Pool ready for opening late November	Further work scheduled to get Waipawa Pool ready for opening late November, including activation events
Retirement Housing	Council retirement housing is at full capacity	Inflationary rent increases Ongoing reactive maintenance mainly plumbing issues	October inspections and wellbeing checks Accessibility improvements planned for Spring/ Summer
Public Toilets	Continue to work with Recreational Services 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	Toilet deep cleans scheduled for November. Accessibility and improvements scheduled

### Activity Update

#### Community Facilities

Cyclone Gabrielle recovery community conversations have been held and part of this planning includes identifying the need for Community Emergency Hubs. In nearly all instances, the hubs will be in council owned community halls. Work is currently underway to determine the work required to ensure these facilities are fit for purpose and adequately resourced, in conjunction with the Hall Committees.

Waipawa Pool opening planning is underway, with activation planning for Waipawa Pool this summer season.

The Better Off Funding project for Community Property and Civics will give Council an options report for its civic and commercial facilities within Waipukurau and Waipawa town centres. It is planned to see this progress in the next quarter.

An automatic door was installed in the Waipawa Library which has been important to community to improve accessibility to this facility.

#### Retirement Housing

The retirement housing is currently at full capacity, with 10 persons on the waiting list. Inflationary rent increases were communicated early to tenants and effected last quarter.

Biannual inspections and wellbeing checks are scheduled for October. Accessibility improvements are planned for Spring-Summer including widening and creating new footpaths. Housing modernisations will continue between tenancies.

#### Public Toilets

A continued focus on lifting standards of maintenance in our public toilets has been a focus in the quarter. Regular inspections are ongoing jointly between Council and the Contractor, as part of their quality assurance plan, in addition to standard inspections to audit and identify maintenance items. Toilet deep cleans are scheduled for November.

Council Retirement Housing Occupancy			Council Retirement Housing Wait List		
100%	100%	0	10	8	2
Apr – Jun 23	Jul – Sep 23	Change	Apr – Jun 23	Jul – Sep 23	Change

Community Facilities – Level of Service Performance Report

[LTP Doc Page 61](#)

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	<b>Not yet achieved.</b> This will be measured once the season commences in quarter two			
	The percentage of users that were satisfied with community halls.	60%	<b>Not yet achieved.</b> 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

[LTP Doc Page 58](#)

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%	<b>Not yet achieved.</b> 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

[LTP Doc Page 59](#)

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	<b>On Track to be achieved</b> 1 complaint was received in first quarter regarding poor cleaning at Ongaonga public toilets.			

## 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 3x monthly business connector emails 1x Māori Business workshop facilitated with TPK Funding 1x Business XChange recovery planning workshop Squillions Growth Report Regional Data Analysis scope	3x BA5 events planned. 1x Business XChange Workshop
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.	Develop small seeds activation plan
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	Advocate for and facilitate district led destination marketing and events programme

### 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 is underway.

A business focussed recovery meeting was held.

Tukituki Trails funding has been secured through the Tourism Infrastructure Fund.

Council Officers are working across the region with other Councils and the Regional Economic Development Agency on the development of a set of regional economic data analysis.

3x Business After Five events have been held, averaging 30 attendees per event.

Council Officers will continue to support the establishment of the HB Regional Economic Development Agency.

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%	<b>Not yet achieved.</b> This will be a major focus of the new Economic Development Lead when they commence with Council in the second quarter.			
	Representatives (%) of the Economic Leadership Group that are satisfied that the 2019 Economic Development Action Plan deliverables are being achieved.	90%	<b>Not yet achieved.</b> 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.			

## 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 relationships	Build on capacity and connections.	Environmental & infrastructure focus.	Development of agreements to formalise relationships and shared priorities.
Partnerships	Tamatea Partnership Committee.	Multiple hui to confirm form and agreement of Committee.	Hold first formal meeting of the Tamatea Partnerships Committee
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	Ongoing

### Activity Update

The Māori Engagement activity over the past quarter has focused on the activity management plan for input into the long-term planning, the series of freedom camping by law hui, the series of Māori ward discussion hui, the winding down of the recovery flood relief hubs in both Pōrangahau and Waipawa, as well as marae priorities around emergency planning for future emergency events have been a priority.

Due to the role being a new one in 2020 the need to identify new measurable outcomes through the levels of service has been a priority. The introduction of relevant levels of service has been proposed to be more in line with relationship management outcomes.

Project involvement and consultation have been other key activities for Māori engagement for this quarter. Key hui with mana whenua involves:

- Transport choices visits with Project Management Office (PMO) team.
- Streets for People team - Waka Kotahi involvement

- Russell Park Master Plan Project team involvement
- Low-cost Low risk team involvement
- Governance rep review - Māori wards
- Art and cultural heritage meeting
- Te wiki o te reo Māori week
- Kapa haka
- Cyclone recovery input
- Freedom camping by-law.
- Tamatea Housing Taskforce.

The launch of the Inspire E learning programme in early September for Council was also a milestone for the cultural training space within the organisation. The programme has been developed and introduced by Conrad Waitoa and Thompson Hokianga (both whakapapa back to 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><b>Not yet achieved.</b></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	'Spring into Reading' literacy programme launched. School holiday programme Afterschool Clubs	Check ins with schools will commence with Library staff going out to 13 schools. Planning for the Finale which will be held at the CHB A & P Show.
Council Wide Booking System	There is a need for a booking system across Council for meeting rooms, parks, halls, programmes etc.	A provider - MonitorBM has been engaged and onboarding has commenced. This system will not only allow for booking of meeting rooms but also registrations for programmes.	Finalisation of the system and roll out to community
Open Plus	Installation of Open Plus at Te Huinga Wai. This will allow greater access to library books without the requirement to have a staff member present.	Further work has been completed to investigate next steps with the installation. Security within the facility has been investigated.	Finalisation of the project to allow Open Plus to be rolled out to community.

### Activity Update

The **July School Holiday programme** provided another opportunity for our tamariki to get involved with activities during the school holidays such as Badge making, learn about Matariki, Dog Safety, Build your own Lego creation and Museum Treasure Box. Partnering with the Museum allowed kids to talk about the old artifacts in the library and then go across to the Museum to try and find them in the displays.

The Libraries participated in **Te Wiki O Te Reo Māori Week** 11-17 September 2023 by offering a range of activities/programmes, participating in Māori Language Moment and sharing a video of our staff speaking te reo, see the video [here](#)

The **Friends of the Libraries** held a fundraising author event at Te Huinga Wai, with Sue McCauley, a local Dannevirke author. Over 40 people enjoyed themselves, with lots of laughter. They also held a quiz evening on the 31 August at the Municipal Theatre. This was well attended, with teams playing for boxes of prize books for school libraries as prizes. Elsthorpe, Argyll East,

Waipukurau, Tikokino, and Waipawa School libraries were the lucky recipients of new books gifted by the winning teams.

We have continued to partner with CONNECT Driver Licensing to support **Class 2 licenses** with attendees being able to sit their theory tests after hours. Course 3 in August had 6 sit, September had 9 and there are two more courses planned this year.

Waipawa Library has a **new automatic door** making access into the library easier for people with prams, pushchairs, on walkers and in wheelchairs. The feedback from community has been very positive.



### Number of School Holiday Programmes attendees

330

Jul- Sep 23

Oct – Dec 23

Jan – Mar 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  14,763			
	The number of digital visits through our website, online databases, and platforms.	12,500	On track to be achieved. There have been 6229 visits throughout our online platforms such as website, online databases, online resources, Facebook and Instagram.			
Council will provide a range of information services for community to access	Levels of issues per capita per annum – both physical and digital.	8 issues per capita across all four years	On track to be achieved. There have been 22,849 physical and digital issues this quarter which equates to 1.6 issues per capita.  (based on a population of 14,142 from Census 2018).			
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.			
	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.			

## JOBS IN CENTRAL HAWKES 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. Addition of MTFJ into Activity Management Plans and LTP.	Continue to attempt to find external funding sources to continue this important mahi.

### Activity Update

The team continues to connect the dots with local job seekers through the mobile employment hub, MSD Jobseeker Seminars, VR Sitesafe Training, Civil Infrastructure Employment Expo, and Apprentice Support Workshops.

**Youth Transitions** - Ange continues to work closely with the College to support students and young people before they choose to leave school. She assisted with a visit from the INZONE Career Coach and has been preparing for the next Work Ready Tamatea pre-employment programme.

**Business Support** – The team continue to support local business with BA5 events, Social Media training, Growing Great Entrepreneurs, Procurement information evening for Māori Businesses and offering 'Get Dotted' communication training.

Jono this quarter has been advocating at a regional level by attending the [Youth Employability Programme](#) – National Hui and

YEA – [Good Youth Employment Symposium](#). As well as facilitating a regional catch up with MTFJ Coordinators from Wairoa, Tararua & Wairarapa including MSD.

**Good News Story** - Local Apprentice Lynus completed his electrician apprenticeship with support from our weekly apprentice workshops. We look forward to celebrating with him and other recent graduates at our 2023 MTFJ Trades Graduation.



Last month we hosted our neighbouring MTFJ Coordinators from Wairoa, Tararua & Wairarapa to meet with our national MTFJ Programme Lead and MSD Team.

They shared our Impact Lab [GoodMeasure](#) Report with us which highlighted our SROI (Social Return on Investment) for the MTFJ Project was \$1.00:\$5.60.



Unique Jobseeker Referrals			MTFJ -Measurable Outcomes			Business Support		
36	36	1009	15	15	244	8	924	7
July- Sept	Total for financial year	Total for project	July-Sept	Total for financial year	Total for project	Events Held	Total Business Database	GGE Participants

Date Today

10/10/23

Total Numbers

**1,009**

Total Jobseeker Referrals

**525**

Youth Referrals

**425**

Secured Employment/Training

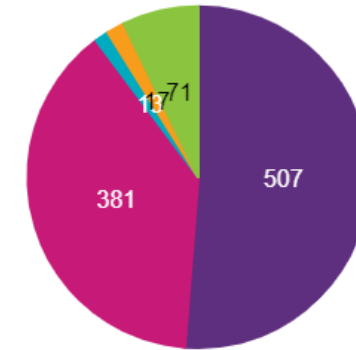
Referrals by CHB Precincts

Waipukurau Referrals	368
Waipawa Referrals	180
Porangahau Referrals	62
Takapau Referrals	108
Otane Referrals	52
Onga/Tiko referrals	45
Outside CHB Referrals	32



Ethnicity Breakdown

NZ European Māori Pacific Asian Other



Year #4 (July 23 - June 24)

Referrals from July 2023	36
Round #6 (from July 2023)	15

Business Connect Details

New Business Connections in the last 30 days	1
Business Connections in last quarter	8
Total Business List	924

CHB Apprentices 2023

Current Workshop Participants	27
Completed Apprenticeship	7
Total Participants	46



## 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
Toi Tamatea Arts Strategy	Completing the actions identified within the Action Plan and building the Arts Network	Two Arts network meetings held. Free Entry to the Museum-completed action within the Strategy	Supporting the network. Continued promotion of Arts within CHB.
Complete a review of CHB Municipal Theatre T & C's, booking process & staffing	Ensure good processes are in place to effectively manage the facility, casual staff and ensure good customer service.	Review completed. New casual staff recruited, and a booking system inputted	External booking system to be trialed within CHB Municipal Theatre environment.
Attracting Events to Central Hawke's Bay	Ensuring that Central Hawke's Bay and the Municipal Theatre is a desired location for large scale events	10 Large scale events held at the venue attracting 54% of overall attendance numbers. 2 large scale community events support – Spring Fling and Matariki	Developing network connections to attract and increase the number of large-scale events to the venue. Creation of a "What's On" calendar for Central Hawke's Bay

### Activity Update

#### Events & Venue Update

Health & Safety had been a big focus over this last quarter, working alongside community event managers to develop their external H&S plans. While internally a review and update of Fire evacuation procedures was completed for the CHB Municipal Theatre working alongside Fire Security Services & FENZ. New procedures were also trialed and implemented to improve crowd security when hosting large scale funerals.

A recent event of note – Austen Found, an Aotearoa Arts on Tour improv. musical production based on Jane Austen novels. Part of a 31 town national tour, the CHB Municipal event was the only show to be held in the Hawke's Bay Region. Upcoming large events include Queen which is sold out!



Set of Austen Found – Aotearoa Arts on Tour Production

Theatre Bookings		Theatre Attendees	
<b>35</b>	<b>38</b>	<b>1835</b>	<b>3005</b>
Apr – Jun 23	Jul - Sept 23	Apr – Jun 23	Jul- Sept 23
External Support Events			
<b>1</b>	<b>5</b>		
Apr – Jun 23	Jul- Sept 23		

#### Arts Update

##### Toi Tu – Arts Strategy

The Toi Tamatea Art Network continues to play a vital role in fostering creativity, connection, and cultural enrichment in our community, focusing on the 4 key objectives of: Visibility, Connection, Access and Inclusion and Support. In this quarter the following has been a focus:

- Promote CHB public art and artists, in the regional Hawke's Bay Art Guide and annual Arts Trail event.
- Work continues with our regional partners to develop a local public art policy.
- Engage with the creative sector early in design planning - the Streets for People project have engaged with the network.
- An Arts network has been established, regularly meets and are provided relevant communication.
- A regional Arts Strategy which aligns with our local strategy.
- The entry fee to the Museum has been removed for 12 months.

##### Creative Communities Funding

There were 10 successful applicants from the August funding round with \$11,935 distributed. The next round opens February 2024. Creative Communities have announced Festival Funding totalling \$7,693.16 which will support established festivals that celebrate the life experiences, stories, cultures, and regional identities of Central Hawke's Bay. This fund opens 16<sup>th</sup> October.

## 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- Support and Heritage Strategy	Greater alignment between Museum and Libraries especially around programming and Tourism. There is a need to develop and Heritage and Cultural Strategy for Central Hawke's Bay	Regular catch ups with the Museum to ensure alignment with the wider team and council. School Holiday Programmes offered at the Museum.	Funding to be sourced for a Heritage and Cultural Strategy to be developed
CHB Museum – Free Entry Campaign	Application to Gwen Malden for external funding to remove entry fee for 12 months	Comms support to promote the CHB Museum and free entry.	Continued support and look for new opportunities to bring visitors to the Museum.
Tourism - Spring Fling 2023	Annual Spring Fling campaign launched on the 2 <sup>nd</sup> September 2023 with 20 individual events in the calendar.	The majority of ticketed events sold out within the first month of the launch. A large proportion of ticket holders are from outside of the region. Thanks to the success of our marketing campaign.	Wrap up of Spring Fling. Planning for a Summer Tourism Campaign, focusing on visiting our beaches in Central Hawke's Bay.

### Activity Update

#### Central Hawkes Bay Museum

This quarter has been busy for the CHB Museum with visitor numbers remaining high following the launch of the free entry campaign. This quarter there has been a total of 2660 visitors to the Museum. 1436 are locals, 1118 from wider NZ and 106 from Overseas.

Three successful exhibitions have been held, Hands-On Exhibition which saw 12 sessions and 380 children learn and experience what life was like in the past.

MTG HB Education Programme saw 141 students and 19 adults participate in a special education programme about Māori Migration and technology.

Spring Fling Evening at the Museum saw 20 visitors to the district enjoy an evening of hands-on activity followed by refreshments.

All of these activities contribute to promotion of the CHB Museum as a place to visit in Hawke's Bay.



#### Tourism

##### Spring Fling 2023

The Annual Spring Fling launched on the 2<sup>nd</sup> September 2023 with 20 individual events in the calendar. There were seven new events this year, each showcasing all that Central Hawke's Bay has to offer. We are officially halfway, and most events are now sold out.

Ticket sales in the first quarter, (does not include statistics from the Hatuma Half Marathon) are 980 with the total Revenue from ticket sales being \$65,145.00. These sales highlights the festival's remarkable success, showcasing its contribution to community engagement, tourism, and the promotion of local arts, crafts, culture and heritage.



Official opening of the Spring Fling by Mayor Alex Walker

##### Summer in Central Hawke's Bay

Planning has commenced for a summer tourism campaign encouraging people to visit.

## DISTRICT PLAN

The District Planning activity aims to provide a statutory framework to provide regulatory and policy guidance to the Central Hawkes 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
Appeals	9 appeals were received on the decisions on submissions on the Proposed District Plan, with 21 subsequent section 274 notices received.	All appeals were received by 7 July 2023, and the first Environment Court minute received 9 August 2023. Officers are working towards topic structure and recommendations to the ways in which appeals can be resolved.	Council officers will provide a response to the first Environment Court minute and continue working towards preparing for resolving appeals.

### Activity Update

The review has now progressed past the notification of the decisions on the Proposed District Plan as required by the Resource Management Act. The notification of the decisions on matters and provisions raised in submissions has triggered the appeal phase of the review.

Council resolved to endorse and adopt the Hearing Panel recommendation reports as its decisions on the provisions and matters raised in submissions at an extraordinary Council meeting on 24 May 2023. The decisions and decisions versions of the PDP were publicly notified the following day, 25 May 2023.

Upon receipt of the public notice of the decisions, submitters and further submitters had the opportunity to appeal Council's decisions by lodging an appeal with the Environment Court within 30 working days. Following appeals, any eligible person was able to become a party to proceedings under section

274 of the Resource Management Act 1991. Council received a total of 9 appeals and 21 section 274 notices from 16 different parties.

Officers have worked through appeal points and are in the process of responding to the first Environment Court memorandum. This first memorandum seeks that Council proposes a topic structure, a suggested course of action for each topic and identifies the need for any preliminary group meetings, appeals that can be managed together, preliminary legal issues that need to be addressed, and any matters that are unsuitable for mediation. Council are also in the process of seeking feedback from all case parties regarding this.



Active Environment Court Appeals			Spend to date		
N/A	9	N/A	3.45m	3.48m	4.4m
Apr – Jun 23	Jul – Sep 23	Change	Apr – Jun 23	Jul – Sep 23	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	<b>Achieved.</b> Councils' substantial efforts in the previous six years have been this level of service to be able to achieve for the first time.			
	A District Plan that is future focused and responsive to the District's Growth and development.	Develop changes to the District Plan to provide for projected residential and commercial growth.	<b>Not on Track for achievement.</b> Officers are currently considering how best to achieve the intent of this level of service amongst the reform uncertainty that exists. We plan to have understand a way forward for this in the third quarter.			



## COMMUNITY SAFETY & COMPLIANCE

The Animal Services and Compliance team, Environmental Health, and Customer Services, continue to work seamlessly in their respective spaces. As we prepare for the summer season the Customer Experience Representatives are diligently supporting the community in their applications for freedom camping. The Environmental Health Team will be out in December doing campground checks, and the Animal Services and Compliance Team are gearing up for a beautiful Coastal summer.

Focus Area	Overview	Last Quarter	Next Quarter
Animal Services	Animal services have seen an escalating trend across all dog related functions. Currently working through the acquisition of the pound facility.	Two new animal services officers joined the team as one of our long-standing officers retired. A successful dog registration run completed, followed up by assisted compliance in the form over 500 property visits	Animal Services is committed to a proactive approach to education, approaching school for education and community events, Animal Services will have a strong presence at this year's AMP show.
Environmental Health	The Environmental Health function is currently working through legislative changes and are determining and understanding the impacts to BAU	There has been a focus on BAU in relation to alcohol and food licensing as well as other environmental health related activities e.g., responding to complaints.  The changes in legislation are being reflected in BAU processes.	Coming into the summer season we will be undertaking our campground inspections and ensuring that our licenced and food premises are renewing their licences well ahead of the close down over the Christmas and New Year Period.
Compliance Services	Continuing work on the Freedom Camping Draft proposal, we have once again been successful at obtaining funding that will allow us to engage the Freedom Camping population in pre-implementation of the by-law.	We've worked through the initial consultation period early engagement with mana whenua and invested parties, good initial feedback for the NZMCA, highlighting a few key points allowing us to make key changes prior to Community engagement.	The Freedom Camping Statement of proposal is in its final stages of draft and public consultation is set for late October to late November.

### Activity Update

#### Animal Services

With the absence of an SPCA presence we have seen an increase of dogs being surrendered, for various reasons. 5 abandoned/surrenders, and 30 impounded in the last quarter.

Although we conduct the registration run over the month of July, we engage dog owners through August, September, and October to avoid any unnecessary infringement. Which are transmitted to the Ministry of Justice on the 13<sup>th</sup> of November, prior to this the team does property checks of all known registered dogs to gain voluntary compliance, to avoid unnecessary infringement.

On 21 September 2023 the Animal Services team attended the 62<sup>nd</sup> New Zealand Institute of Animal Management Annual General Meeting

and Training Conference. Whilst it was very well organised and provided get training and insight with some amazing speakers, it also provided the team with a sense of pride in how we as a District operate in terms of our community approach and prioritising engagement and education over enforcement. Whilst we respect our colleagues and the significant challenges they face. Tamatea does it differently.

We have once again been successful in acquiring funding through the Ministry of Business, Innovation and Employment, through the Freedom Camping Transition Fund to assist with resourcing the freedom camping summer season and to provide additional signage to assist with the implementation of a Freedom Camping Bylaw in early 2024.

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%	<b>Not Yet Achieved 93.2%.</b> Currently sitting at slightly below, as previously mentioned the team will continue to work with the public to gain favorable compliance outcomes			
	Percentage of serious dog incidences responded to within 2 hours	100%	<b>Achieved.</b> 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.			
	Response to all stock complaints and requests within 24 hours	100%	<b>Achieved.</b> We have responded to 26 stock complaints within 24 hours.			
	The percentage of users satisfied with the Animal Control service provided	90%	<b>Not yet achieved.</b> This will be measured in the resident’s survey undertaken in Quarter 4.			

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%	<b>Achieved</b> No complaints last quarter in relation to Enviromental Health			
	The percentage of customers satisfied with the public health services delivered.	95%	<b>Not yet achieved.</b> 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%	<b>Achieved.</b> 36 By-law related RFS all attended within 3 working days			

## LAND TRANSPORT (OPERATIONS)

This activity covers the maintenance and renewal of all 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)	Meetings have been held to create and measure new KPI's	Implement KPI's and measure the results.
Prepare AMP for next 3 years	Council and Waka Kotahi have different timeframes to prepare the AMP and both deadlines must be met	Two workshops have been held with Council to provide an overview of the AMP and submitted a draft to Waka Kotahi	Present to Council and make adjustments.
Misalignment of expectations	The accomplishments of our maintenance program are not meeting the needs of the Residents or our elected representatives	Attended community meetings to understand the issues from their perspective	Continuation of development of improvement plan.
Contract renewal	We have 4 of our major contracts expiring on June 30, 2025.	Discussed with chief executive putting together a procurement plan for council approval on how to go forward	Develop a procurement strategy for contract renewal

### Activity Update

The land transport activity over the last quarter has been carrying out road maintenance and response and recovery activities throughout the district. The development of the Land Transport Improvement Plan has been our other major focus for the quarter, as we work to finalise this in the second quarter.

Maintenance activities on the network including metalling and grading; pothole patching; drainage maintenance (culvert and drain cleaning; street sweeping, and re-instatement of ineffective signage. We have been working with our contractors to put together our current year programme and this will continue into the next quarter.

Pre-seal repairs have been carried out in preparation for these years sealing programme. Repairs to Gunsons Bridge have been completed with only a few minor work items to complete.

The team has completed its draft Asset Management Plan (AMP), had two workshops with Council and an ILM to ensure input was included from our elected representatives. The results have been uploaded to the Waka Kotahi for consideration.

In August Waka Kotahi (WK) conducted an audit of all of the response activities from Cyclone Gabrielle and found that all of the appropriate information to support our claims was complete and readily available. The success of this audit was critical as if we had failed to provide the information or included inappropriate work Council would have had to refund the money and funds from its own sources. Several issues noted above will be the focus of the Land Transport senior team over the next quarter.

Completed Work			Potholes Patched			KM of Road Graded		
10	12	2	348	941	593	279	262	17
Apr – Jun 23	Jul – Sep 23	Change	Apr – Jun 23	Jul – Sep 23	Change	Apr – Jun 23	Jul – Sep 23	Change

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	<b>Not achieved.</b> In the period there have been four serious crashes. 4 Serious 0 Fatalities			
	The average quality of ride on a sealed local road network, measured by smooth travel exposure.	Between 85% and 90%	<b>Yet to be achieved</b>			
	At least 20% of the footpaths in excellent condition and no more than 10% of the footpaths in poor condition.	Excellent >50% Poor <10%	<b>Achieved.</b> 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 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%	<b>On Track to be achieved.</b> 0% - the reseal program will be scheduled for later in the year.			
	The percentage of customer service requests relating to road and footpaths to which the territorial authority responds within 3 working days.	100%	<b>Not achieved.</b> 74%. Volumes are still higher than normal and Officers are working with a number of complex matters. We will be considering this as part of our overall improvement plan for Land Transport.			
	The percentage of users satisfied with the roading service provided.	90%	<b>Not yet achieved.</b> 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
Landfill Contract Rollover	The landfill operations contract is due to roll over by December 2023	Begin negotiations with incumbent on 3 year roll over	Finalise contract rollover.
Asset Management Plan (AMP) and LTP	Finalise AMP to feed into LTP	Draft AMP	Complete AMP.
Explore viability of Community-led repair /upcycle hub	Consider viability of a community led repair/upcycle hub. Funding from waste levy.	Identify potential group members, explore a kick-off repair event	if viable, consider a committee structure. Review level of support.

### Activity Update

#### Waste Management

Waste tonnages at the landfill are lower than anticipated. It is likely that the lower tonnages may be due to residents disposing of large quantities of waste post cyclone and that the poor economic climate has subdued the construction industry.

Expected waste from the rebuild has also not materialised, possibly due to delays in insurance companies finalising claims.

The wet weather continues to be challenging as external assistance to tanker leachate was required in mid-August to ensure the landfill remains compliant.



#### Waste Minimisation

The Ministry for the Environment is leading a pilot programme to identify the future waste management and diversion infrastructure needs for the region.

Along with Hastings, Napier and Wairoa, Central Hawkes Bay district Council has agreed to participate. This is an exciting opportunity to leverage necessary waste diversion infrastructure that is right sized for the future for Central Hawkes Bay.

Zero waste education programme continues, and pane glass diversion options are now available at the Waipukurau Transfer Station.

CHBDC also completed a 'adopt your part of the bay' campaign to encourage community-led clean up events during New Zealand Clean Up Week.

A total of 7 community led events were completed in the week.

CHB Refuse to Landfill (tonnes)			CHB Recycling (tonnes)			Crates collected (Jul – Sep 23)		
216.7	195	200	32.93	70	40	23,540	10,321	10,970
Jul 23	Aug 23	Sep 23	Jul 23	Aug 23	Sep 23	Cans /Plastic	Fibre	Glass

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%.			
	The amount of green waste processed each year.	2,275m <sup>3</sup>	On track to be achieved. 600m <sup>3</sup> .			
	The number of schools participating in waste minimisation programmes.	94.4%	On track to be achieved. 1 school 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.			
	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.			

## 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	Establishment of legal clinics for advice, processing of new applications, updating our process and procedures	Ongoing legal clinics for advice, processing of new applications, updating our process and procedures
Environmental Compliance	Increasing volume of environmental complaints that we are not resourced to respond to.	Lack of resourcing means the focus area is being undertaken on an ad hoc basis.	Planning options for resourcing this activity.
Iwi and hapu relationships	We are working towards improving our relationships with our recognized statutory acknowledgment partners	Set up a weekly reporting of consents to Heretaunga Tamatea Settlement Trust	Ongoing relationship building
Financing focus	Resourcing consenting is predominately cost recovery. We're focusing on improving financial processes	Improved process of coordinating development contributions.	Improvement of process for internal teams cost recovery against consent applications

### Activity Update

The resource consenting activity experienced a surge in May 2023 to issue out decisions under the Operative District Plan.

The team worked hard to assess and issue decisions as due to the significant policy shift under the from the Proposed District Plan becoming operative on May 25, 2023, some activities were going to become more difficult to consent.

We have since experienced a substantial decline in new applications and decisions as development under the Proposed District Plan seeks more refined outcomes.

Statutory timeframes failed to be achieved. At times this was an intentional decision 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.

Increasing internal resourcing remains a core goal of this activity to reduce reliance on external consultants. Moreover, the moves being made in the LTP 2024 review identifies additional resourcing need to fill our environmental compliance functions.

At present, we have experienced increased number of environmental complaints/concerns, however, have been unable to respond or address these adequately.

Resource Consents Issued			New Resource Consents Lodged			Environmental Compliance Action		
48	15	-69%	51	18	-65%	N/A	2	N/A
Apr - Jun 23	Jul - Sep 23	Change	Jul - Sep 22	Jul - Sep 23	Change	Apr - Jun 23	Jul - Sep 23	Change



Land Use 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 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%	<b>Not achieved.</b> 15 resource consents were issued in this quarter, 6 consents were processed within the statutory timeframe. We are currently tracking at a rate of 40%.			
	The percentage of customers satisfied with the land use and subdivision consent services provided.	90%	<b>Not yet achieved.</b> This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.			

Compliance and Monitoring 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.	All PIMs, LIMs, and CCCs issued within the statutory timeframe.	100%	<b>Achieved to date.</b> 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.			
	The percentage of resource consents monitored within two years of being issued.	100%	<b>Not on track to be achieved.</b> We have limited resource to undertake this function. No consents have been monitored. This will be considered as part of the Long Term Plan 2024 review.			
	The percentage of users satisfied with the Compliance and Monitoring Service provided.	90 %	<b>Not yet achieved.</b> 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	Guidance doc developed to assist homeowners for building consents following Cyclone Gabrielle	Working with regional councils to develop the guidance doc	Starting to implement the guidance doc to guide building consent decisions
Temporary accommodation in Porangahau	Supporting the arrival of temporary accommodation for flood affected properties following Cyclone Gabrielle	Supporting Ngāti Kahungunu Iwi with the building consent process for the arrival of temp cabins.	Will continue supporting Ngāti Kahungunu Iwi and homeowners.

### Activity Update

The building consent activity has seen a fluctuating last quarter with consent numbers down but inspection numbers still high. It appears conditions relating to the current economy, interest rates and cost of building supplies has had an impact on the consenting numbers.

Formally received applications for this financial quarter have dropped by 16% from the previous quarter. Building consents processed have dropped 18% and consents issued have dropped 10.5% from the previous quarter.

Inspection numbers have been steady with 676 inspections carried out for this financial quarter. This is slightly down from the previous quarter where 714 inspections were completed. This is a drop of 5%. LIM's have had an increase of 18% in the last quarter.

The Building Consent team have also been working closely with Ngāti Kahungunu Iwi with

the location of temporary accommodation to site in Pōrangahau. Currently 4 building consents have been applied for and granted for the location of 8 temporary units spread across 4 different addresses. These units have a specified intended life of 3 years unless they apply for a resource consent, 6 months prior to the expiry of the life span. The expiry date has been stipulated through the Severe Weather Emergency Recovery (Temporary Accommodation) Order 2023. This date is set for the 26th of August 2026.

The Building Consents team welcomed Aldo Fehr July. Aldo has started with us as a Building Consent Officer (BCO) and has come from the Rangitikei District Council. He has been in Local Government since 2016 and has been a BCO for the last 2 years. He has fitted in well with the team and is going to be a great extension of the team. Aldo has completed his first year of the Diploma and is registered for the second year commencing in February 2024.

Building Consents Received			Building Consents Processed			New Building Consents issued		
119	100	-16%	108	89	-18%	122	109	-10.5%
Apr - Jun 23	Jul - Sep 23	Change	Apr - Jun 23	Jul - Sep 23	Change	Apr - Jun 23	Jul - Sep 23	Change

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%	<b>Not achieved.</b> There were 82 consents processed within the quarter. 92.78% were processed within the statutory timeframe.			
	The percentage of customers satisfied with Building Consent services provided.	90%	<b>Not yet achieved.</b> This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.			

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%	<b>Achieved to date.</b> 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
Cyclone Recovery	Improving system performance in storm events	Excavation and vegetation clearance of major channels	Continuing these works and implementing maintenance plan
Strategic Development	Develop and maintain strategic direction for stormwater activity to improve levels of service	Developing direction for strategy development	Engaging and consulting leading up to strategy formation

## Activity Update

The stormwater activity has been the subject of considerable internal and external focus and scrutiny. This was primarily due to the system performance seen during the significant rainfall associated with cyclone Gabrielle. This has resulted in a change in pace for both the operational and capital side of the activity with the need for overlapping programmes of work delivered at pace.

Prior to Cyclone Gabrielle, we completed a catchment management plan for the district stormwater system. The work done on this CMP has been instrumental in informing the stormwater strategy, development of which has resulted in a two-iteration approach. Iteration one, focused on short term works associated with emergency response and flood risk, has been finalised. Iteration two, which incorporates a more holistic, long term strategic approach is in the process of being engaged on. implementing a maintenance programme which had previously been deferred. Alongside this,

several projects have been identified as easily implemented quick wins to decrease flood risk throughout the stormwater network. Integral to these efforts is addressing service requests, collating flooding information and interrogating hydrologic modelling to effectively prioritise works.



Open Drains Cleared	Piped Network Cleared	Stormwater specific community meetings	Focus Group Members
24%	5%	3	39
Since Feb 2023	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	On Track to be 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	On Track to be achieved Zero for the period.			
	• Infringement orders	0	On Track to be achieved Zero for the period.			
	• Enforcement orders; and	0	On Track to be achieved Zero for the period.			
	• Successful prosecutions, received by the territorial authority in relation to those resource consents.	0	On Track to be 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	On Track to be achieved Zero for the period.			
	The number of complaints received about the performance of the stormwater system (expressed per 1,000 properties connected to the stormwater system).	≤ 5	On Track to be 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 residents 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

Much drier weather this quarter has allowed staff to complete a number of weather-delayed projects and repairs.

During September Council was delighted to receive confirmation of funding for fortification of the Tikokino Road drinking water plant. This will allow reinstatement of the Waipawa river stop-bank to its previous condition. It may also be possible to incorporate some upgrading to a higher level of service than previously.

Compliance reporting has occupied a significant amount of staff time recently for the year ended 30 June 2023. Various reports are required by Taumata Arowai, HB Regional Council and others.

Council has also received direction to upgrade the level of protozoal barrier present at the Pourerere water supply scheme. Note that this is a non-potable supply serving at most 10 customers.

A new contract has been signed with ADR in relation to water meter reading.

Transition Unit activity has continued throughout the quarter across areas such as organisational design, asset management planning and staff transition planning. Staff have participated where possible.

## WASTEWATER

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

### Activity Update

Drier weather this quarter has allowed wastewater flows to return to more normal levels after elevated levels during the prolonged wetter than normal period of time.

Compliance reporting has occupied a significant amount of staff time recently for the year ended 30 June 2023. Various reports are required by HB Regional Council and others.

Technical advice received has resulted in the reduction of some chemical additives at some of the wastewater treatment plants.

Staff have carried out health & safety inspections at several plants. Good risk reporting has been identified and tidy site management practices have been observed.

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.			
	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.			
	<b>Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of.</b>					
	• Abatement notices	0	On Track to be achieved. Zero for the period.			
	• Infringement orders	0	On Track to be achieved. Zero for the period.			
	• Enforcement orders and	0	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.			
	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			
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				

	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	<b>On Track to be achieved.</b>  No complaints received for the first quarter regarding wastewater			
	The percentage of users satisfied with the wastewater service provided.	90%	<b>Not yet achieved.</b>  This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.			



Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
To provide 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%	<b>Not on track to be achieved</b> 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.			
	The extent to which the local authority’s drinking water supply complies with Part 5 of the drinking water standards (protozoal compliance criteria).	100%	<b>Not on track to be achieved</b> 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.			
	Percentage of real water loss from the local authority’s networked reticulation system.	<30%	<b>Not achieved.</b> As we have 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	<b>On track to be achieved.</b> 0.6 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	<b>On track to be achieved.</b> 1.9 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	<b>On track to be achieved.</b> 0.7 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	<b>On track to be achieved.</b> 18.8 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	<b>On track to be achieved.</b> 2 complaints for the period.			
	The average consumption of drinking water per day per water connection.	≤ 1.8 cu. m <sup>3</sup> per day	<b>On track to be achieved</b> ≤ 0.985 cu.m <sup>3</sup>			
	The percentage of users satisfied with the water supply service provided.	90%	<b>Not yet achieved.</b> This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.			



*Together we thrive! E ora ngātahi ana!*