



**CENTRAL  
HAWKE'S BAY**  
DISTRICT COUNCIL

# Organisation Performance Report

Quarter Two  
1 October – 31 December 2023

*Together we thrive! E ora ngātahi ana!*

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# Chief Executive Update



## Kia ora – Haere Mai!

**This is second version of our updated Organisational Performance Report format, which presents to Council and community our achievements and performance for the second quarter.**

As I outlined in the last quarterly report, the Organisational Performance Report aims to provide greater visibility on organisational performance, highlighting areas of focus for each activity. We will continue to enhance future reports and this quarter, we have reintroduced LGOIMA request information, along with Wastewater compliance data.

Enjoy the read – there are many great outcomes we should collectively be proud of as a District – from employment outcomes to roading improvements. This demonstrates why there is so much to be positive about in a Thriving Central Hawke’s Bay!

### Organisational Focus on Performance

Much of our key focus in the quarter has been on continuing to drive outcomes and processes that will support organisational excellence and overall enhanced performance and value for our community. This quarter the focus has included:

- Developing the Supplier Improvement Programme and its next steps.
- Enhancing our visibility over contractor performance through shared Key Performance Indicators (KPI) and reporting.
- Continued focus on the Land Transport Improvement Plan. This has included shaping the Activities direction of key procurement.

The vacancy of our Group Manager Community Infrastructure and Development role has been a noticeable ongoing impact in this quarter across the associated activities. Recruitment for this role will continue into 2024.

### Change in Government:

In October 2023 the New Zealand General Election was held, which saw a change in Central Government. This has had an impact on key elements of reform due to policy direction change.

In the second quarter, a significant focus was on ensuring adequate briefings and connections with the regions new MP’s and Central Government Leaders, to further articulate the challenges for the district and wider Hawke’s Bay region. This has included regional meetings with the Prime Minister and other key Ministers, including the Minister for Civil Defence, Land Transport and Local Government and others.

### Water reforms

The change in Government has seen a significant change in direction from the previously centralised three waters reform programme. In a Central Hawke’s Bay context, we have a strong understanding of the necessity of the importance of Three Waters reform. This is reflected strongly in our 2021 – 2031 Long Term Plan, Facing the Facts and is critical to address the crippling affordability challenges that adequate investment in Three Waters requires.

With the recent change of Government, the reform programme has now stopped, and a new Local Water Done Well policy will be introduced.

This will establish a national regulator to oversee water infrastructure. The regulator will ensure water is managed sustainably, with fair pricing and quality standards. Local Water Done Well will require all councils to submit alternative water service delivery models to the Government for approval. There is flexibility for councils to choose a model that works best for them. The new policy will also introduce financial rules to councils for managing water.

In 2019/20, before the nationwide reform programme was rolled out, Hawke's Bay councils developed a regional model for jointly managing water services. This model proposed having a Council Controlled Organisation (CCO) owning Hawke's Bay's water assets. Now that councils have flexibility to choose their own operating model, Hawke's Bay councils are currently seeking to revisit the Hawke's Bay model. This body of work will need to remain a priority to address the Long Term investment and affordability challenges ahead.

### **Other Government reform:**

At the time of writing, the new Government has rolled back the Natural and Built Environment Act 2023 and the Spatial Planning Act 2023 and has plans to replace the Resource Management Act 1991 with new resource management laws. At this time, it is not clear what other reform or change programmes may be impacted.

### **Progressing the 3 Term Plan**

In the second quarter, work continued to build on the development of the Three Year Plan. As a result of special legislation due to Cyclone Gabrielle, this replaced our normal Long Term Plan planning process.

The last quarter saw the completion of Asset Management Plan presentations and draft budgets presented to Council in late November and December. Councillors were provided a budget workbook to consider during the Christmas break. Currently, work is underway, prioritising and bringing a budget together with the aim of a consultation document and supporting information adopted by Council in April.

### **Representation Review**

In November, a significant decision from Council was made to establish Māori Wards along with an invite to hapū to select two Māori Representatives in an advisory role.

Work has since commenced to confirm hapū appointments. The third quarter will see us engage with community on representation options, ahead of the formal representation review process that will occur in June.

### **Recovery progress**

While there is undoubtedly a long pathway ahead of recover. We progressed a number of our key recovery activities including:

- Substantial procurement across our Land Transport response works.
- Over 2000 simple fixes completed across our roading network.
- We cleared over 3km of Council open drains.
- Initial options for Category 2A properties in Pōrangahau identified with community.
- Solid process in community resilience plans across the district.

While we are making positive progress, we must remember there are 130 Pōrangahau properties that remain a Category 2A. Our ongoing support must remain to enable successful outcomes.

### **A Thriving Central Hawke's Bay Summer**

After an incredibly challenging 2023, it was rewarding to see the district wind down with the December Christmas Carnival and enjoy a warm, sunny and 'uneventful' summer break.

A special thanks to our hardworking teams that continued to keep our services running through the Christmas break along with the other 24/7 – 365 days of the year!






**Doug Tate**  
Chief Executive

# Elected Member Priorities

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

## Our Focus Areas

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

 <h3>#1 – Partnership and Localism</h3>	 <h3>#2 – Right sized for the future</h3>	 <h3>#3 – Climate Change and Resilience</h3>
<p>We continue to grow our emerging partnership with Mana whenua through all that we do as well as the local voice of community in all of our activities.</p> <p>We'll achieve this focus area by:</p> <ul style="list-style-type: none"> <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 Rooding	3. Community Activation	4. Social Infrastructure	5. Secure Water
<p>We have delivered a new approach to accountability across our community and council, that focusses on our Thrive DNA and results in a tangible uplift in community outcomes.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> <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>Roading 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>, Rooding 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 #bigwaterstory and #bigwastewater story, have developed a Long Term Plan for stormwater and continued to improve water security for Central Hawke's Bay.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> <li>Prioritising the Hawke's Bay/ Tairāwhiti <b>Affordable Water Reform Programme</b>.</li> <li>#thebigwastewaterstory and #bigwaterstory are delivered to provide long term improvements.</li> <li>Develop a #bigstormwaterstory 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>The Chief Executive is currently working to co-ordinate with the members of the Committee a date for the inaugural meeting in 2024.</p> <p>Between all the partners there is agreement on the importance of progressing this work.</p>
<b>Representation Review</b>	Complete a representation review, including opportunities to devolve local decision making to communities.	<p>In the first quarter, we completed 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>In the second quarter, following hearings on the 15 November 2023, Council voted for Māori Wards in the 2025 Local Body Elections. Council also supported the appointment of two Māori Advisors to the Council table up until the 2025 Local Body Elections.</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. Officers are working to present an update to Council in the third quarter on the programme for this review.</p>
<b>Tūhono mai Tūhono ātu - Māori</b>	<p>Implement the Tūhono mai Tūhono ātu - Māori Engagement Strategy.</p> <p>The strategy's key priorities are:</p>	<p>The focus across the four Pou in this quarter has been:</p> <p><b>Pou tahi –enhancing governance capacity &amp; maintaining relationships.</b></p>

## Engagement Strategy

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

### - Representation Review Support -priority 1

Supporting the representation review process.

### - Freedom Camping By-Law Support – priority 1

The provision and co-ordination of support for the compliance and customer service team. With the purpose of running a series of hui with mana whenua to engage on the freedom Camping by-law which is out for consultation until 30 January 2024 when submissions closed. Mana whenua have provided a range of feedback about beach and river tikanga/guidelines for manuhiri/visitors when in the Tamatea district that they would like upheld.

### Pou Rua

#### - Arts, Culture and Heritage Action Plan – priority 1

Support for the tourism and museum lead by providing and engaging mana whenua involvement. The Toi-Tu regional strategic framework to support creative communities was released in December, attendance at regional hui and involved in regional collaboration.

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

Support for Te Taiwhenua o Tamatea to apply for funding for Waitangi Day celebrations for 2024, to tell the stories of Tamatea, re-enactment of the Waipukurau block sale and Te Tiriti in Tamatea as told by local kaumatua.

### Pou Toru

#### - Enhancement of prosperity and wellbeing – priority 1

Support Tihei Tamatea on a weekly basis, includes shared office space, liaison, and co-ordination functions.

#### - Support of initiatives to enhance capability and capacity – priority 2

Supporting the development of marae action plans with Civil Defence Emergency Management for Tamatea.

### Pou Whā

#### - Future Generations taken care of – priority 1

		Regular Meetings with Lake Whatuma Management Group to enable aspirations for development and growth, Te Ikatere – Aramoana reserve meetings to progress, gathering spaces, and pou along the coastline. Also further hui with Purerere hapū regarding aspirations for land use, resilience, and restoration.
<b>Social Development Strategic Framework</b>	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 the second quarter. All networks have operational Action Plans that identify their vision, goals and priority areas that saw these substantially delivered for the year 2023. Networks will come together in early 2024 to identify and establish their priorities and develop their annual workplan.

## #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.	Morrison Lowe provided a report to Council in December 2023 on affordability. This report will 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 3 Year Plan 2024-2027 (Long-Term Plan 2024).	Now that Asset/Activity Management Plans, draft budgets, and the affordability review have been completed, officers are now working on the draft the Financial Strategy.  The draft Financial Strategy will be presented to elected members in Workshop in February 2024 prior to formal adoption in March 2024.



<b>Levels of Service review</b>	Completing a substantial Levels of Service review, as part of the 3 Year Plan 2024-2027 (Long-Term Plan 2024).	Morrison Low provided a report to Council in December 2023 on the proposed levels of service for the Long Term Plan. This report, alongside initial feedback from elected members has highlighted the need to make further changes in relation to the proposed Levels of Service. This work is currently underway and will be presented back to Council as part of the 3 Year Plan Programme.
<b>Councils Section 17a Review Programme</b>	Retain oversight of Councils Section 17a Review Programme and approve reviews as they fall due.	The Executive Leadership Team is tracking when S17a reviews are being undertaken and when they are next due.  An update to Council will be provided later this year on the programme, noting however a review of Land Transport will be required regardless in this calendar year.
<b>External Funding Strategy</b>	Continuing to implement the External Funding Strategy.	Officers continue to attract external funding, critical to supporting Council in the delivery of its services.  This has included further funding in the second quarter from the Tourism Infrastructure Fund for Coastal Camping support in the 2023/24 Summer period, Climate Resilience Funding for the construction of a new stop bank at the Tikokino Road Drinking Water Plant, Red Cross Funding for resilience funding of community hubs, Ministry for the Environment funding for a new weighbridge at the Waipukurau Transfer Station.

### #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:

<b>Focus Area</b>	<b>Summary</b>	<b>Update</b>
<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 beginning at a regional level, through the Climate Action Joint Committee and the Climate Action Technical Advisory Group.  This work is important 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>	<p>Supporting the development of the Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning.</p>	<p>Limited progress has been made on this focus area in the reporting period with the new Government having repealed the previous Government's reforms of the Resource Management legislation which mandated regional spatial plans. Further work can be expected in Q3 and Q4 on the direction for this work.</p> <p>A brief submission was prepared on the Proposed National Policy Statement on Natural Hazard Decision-Making (prepared by the previous Government), next steps for which will be decided by the new Government.</p>
<b>Regional Climate Action Committee</b>	<p>Working with the Regional Climate Action Committee to understand the local opportunities for the reduction and adaptation to climate change.</p>	<p>This Committee met in December 2023 to agree on a vision for its work. Both the Technical Advisory Group and the Climate Action Joint Committee will be meeting in Q3 to progress this work.</p>

# Big Moves

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

## 1. ACCOUNTABLE DELIVERY

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

Focus Area	Summary	Update
<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 Contracts Manager has continued to see 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 has started the review of the Contract Management Policy along with a review of our current Procurement Manual to align our internal processes and aid in the streamlining of contract management across the organisation.</p> <p>Planning is now underway for the relaunch of the Supplier Improvement Programme, which is planned for the third quarter. We are currently developing a phased approach, starting with our internal stakeholders, then a ‘pilot’ group of suppliers to refine our approach prior to a full-scale implementation. This is designed to strengthen and foster collaborative relationships with our suppliers, drive continuous improvement, and ensure the delivery of high-quality products and services with a focus on accountable delivery.</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 Councillor’s 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.</p> <p>Seven separate community led events are to be held by various groups in and around the district.</p>

		<p>The challenge is to keep the momentum going. Officers continue to look at opportunities to plant and beautify areas of the district, including assessing options for community beautification input and subsequent involvement in future Council projects.</p> <p>One of the Open Spaces priorities during 2024 will be to develop (or reinvigorate) the “Friends of” concept for various community parks. This will begin with Madge Hunter Park, given the cyclone impacts and strong community interest. The Russell Park user group is another immediate engagement opportunity following on from the Master Planning process.</p>
<p><b>Improve organisational reporting</b></p>	<p>Establish and improve organisational reporting, including key outcome data to demonstrate assurance in our services.</p>	<p>The focus in the second quarter has been lifting our reporting to the Risk and Assurance Committee, that complements a wider review of Councils risk maturity.</p> <p>In early 2024 we will be working with Councillor’s to develop the Council work programme and calendar for the 2024 year noting a number of existing priorities and milestones that already exist.</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
<p><b>Land Transport Strategic Framework</b></p>	<p>Complete a substantial review of the Land Transport Strategic Framework, focusing on establishing key routes of resilience and levels of service.</p>	<p>Work has commenced developing a coordinated programme for the Transport activity across improvement, operations, procurement, and strategy, ahead of procuring the major operations contract late this year.</p> <p>This will involve a review of the previous Section 17A to ensure we are focused on the correct way forward. This will also involve developing and implementing a sustainable land transport team structure, the delivery of contracts that combine affordability with community expectations and clearer visibility of delivery against KPI’s.</p>

<b>Roading Recovery Programme</b>	Strategically plan, fund, and deliver on our Roothing Recovery Programme following the effects of Cyclone Gabrielle.	<p>Throughout the second quarter, procurement of contractors has progressed thoroughly with the release of 4 requests for tender resulting in the award of 9 contracts. In the coming quarter responses to a further RFT which is currently open will result in award of the remaining contracts under the Cyclone Gabrielle Emergency Response funding. Construction on a total of 26 sites has commenced with work on a number of sites commencing in late January or early February.</p> <p>In the coming months alongside construction delivery the other key focus' remain on further funding applications and planning for delivery of the first 4 funded recovery sites.</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>The development of a land transport team structure will allow the appropriate focus to be placed on relationships with not only the Regional Transport Committee bur with other TLA's and central government groups to ensure we are involved in initiatives that have or could have an impact on Council.</p> <p>This work will be ongoing.</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 third quarter, we will be working to refocus this project to see substantial progress in the 2024 calendar year alongside the Three Year Plan process.</p>

<b>External Funding Strategy</b>	<p>Continue to identify opportunities through our External Funding Strategy that will accelerate our ability to deliver the 'nice to have' projects.</p>	<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, recent extra funding to complete the Pouterere Reserve work from TIF and secured \$2.5 million of funding from (through CIP) Government for the construction of a new stop bank at the Tikokino Road Drinking Water Plant, that supplies Otāne and Waipawa.</p>
<b>Waipawa Main Street Streets for People project</b>	<p>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>	<p>The contract for the physical roading works has been awarded to Tūpore Infrastructure with an agreed construction start date of 19 February 2024. A kickoff meeting was held with Engineers, Designers and Contractor to confirm tasks need to launch the installation. Contract documentation is being coordinated. Initial programme indicates installation completion by 29 April 2024 including street furniture installed. The contractor has agreed to night works only, with no disruption to retailers.</p> <p>Co design group and retailers meeting was held on 20 December 2023 with 22 attendees. In response to feedback, the cycleway has been excluded from the Streets for People Waipawa project and will be considered with the Harker Street redevelopment. Data collected from the two LCLR interventions showed an average drop in traffic speed of 10kph. Two on-street events are planned to update community on programme of work and scope of works. A walk through with the landscape designer and the Arts &amp; Culture group is planned to confirm streetscaping.</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>	<p>Deliver on the Better off Funding Housing Project. This project is to identify and explore the most appropriate structure to co-ordinate and deliver housing outcomes in the widest sense in Tamatea – Central Hawke's Bay.</p>	<p>The 'Our Homes' Strategy forms the basis for this body of work. Council endorsed the Strategy on 19 October 2023. Planning is underway to develop the implementation plan with a portion of available funding. A further update on housing is provided below.</p>

## Economic Action Plan

Continue to focus on the long-term implementation of the Economic Action Plan.

The key priorities from the EAP include:

- Land use diversification and climate resilience
- Develop a business support network.
- Issue a Central Hawke's Bay specific investment prospectus designed to attract new business investment

In this quarter, we have continued to support Kaikora Enterprises Limited to develop a seed drying facility with central government funding. In early 2024, the facility is set to be completed and operational. This project provides an exemplar model for local producers to diversify their crops to high-value seeds.

A more casual business networking programme, Business After Five (BA5), is now in place. Hosted by various local companies and organisations, BA5 events offer a relaxed setting for local businesses to share insights, connect, and foster valuable professional relationships. With approximately 10 events annually, each drawing an average of 30-35 attendees.

Assessing the status of actions outlined in the Economic Development Action Plan recognising the need to determine their relevance amidst recent events. It's crucial to identify whether pivots are necessary to address the economic needs of the community. This evaluation ensures the strategies remain adaptive and responsive to the dynamic landscape.

## Waipukurau South Growth Precinct

Continue to facilitate the Waipukurau South Growth Precinct.

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

The first quarter saw Council formally considering the disposal of part of a property purchased at 83 Pōrangahau Road for Stormwater Management. The balance of the land including house and curtilage is currently listed for sale.

The implementation of the project has been challenged by delays to the 3-Waters reforms and by broader financial constraints Council is managing as it prepares its 3 Year Plan.

Officers are working with Kainga Ora in this quarter to determine the next steps for how best to manage the impacts of this, including how to potentially phase and reprioritise the projects to ensure residential growth can be enabled in this area.

<p><b>Tamatea Housing Taskforce</b></p>	<p>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.</p> <p>The Taskforce provides a consistent and coordinated approach to housing and its related areas to enhance the wellbeing of mana of our people.</p>	<p>The development by the Taskforce of the ‘Our Homes’ Strategy for Tamatea Central Hawke’s Bay sets a blueprint for responding to the housing challenges that our people and whānau are facing in the short, medium, and long term.</p> <p>Endorsed by the Taskforce, the strategy was further endorsed by Council on 19 October 2023. A 0.5 FTE has been allocated to lead the implementation of the strategy over the next 18 months.</p> <p>Funding to support this role has been secured via an existing grant from The Ministry of Social Development, who will also be providing coordination support through to 30 June 2024.</p> <p>Initial priorities are the development of an implementation plan and a communications plan.</p>
<p><b>Thriving Places &amp; Open Spaces Quick Wins</b></p>	<p>Deliver the Thriving Places &amp; Open Spaces Quick Wins. BOF project 5 – this project has identified quick-win projects for implementation including: Implementation of Places &amp; Spaces Reserve Signage, Green Space Activation Projects and Accelerating Russell Park Master Planning</p>	<p>The Russell Park Masterplan has been developed to final draft stage. Following the second stakeholder workshop in November, several groups requested that the draft Plan be taken out to their full committees. These are scheduled for February. Following this, the final Plan will form part of the review of the Reserve Management Plan later in 2024.</p>
<p><b>Community Plans</b></p>	<p>Continue with the development and implementation of Community Plans which includes Ongaonga, Tikokino, Takapau, Otāne, Pōrangahau/Te Pairahi and Elsthorpe/Kairakau.</p>	<p>Engagement with the 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.</p> <p>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.</p>



## 5. SECURE WATER

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

Focus Area	Summary	Update
<b>Affordable Water Reform Programme</b>	Prioritizing the Hawke's Bay/ Tairāwhiti Affordable Water Reform Programme	<p>Mid December 2023 saw the announcement that the new government will pass legislation early 2024 to repeal the previous government's services legislation. This repeal is the first part of the government's new approach to water services delivery which they have named "Local Water Done Well."</p> <p>While Government are yet to formally announce the full detail of their Local Water Done Well Policy, getting on and prioritising the Hawke’s Bay Waters model for further testing and engagement with Elected members and community must be an urgent priority. In this context, local leadership – both at a District level and regional level will be critical for us to proactively respond to the challenges that we face as a result of the significant 3 waters investment required.</p>
<b>#thebigwastewater story and #bigwaterstory</b>	#thebigwastewaterstory and #bigwaterstory are delivered to provide long term improvements	<p>Affordability challenges have seen Officers consult and work with Executive Leadership Team (ELT) and Elected Members to rephase the water programmes until decisions have been made about the adoption of the next Long-Term Plan which currently has a focus on recovery from Cyclone Gabrielle with critical roading and water assets as a focus.</p> <p>In September, Officers presented a report to Council outlining the need to consider rephasing 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.</p> <p>Affordability has posed a number of challenges and risks to both programmes. We presented Key Project Status Reports in the period to Council on these projects at its November 2023 meeting.</p>

<p><b>#bigstormwater story</b></p>	<p>Develop a #bigstormwaterstory in response to Cyclone Gabrielle, to be supported for future funding and delivery</p>	<p>The Big Stormwater Story is underway! We are finishing off the last of the cyclone response works, which continued through the construction season, supported by our maintenance plan.</p> <p>We are advocating for additional funding to fully realise the benefits of the plan next financial year. Officers are also progressing our programme of quick wins, aiming to provide resiliency during heavy rain, and engaging with residents on a long-term strategic direction for the activity.</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>

# Organisation Performance

## Overview

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

## Activity Updates

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

## Level of Service Performance Reports

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

## REQUEST FOR SERVICE (RFS)

In this quarter, there continues to be a concerted effort to reduce the total number of outstanding Requests for Service across the organisation and lift our engagement with community. We are providing this data in a transparent way, with the level of open and overtime RFS' realistic for the size and complexity of our organisation.

As mentioned in the last quarter, Officers are currently reviewing the RFS system and categories. As part of the Long Term Plan, we are also reviewing the levels of service in relation to customer satisfaction and what realistic response time should be over the next 3 year period. This will not change our drive to provide customer excellence, but any changes will reflect the challenges we face going forward and what priorities are set through the next Long-Term Plan process. Whilst this quarter highlights a marked decrease in open and overdue RFS's it is reflective of the period and the decrease in overall requests, and a concentrated effort by staff to maintain high levels of service.

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

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

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

## LGOIMA

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

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

LGOIMA requests received for this quarter are listed below:

Subject	Business (if applicable)	Date Received
Public Pool facilities	NewsHub	2 Oct 2023
Objection to Contribution levy charges (developers levy charges)	Private	4 Oct 2023
Dog barking/bark survey/Animal control complaint	HB Law	10 Oct 2023
Services Provided during Cyclone Gabrielle	Radio New Zealand	11 Oct 2023
Suitable land for large scale renewable energy locations (additional questions)	Private	12 Oct 2023
Access to any PFAS sampling and analysis data (landfills, wastewater treatment plants etc) or received through resource consent applications.	Auckland University	13 Oct 2023
Cycle, pedestrian, and service (Total) bridge market size in the region	We are Snapshot	18 Oct 2023
District Plan appeals - copy of CHBDC memo to Environment Court	Private	5 Nov 2023
Transport Choices & Community Connect	Parliament	8 Nov 2023
Payments to external suppliers for purchases of goods and services for 2022 year	Data Collection – Govstats	11 Nov 2023
Council Controlled Organisations (CCOs) & Council Controlled Trading Organisations (CCTO)	Private	20 Nov 2023
Christmas Expenditure	Taxpayers Association	7 Nov 2023
Territorial Authority request for information on Ombudsman Report, Costs relating to councillor interactions, Staffing numbers, Snr leadership, Contractors	Private	10 Dec 2023
Infill developments - Gaisford Tce 18A-18B, Waipukurau	Beca	14 Dec 2023
2024 Ratepayers' Report for the 2022/23 financial year	Taxpayers Association	18 Dec 2023

## LEADERSHIP, GOVERNANCE AND CONSULTATION

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

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

Focus Area	Overview	Last Quarter	Next Quarter
Representation Review	Te Kaunihera a rohe o Tamatea / Central Hawke's Bay District Council voted in favour of Māori wards and invited hapū to select up to two representatives for Māori representation in an advisory role for the 2025 and 2028 elections on Wednesday 15 November 2023	Between 29 Sep and 27 Oct 2023, feedback was sought from the community. This followed engagement with mana whenua from August 2023 involving kanohi ki te kanohi (face to face) meetings, conversations and written correspondence with marae, Tamatea Pokai Whenua (Heretaunga Tamatea Settlement Trust) Trustees, Ngāti Kahungunu Iwi Incorporated leadership. Central Hawke's Bay District Council voted in favour of Māori wards at their 15 Nov 2023 Council meeting.	The next step is a formal representation review, which councils conduct by law every six years. This review determines the total number of councillors, the make of wards, boundaries, and names. This is a publicly notified process, to be developed in the first 5-6 months of 2024. A focus will be establishing the Governance work programme for the 2024 year.

### Activity Update

Between 2 and 14 October 2023, General Elections were held for public to vote. Council graciously provided various venues for public to vote.

An LGNZ Zone 3 meeting was held from 16-17 November 2023 and hosted by Central Hawke's Bay. The meeting was described by many as one of the best meetings in some time, with the great manaaki shown by everyone - from presentations, to breakfast, hearing from the Porangahau Catchment Group and touring the site of Nga Ara Tipuna. The highlight for many were also the local vintage cars that picked people up for the evening. This was a great opportunity to share the work we've achieved with others and share challenges and opportunities.

Waipawa Building Society Scholarship interviews were held during November 2023 and the Trustees nominated three young recipients of CHB District a scholarship for tertiary studies for the 2024 academic year. These scholarships were awarded at the Central Hawke's Bay College prizegiving night held at the end of November 2023. The recipients are Ella Malcolm, who will study business through Massey University, Ellyn

Ross, who will study hotel management through the Pacific International Hotel Management School, and Celeste LeLievre, who embarks on the second year of a three-year Bachelor of Education (ECE) degree. Eric Tate Scholarship interviews were held during November and one recipient received a scholarship in the 2024 academic year. This year's 2023 recipient was awarded to James Ganley.

Furthermore, we had 3 Council meetings, 5 Council workshops, 2 Extraordinary Council meetings and 1 Extraordinary Risk and Assurance Committee meeting held in the last quarter. The focus for this coming quarter is to develop an initial representation review proposal to be adopted mid year as well as continue building the 2024 Governance work programme.



Council meeting voted in favour of establishing Māori wards.

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.	<b>Not 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.	<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.	<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.	2024 Action plans will be developed and confirmed
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

#### Social Development Strategic Framework

Central Hawke's Bay has an active and collaborative Network of Networks:

- Safer Central Hawke's Bay
  - Road Safety
  - Violence Free CHB
  - Community Resilience & Wellbeing
  - Safe and Warm Homes
- CHB Food Secure Network
- CHB Disability Network
- CHB Older Persons Network
- Youth Development Network

All networks have had a busy and active year and achievements have been captured in their respective 2023 Action plans.

#### He Ringa Whanau Ora

Further funding to enable this programme to continue was not received and subsequently this initiative has now finished. The He Ringa Whanau Ora programme had a We are continuing to have dialogue with Te Taiwhenua O Tamatea and potential funders to explore other sources of funding.

#### Social Housing

The number of applicants on the Public Housing Register decreased from 77

applicants in June to 73 at the end of September (December 2023 quarter data via MHUD not yet available).

Council endorsed the 'Our Homes' Strategy for Tamatea-Central Hawke's Bay which provides a blueprint for responding to the housing challenges that our people and whānau are facing in the short, medium, and long term. An implementation plan for the actions contained in the strategy is currently being developed.

#### Community Grants

Two applications to the Community Pride and Vibrancy fund were received, both were successful and \$2,446 of funding was awarded.

The Sport NZ Rural Travel fund was open for applications from 13 November 2023 to 8 December 2023 and the assessment committee meets in January to distribute.

Community Grants Given	
<b>\$26,435</b>	<b>\$1,446</b>
Jul – Sep 23	Oct – Dec 23

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.	<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.	<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.	<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.	<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.  Continuation of Community Resilience planning and setting up of hubs around CHB.	Community Resilience Plans: finalise Tikokino, consultation and review Porangahau, commence Otane and Ongaonga  March Tsunami Awareness  Lifestyle Block Emergency Preparedness Handbook Press Release and Distribution
Emergency Management (EM) Operations & Capabilities	Exercises, IMT meetings, Training Programmes, Equipment and Maintenance, Emergency Operations Centre (EOC) Management	Operational Training for those who attended CIMS 4.  Two controllers trained.  Long Term Plan	One Controller to be trained in March. Alternative EOC identified & discussion with venue owner progressing. New EM training programme roll out from late February

## Activity Update

### Emergency Preparedness

There is a newly developed handbook for lifestyle block holders. We are currently working on putting together a media release and distribution throughout CHB.



### Community Emergency Hubs:

We are currently on track to roll out 10 new Community Emergency Hubs throughout CHB. Each hub will be kitted out with emergency supplies. A memorandum of understanding will be created between the Venue Owner, HBCDEM, CHBDC and

witnessed and signed by a community representative.

### Community Resilience Plans

Tikokino has a new plan that is now out for consultation. Pōrangahau has a plan, but it is in the old Community Resilience plan design, and it is also out for consultation. Follow up workshops/ meetings will happen in the next few months for both plan's, using community champions who identified themselves at previous meetings.



### Community Engagement and Events

March is Tsunami awareness – a special Hikoi will be held.

## 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.	Implemented consistent and timetabled audit regime.	Implement updated Contract KPIs (delayed due to cyber breach)
Russell Park Masterplan	Deliver the Russell Park Masterplan (BOF Quick Win, Big Move 3 - Community Activation)	Stakeholder engagement completed. Draft Masterplan completed	Take draft Masterplan to individual groups and park users who have requested this.

### Activity Update

We continue to support the TIF funded restoration of cyclone damaged Tukituki trails and the Black Creek bridge.

The Russell Park Master plan process created some great opportunities for community input and conversations. The draft Masterplan is now being tabled and discussed with individual user groups.

Restoration work continued on Madge Hunter Park, with pro-bono input from Downers. This was interrupted by the discovery of asbestos in the park and is now on-hold pending wider engagement into what park users and our community envisage for the future of this space.

Our Sport NZ funded Play Advocate started in November and is making fantastic progress in championing play across Council and the community. He is working closely with our partners and bringing the "Play" section of our PARS strategy to life.

We continue to work closely with the Nga Ara Tipuna committee on the development of the existing sites. At one location (Pukeora Hill) we are working with locals on ways to improve safety at the site by considering some changes to the original shelter – opening it up

to reduce antisocial behaviour. Takapau Lions are keen to support this project.

In response to ongoing safety issues at Coronation Park we had a CPTED (Crime Prevention Through Environmental Design) assessment done and are following up on suggested actions.

We are working with the local RSA on a small redesign to the Waipukurau war memorial garden to accommodate plaques commemorating post WWII conflicts.

CFIM contract – focus on operational rhythms and systems to monitor outcomes (CHBDC audits, shared audits).

We worked with our pool operator to plan for a successful summer season for the Waipawa pool, with general safety improvements and site tidy up.



#### Activation – Park Bookings

81

54

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>	<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><i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within the target zone, divided by the total number of residential parcels within the township zone. There has been no change to this calculation in this financial year.</i></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>	<p><b>No change.</b></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><i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within a within 10-minute walk of a park or community open space divided by the total number of residential parcels within the urban areas.</i></p>	<p><b>No change</b></p>		

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

Cemeteries – Level of Service Performance Report

[LTP Doc Page 65](#)

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

## 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.	Works completed to get the Waipawa Pool ready for its opening late November.  Smoke alarms installed in the Museum.	Memorial Hall will get a new accessible ramp installed this quarter at the rear of the hall.
Retirement Housing	Council retirement housing is at full capacity.	October inspections and wellbeing checks.  Reactive maintenance mainly plumbing and electrical issues.	Accessibility improvements and exterior painting planned.
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. Toilet deep cleans were completed in December.  Accessibility and reactive repairs undertaken.	Council and Contractor joint inspections undertaken fortnightly.  Renewal priorities identified – repainting, minor repairs.

### Activity Update

#### Community Facilities

Cyclone Gabrielle recovery planning identified the need for Community Emergency Hubs. Most hubs will be council owned community halls and work is underway to determine the work required to ensure these facilities are fit for purpose, in conjunction with the Hall Committees. There is a work programme for minor deferred repairs and maintenance for the community owned halls for Summer-Autumn.

Waipawa Pool opened at the beginning of December and has seen good usage so far. Aqua Management have opened the pool some mornings for lane swimming.

Smoke alarms were installed in the CHB Museum in November to improve safety for the facility and staff.

Due to water restrictions, planned community building washes are delayed until Autumn.

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 once confirmed by Council.

#### Retirement Housing

The retirement housing is currently at full capacity. Accessibility improvements, including widening and creating new footpaths; and exterior painting are planned.

#### 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 audit inspections.

Council Retirement Housing Occupancy			Council Retirement Housing Wait List		
100%	100%	-	10	10	-
Jul – Sep 23	Oct – Dec 23	No change	Jul – Sep 23	Oct – Dec 23	No 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	<b>On Track to be achieved</b> The pool opened at the beginning of December. December recorded 3,098 users, with 5 days closed due to weather.		
	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.	<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.	<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.	<b>On Track to be achieved</b> 1 complaint regarding Nelly Jull toilet “needing TLC”		

## 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	Monthly BA5 events planned.  Agritourism workshop facilitated.  Confirm 2024 ED Action Plan Priorities
Advocate for district level investment and positive interventions at a regional and national level	Connecting with the HB Regional Economic Development Agency Develop to support Business cases. Connecting with business and amplifying their voice at the regional table.	Contributed to regional recovery planning.  Supported MBIE funding of small seeds project.	Kaikora seeds activation plan completed, and implementation commenced.  Support local HBRC public transport trial
Promote CHB as a place for investment	Investment portfolios Destination promotion and events Supporting development of social infrastructure to support growth and development	Supported application to MBIE TIF fund for Tuki Tuki Trails	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 Councils 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.

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.	<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.	<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.	Continue to support establishment 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	Support the appointment of the two advisory roles for Governance

### Activity Update

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

- Representation review
- Tamatea Partnership Committee support
- Streets for People
- Freedom Camping bylaw
- Transport choices
- Application for Waitangi Day funding (to hold an event) from the Ministry of Culture and Heritage

Other ongoing project work have included:

- District Plan Leadership hui - Appeals
- Coastal Hui groups – Aramoana, Purerere
- Russell Park Master Plan Project team involvement
- Cyclone recovery input

- Freedom camping by-law.
- Tamatea Housing Taskforce.

Projects requiring completion include:

- Parimahu - multiple parties involved – next collaboration dates to be organised.
- Tapairu signage - hapū agreement on what should be on the sign.
- Coastal hapū - Pou along the beaches highlighting hapū presence.

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>	<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	Planning for Summer Programming	Offering a wide range of programmes to the community
Council Wide Booking System	Council Wide Booking System for meeting rooms/parks/halls	Development of the site and testing of its usage.	System to be rolled out to public for online bookings. Other areas of the business to be onboarded.
Spring Fling	Organisation and coordination of Spring Fling	Planning for Spring Fling 2024	Scoping of new events for 2024 Spring Fling and finalised of application process

### Activity Update

#### Programming

##### Spring into Reading 2023

This popular reading programme was run through 12 CHB Primary Schools and aimed to promote literacy and a love for reading among our Tamariki. 1000 children signed up and Librarians visited the schools throughout the programme to interact and oversee the children’s booklets. The culmination of the program was marked by a lively Finale held at the CHB A&P show.

##### School Holiday Programming

October School Holidays offered a diverse range of activities ranging from interactive exhibitions hosted at the Central Hawke’s Bay Museum to Miss Tutu’s Dance School offering dance sessions to entertain and inspire children. In addition to cultural and physical activities, the program featured a terracotta craft session, a Civil Defence event, specifically showcasing Shake Out, and leaf printing. The combination of these activities ensured the October school holiday program was not only educational but also entertaining and inclusive, catering to various interests and age groups within the community.

##### After School

Fiero code club ran after school in the Waipawa library and is a coding club that the

library subscribes to and can offer to children for free. This was a great hit with more participants than computers.

##### Good morning Grandchildren

The libraries launched “Good morning grandchildren” in October as an opportunity for grandparents to bring their grandchildren into Te Huinga Wai on a Saturday morning for story time and craft activities.

The libraries ran a Christmas craft table at the Christmas carnival. Children enjoyed making Christmas decorations and wreath.

##### Advance Voting

In preparation for the 2023 general election, advance voting services were held at Te Huinga Wai and Waipawa Library with the primary goal to offer the community convenient and accessible spaces to cast early votes. This brought non-library users into the library space and offered an opportunity for them to see what the library has to offer.

##### Friends of the Library

The Friends of the Libraries have held two author events, one with Charity Norman and one with Mason Ball. They also held Have a Reading Christmas which showcased popular books for Christmas. All three events were well attended.

Number of School Holiday Programmes attendees			
254	145		
Jul- Sep 23	Oct – Dec 23	Jan – Mar 24	April – June 24

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
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	<b>On track to be achieved.</b> 18,678	<b>On track to be achieved.</b> 21,602 (Total visits for 2 quarters 40,280)		
	The number of digital visits through our website, online databases, and platforms.	12,500	<b>On track to be achieved.</b> There have been 6457 visits throughout our online platforms such as website, online databases, online resources, Facebook and Instagram.	<b>On track to be achieved.</b> There have been 5674 visits throughout our online platforms such as website, online databases, online resources, Facebook and Instagram.  (Total visits for 2 quarters 12,131)		
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	<b>On track to be achieved.</b> 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).	<b>On track to be achieved.</b> There have been 20,975 physical and digital issues this quarter. (Total issues for the 2 quarters 43,824).  This equates to 3 issues per capita		
Council will provide a range of activities and learning opportunities	The number of events and programmes available and participants.	400	<b>On track to be achieved.</b> 169 programmes and events were held in the quarter.	<b>On track to be achieved.</b> The number of programmes and events that were held this quarter was 130.		
	Participants of events including programmes, exhibitions, author events, and classes.	6,000	<b>On track to be achieved.</b> 5630 attendees across of range of activities in the quarter.	<b>Achieved</b> The number of attendees for these events was 3516.  (Total attendees for 2 quarters 9,146)		

## JOBS IN CENTRAL HAWKE'S BAY

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

Focus Area	Overview	Last Quarter	Next Quarter
Ongoing funding for MTFJ	MTFJ funding confirmed for 2023-2025 only.	Continue to work closely with MSD around other funding sources.  Addition of MTFJ into Activity Management Plans and LTP.	Continue to advocate for external funding to continue this important mahi.

### Activity Update

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

#### Road to Recovery

We have partnered with the Central Hawke's Bay District Council Rooding Recovery team bringing together current contract tenderers and our local smaller civil contractors to meet and connect with the goal of building relationships and facilitating sub-contracting opportunities for future work. Our next step is providing a contracting workshop to upskill these small businesses to be able to tender for work with Council and other projects locally and regionally.

#### MTFJ Graduation

The evening of November 8 was our *MTFJ Trades Graduation, Rotary Young Employee of the Year and the inaugural Rotary Youth Friendly Employer Award*. This celebration highlights the success of what we do with most nominees and graduates having been connected in some way through Jobs in Central Hawke's Bay. Overwhelming positive feedback followed what was a fantastic 'feel good' evening and the highlight of our calendar year!



#### Youth Transitions


Our second *Work Ready Tamatea* course concluded with a graduation on December 13. The 10-week course worked with 10 Rangatahi unpacking the 7 Key Employability Skills through: group work, volunteering, work experience and exploration. Participants worked towards their license to work and a pathway into further training or employment.



#### Enhanced Taskforce Green

On 27th November 2023 the Enhanced Taskforce Green project commenced in Central Hawke's Bay. This project is a partnership between MSD, Mauri Oho, Rural Support Trust and Jobs in Central Hawke's Bay/CHBDC Recovery Team. It's a 12-week programme with 2 crews of 5 people (1 supervisor and 4 workers) spending up to 3 days on rural properties to provide a labour force to assist with cyclone recovery, clean up and repairs. Jobs in Central Hawke's Bay supported the interviewing of the crew with over 20 attending an interview and will continue to support these participants throughout the project.

Jobseeker Engagement			MTFJ -Measurable Outcomes			Business Support		
64	95	1070	9	24	244	7	970	11
Oct-Dec	Total for financial year	Total for project	Oct-Dec	Total for financial year	Total for project	Events Held	Total Business Database	GGE Participants

 **Current Stats at a Glance** 

Date Today

07/02/24

**Total Numbers**

**1,089**

Total Jobseeker Referrals

**558**

Youth Referrals

**442**

Secured Employment/Training

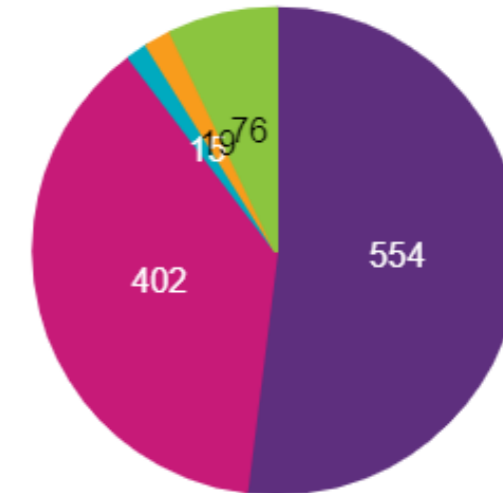
**Referrals by CHB Precincts**

Waipukurau Referrals	409
Waipawa Referrals	194
Porangahau Referrals	63
Takapau Referrals	118
Otane Referrals	56
Onga/Tiko referrals	51
Outside CHB Referrals	35



**Ethnicity Breakdown**

NZ European Māori Pacific Asian Other



**Year #4 (July 23 - June 24)**

Referrals from July 2023	109
Round #6 (from July 2023)	30

**Business Connect Details**

New Business Connections in the last 30 days	33
Business Connections in last quarter	102
Total Business List	999

**CHB Apprentices 2023**

Current Workshop Participants	25
Completed Apprenticeship	10
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
Operations - CHB Municipal Theatre	Ensure good processes are in place to effectively manage the facility.	Collating events data and stats for review. Increased focus on enhancing opportunities to grow revenue	Increased focus on enhancing communications and opportunities to grow revenue
Central Hawke's Bay – Event Support	Continuing to build connections locally and regionally within the events sector.	Continuing to build connections locally and regionally within the events sector.	Creation of a "What's On" calendar for Central Hawke's Bay

### Activity Update

#### Arts Update

##### Chorus Art Boxes

The cabinet art initiative began in 2010 and is proving invaluable as a way to help promote a sense of community belonging, identity and pride while also helping to discourage anti-social behaviour. In the latest round, 12 artists applied to paint the boxes.



The cabinet on Hatuma Road was completed by local artist Jessie Harte, titled *Whatuma secret creature Matuku*

##### Plywood Christmas Trees

These stunningly painted plywood Christmas trees, took pride of place once again in our community, marking the beginning of the festive season. The trees are displayed in Waipukurau, Waipawa and for the first time a set of three in Ōtane, painted by Martina Magee. The artist was sourced through the Toi Tamatea Arts Network.

##### Ngā Toi Hawke's Bay – The Wheel of Wellbeing

The Wheel of Wellbeing workshops address challenges and stresses that individuals may be facing in their lives. The initiative is part of the Ngā Toi Hawke's Bay Community Outreach Programme, aiming to assist individuals in connecting with others and navigating a path towards improved well-being. Two workshops were held at the libraries with 15 people attending.

#### Events & Venue Update

##### Regional Event Support

In October 2023 HB Tourism established a one-off \$100,000 contestable Events Fund for the purpose of driving visitation and economic benefit to Hawke's Bay and to stimulate recovery following Cyclone Gabrielle. 17 applications were received, requesting a total of \$341,500. 9 successful applications with Central Hawke's Bay events allocated 15% of the \$100,00 available funds. Rebel Roundup (March 2024) received \$10,000 and Sanctuary Sounds (Dec 2024) receiving \$5,000.

##### Community Christmas Carnival

Thousands turned out for the Community event held in Ruataniwha Street Waipukurau on Sunday 8<sup>th</sup> December to enjoy live music & entertainment, family-based games & activities, vintage cars and lots of local shopping. The majority of businesses noted that it had some or a lot of positive impact on their revenue.



'I was so busy, there were lines of customers at the counter. It was an awesome event.' - Funky Pukeko

Theatre Bookings		Theatre Attendees	
<b>38</b>	<b>26</b>	<b>3005</b>	<b>3155</b>
Jul - Sep 23	Oct - Dec 23	Jul - Sep 23	Oct - Dec 23

External Support Events	
<b>5</b>	<b>5</b>
Jul- Sept 23	Oct-Dec

## TOURISM & MUSEUM

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

Focus Area	Overview	Last Quarter	Next Quarter
CHB Museum / Programmes-development of a Heritage Strategy	Greater alignment between Museum and Libraries especially around programming and Tourism.  There is a need to develop and Heritage and Cultural Strategy.	Regular catch ups with the Museum to ensure alignment with the wider team and council. School Holiday Programmes offered at the Museum.	Funding to be sourced for a Heritage and Cultural Strategy to be developed
CHB Museum Free Entry Campaign	Project received funding to cover cost of entry to the Museum. Encourage more visitors.	Comms support to promote the CHB Museum and free entry. AMP completed	Continued support and look for new opportunities to fund free entry
Spring Fling	Organisation and coordination of Spring Fling	Planning for Spring Fling 2024	Scoping of new events for 2024 Spring Fling and finalised of application process

### Activity Update

#### Central Hawke's Bay Museum

The CHB Museum continues to attract visitors from all over the country and overseas with visitor numbers remaining high. This quarter there has been a total of 2044 visitors, 838 locals, 902 from wider NZ and 304 from Overseas.

The Student Art Portfolios Exhibition opened in November and a successful school holiday programme was again run.

Father Christmas was present to offer community photos during the festive season. The give-a-little page continues to offer an opportunity for people to donate to the museum and the idea of having a Souvenir/retail shop is being explored.



#### Tourism

##### Spring Fling 2023 Wrap Up

Spring Fling 2023 featured 20 engaging activities that attracted thousands of participants from over New Zealand. The events spanned a wide range of interests, ensuring there was something for everyone to

enjoy. These included: Spring Market, Austen Found, Taniwha Daffodils, Spring Picnic at Pukekaihou, Hatuma Half Marathon, Gwavas Homestead, Garden to Vase, High Tea at the Museum, Evening at the Museum, Oruawharo, Punanga Lodge, Wallingford Homestead Trail, Duck Day, HB Arts Trail, St Vincent's Oruawharo, Omakere Coastal Walk, Brews & BBQ finishing with Picnic in the Peonies.

With 14,72 tickets sold, from 13 ticketed events, this is a testament to the success and popularity of the Spring Fling, indicating strong community participation and engagement in the diverse array of events.

#### Agritourism

In November 2023, Central Hawke's Bay District Council was invited to attend an Agritourism workshop facilitated by Renee Hog from Inside New Zealand Ltd and hosted by Tararua District Council. The workshop educated participants on various aspects of combining agriculture and tourism, focusing on land diversification, sustainable farming practises and enhancing visitor experiences on farms.

Planning is currently underway to host a similar workshop in Central Hawke's Bay in early 2024. A collaborative effort to advance agritourism in Central Hawke's Bay with Tararua and Wairarapa has already initiated some discussions.



## DISTRICT PLAN

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

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

Focus Area	Overview	Last Quarter	Next Quarter
Appeals	9 appeals were received on the decisions on submissions on the Proposed District Plan, with 21 subsequential section 274 notices received.	Council officers provided a response to the first Environment Court minute and continued working towards preparing for resolving appeals.	Mediations are anticipated to begin in March 2024, with currently eight days scheduled. One preliminary legal matter and one appeal are to be heard by the Court. Dates are still yet to be confirmed for those.

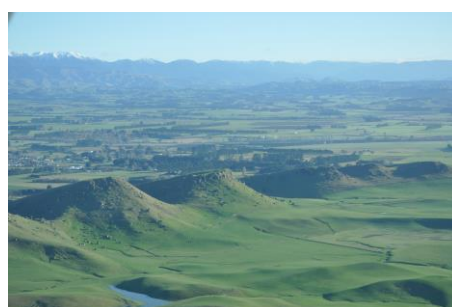
### Activity Update

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.

All appeals were received by 7 July 2023. Council received a total of 9 appeals. Following appeals, any eligible person was able to become a party to proceedings under section 274 of the Resource Management Act 1991. 21 section 274 notices from 16 different parties were received.

Council received its first Environment Court minute on 9 August 2023. 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 sought feedback from all parties and provided those recommendations to the Environment Court. The Environment Court was agreeable to the proposed topic structure and proposed pathways for resolving appeals. Based on our recommendations it is intended that almost all the appeals will be discussed between the appellants through mediation. A total of eight days has currently been scheduled and projected to span from March to mid-April.



Active Environment Court Appeals			Spend to date		
9	9	0	3.48m	3.53m	4.4m
Jul – Sep 23	Oct – Dec 23	Change	As a Sep 23	As at Dec 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> Council’s substantial efforts in the previous six years has resulted in this level of service being achieved for the first time.	<b>Achieved.</b> The decisions version of the Proposed District Plan has been notified. Council is working through the Environment Court process to resolve the appeals that have been made.		
	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 yet achieved.</b> Officers are currently considering how best to achieve the intent of this level of service amongst uncertainty on government changes to the RMA. We plan to have an understanding on a way forward for this in the third quarter.	<b>Not yet achieved.</b> Officers are currently considering how best to achieve the intent of this level of service. Council has employed a Planning Manager who will lead a programme of work and future plan changes to deliver on this target.		

## COMMUNITY SAFETY & COMPLIANCE

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

Focus Area	Overview	Last Quarter	Next Quarter
Animal Services	Noted an escalating trend across all dog related functions, including on number of dog attacks over the summer period.	Continues to be committed to the current levels of service and the relatively new team operating effectively.	Looking to the future and utilising current trends we could expect a significant increase in abandoned and surrendered dogs, which would put additional strain on escalating financial pressures.
Environmental Health	The team continues to focus on BAU and supporting both food and beverage premises to ensure that they gain and/or maintain compliance.	The team have undertaken seasonal campground inspections. They also continued with BAU around all food and alcohol licensing requirements.	Continued focus on all food and alcohol licensing requirements. Meeting with Regional LA's and key stakeholders on licensing matters.
Compliance Services	Work on the Freedom Camping Draft proposal, four new ambassadors working throughout the holiday period.	The Ambassadors have been successful at obtaining over 500 surveys during the consultation period which closed on 31 January. Engaged over 20 groups, including, Mana Whenua, NZMCA, KDS, Camping Committees, and sports clubs that may be impacted.	Consultation on the Freedom Camping Statement of Proposal has concluded. Officers will consider the submissions received and advice Councils on next steps.

### Activity Update

#### Animal Services and Compliance

With the absence of an SPCA presence we have seen an increase of dogs being surrendered, for various reasons. Thirteen abandonments/surrenders have been made which is an escalating trend that is likely indicative of the current financial environment, and the lack of welfare assistance in our district. Twenty-two animals were impounded in the last quarter.

Last quarter saw Willow take on her passion project of education, getting along to the A&P show, Waipawa Primary School, and Terrace Primary, as well as supporting the library programmes team during the school holidays with dog education.



Due to the increase in serious dog attack incidences, and the requirement to keep staff safe, the pound has obtained two bespoke dangerous dog kennels that remove the likelihood of staff or volunteers getting

injured. The kennels were designed in consultation with the Animal Services Team alongside Stevenson and Taylors in accordance with MPI standards in a "crush cage" style that allows the team to move in to clean and care for the animal whilst placing a barrier between the team and animal.



As aforementioned another successful round of MBIE funding has allowed us to employ four locals as Camping Ambassadors for the summer period. The team's main directive was to seek and obtain feedback from coastal users and visitors to inform the Statement of Proposal for the Freedom Camping Bylaw – a task the team has performed well at with over 500 surveys completed. The team are all locals with deep connections to the community.

*A meet and greet with the Whangaehu Beach locals to discuss their concerns.*



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	<b>Achieved 96%</b> October encompassed property visits and dog sightings that yield positive results in gaining compliance. November saw the first infringement run which again yielded results.		
	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.	<b>Achieved.</b> 8 serious dog incidences in this quarter recorded all have been attended within 2 hours. A slight de-escalation is a common trend for the holiday period.		
	Response to all stock complaints and requests within 24 hours	100%	<b>Achieved.</b> We have responded to 26 stock complaints within 24 hours.	<b>Achieved.</b> We have responded to 20 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.	<b>Not yet achieved.</b> This will be measured in the resident’s survey		

Environmental Health – Level of Service Performance Report

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
To keep the community safe and healthy by ensuring environmental and public health standards are maintained.	Complaints received are responded to within three working days.	100%	<b>Achieved</b> No complaints last quarter in relation to Environmental Health	<b>Achieved</b> 6 complaints last quarter in relation to Environmental Health were responded to within three working days.		
	The percentage of customers satisfied with the public health services delivered.	95%	<b>Not yet achieved.</b> This will be measured in the resident’s survey undertaken in Quarter 4.	<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 bylaw related RFS all attended within 3 working days	<b>Achieved</b> 34 bylaw 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)	New KPI's have been established and put in place	The first round of KPI's for 2024 completed for the maintenance contract. The re-seal contract results will be analysed.
Prepare AMP for next 3 years	Council and NZTA have different timeframes to prepare the AMP.	Two workshops have been held with Council to provide an overview of the AMP and submitted a draft to Waka Kotahi.	Presentations to Council have been made and the AMP has been updated and re-submitted to NZTA for comment and approval.
Misalignment of expectations	Our maintenance program is not meeting the needs of the Residents or our elected representatives	Attended community meetings to understand the issues from their perspective	Land Transport Programming – across strategy, operations and procurement to confirm a new contract in late 2024.
Contract renewal	We have 4 of our major contracts expiring on June 30, 2025.	A procurement plan was presented to Council and adopted which saw 3 of the 4 major contracts extended by 2 years. The maintenance contract was extended 1 year.	A plan to develop a new maintenance contract which will include input and involvement from our public to be presented to council for agreement

### Activity Update

The land transport activity over the last quarter has been carrying out road maintenance and response and recovery activities throughout the district. Meetings and discussions with our maintenance contractor have been held and will continue to be held to ensure there is a clear understanding of what is expected from the work being done in the field. This forms part of our Improvement Plan along with the KPI's. This in-depth work with the contractor will continue for the remainder of the contract to ensure continuous improvement.

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 have all continued and the programming of work for the remainder of the year is almost complete. Another of the initiatives for the department in line with the Council's big moves has been the development of an organisational structure which will be fit for purpose now and into the future and see the department staffed appropriate to the requirements.

The asset management plan has been updated based on Council feedback and has been submitted to NZTA for review along with our proposed 3-year programme.

Culverts Cleaned			Potholes Patched			KM of Road Graded		
<b>131</b>	<b>120</b>		<b>941</b>	<b>840</b>		<b>250</b>	<b>185</b>	
Jul – Sep 23	Oct – Dec 23	Jan – Mar 24	Jul – Sep 23	Oct – Dec 23	Jan – Mar 24	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
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	<b>Not Achieved</b> 0 serious and 0 fatalities for the quarter 4 serious for the Year to Date 0 Fatalities for Year to Date		
	The average quality of ride on a sealed local road network, measured by smooth travel exposure.	Between 85% and 90%	<b>Yet to be achieved</b>	<b>Yet to be achieved.</b> To be Measured later in year		
	At least 20% of the footpaths in excellent condition and no more than 10% of the footpaths in poor condition.	Excellent >50% Poor <10%	<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 lighter and any damage from incidents is reported and repaired quickly).	<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 lighter and any damage from incidents is reported and repaired quickly).		
	The percentage of the sealed local road network that is resurfaced.	Between 4% and 10%	<b>On Track to be achieved.</b> 0% - the reseal program will be scheduled for later in the year.	<b>On Track to be achieved.</b> 0% - the reseal program will be scheduled for later in the third quarter.		
	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.	<b>83 % for the quarter</b> 78 % Year to Date		
	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.	<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	Finalise contract rollover	Embed operational changes as per contract adjustments.
Asset Management Plan (AMP) and LTP	Finalise AMP to feed into LTP	Complete AMP	Consider options for savings in line with LTP process
Explore viability of Community-led repair /upcycle hub	Consider viability of a community led repair/upcycle hub. Funding from waste levy.	Considered operationally viable.	Further develop proposal and brief ELT for a wider Councillor update in the quarter.

### Activity Update

#### Waste Management

Council approved a 3-year extension to the landfill services contract including adjustments to operationalising work that historically sat outside the contract and the necessary resources due as the landfill continues to expand.

Lower than expected tonnages from the construction sector due the challenging economic conditions has required the Council increase the gate fees for the 2 largest private and Taranaki District Council to minimise the budget deficits.

The settled weather and increased contractor resources have improved leachate irrigation opportunities. Leachate pond levels are now at the lowest level in the past 2 years.

The Council has reached an agreement with MfE to fund the remaining costs to complete the weighbridge project at the Waipukurau Transfer Station. Expected completion date in June 2023. Officers are considering how to ensure equitable pricing across all transfer stations acknowledging 3 of the other transfer stations are still on a volume-based charge.

#### Waste Minimisation

CHBDC environmental waste manager has been invited to be part of the steering community for the Ministry for the Environment led pilot programme to identify the future waste management and diversion infrastructure needs for the Hawke's Bay Region.

This is excellent news and ensures CHBDC will have the ability to leverage any future waste related needs including any future funding opportunities for the community.

Officers are continuing to work with a local community group to progress a community led repair centre. Initial support will be through available waste minimisation funds. The project is in line the Council's existing current Waste Management and Minimisation Plan (WMMP). An update will be available in this quarter on progress.

All Refuse to Landfill (tonnes)			CHB Refuse to Landfill (tonnes)			CHB Recycling (tonnes)		
<b>834</b>	<b>1127</b>	<b>835</b>	<b>491</b>	<b>806</b>	<b>496</b>	<b>76.5</b>	<b>114.7</b>	<b>109.4</b>
Oct 23	Nov 23	Dec 23	Oct 23	Nov 23	Dec 23	Oct 23	Nov 23	Dec 23



Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
Council supports and provides incentives for waste reduction, reuse, and recycling in order to achieve its Waste Free CHB goals.	The percentage of total waste that is diverted from the landfill to recycling, re-use and recovery.	48%	On track to be achieved. 42.7%.	On track to be achieved. 34.4%. * <i>In October we received a large quantity of asbestos contaminated waste from a one-off demolition project in Waipukurau.</i>		
	The amount of green waste processed each year.	2,275m <sup>3</sup>	On track to be achieved. 600m <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.	On track to be achieved. 3 schools completed.		
	Hold waste minimisation promotional events in the district.	5	On track to be delivered. 1 event completed: Adopt your part of the Bay 2023.	On track to be delivered. 1 event completed: Child restraint seat recycling/repurposing drive.		
	The percentage of users satisfied with the solid waste service provided.	90%	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident’s survey undertaken in Quarter 4 – no results available for this quarter.		

## 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, Onboarded a Senior Planner
Financing focus	Resourcing consenting is predominately cost recovery. We're focusing on improving financial processes	Improved process of coordinating development contributions and consultant charges.	Improvement of process for internal teams cost recovery against consent applications
Environmental Compliance	Increasing volume of environmental complaints that we are not resourced to respond to.	Lack of resourcing means complaints responses are on an ad hoc basis.	We remain responding as best we can, however this is particularly challenging.
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 Tamatea Pōkai Whenua	Ongoing relationship building

### Activity Update

The resource consenting activity experienced a surge in May 2023 to issue out decisions under the Operative District Plan and a subsequent drop as development under the Proposed District Plan seeks more refined outcomes. We are now experiencing the second phase of subdivision of with applicants now seeking title after undertaking the physical works (i.e., vehicle crossing and 3 waters connections). A total of 21 applications for title were received this quarter.

Though the annual number of resource consent applicants are down, this quarter experienced a slightly elevated number of new resource consents applications lodged.

Statutory timeframes failed to be achieved. Though we have improved since the previous quarter, with 49% of consents being issued in the statutory timeframes. This can be contributed to having an in-house planner full

time processing most of the on-time consents and the contracting services of a local Waipukurau planner.

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

Increasing internal resourcing over outsourced 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. We have been unable to respond or address environmental complaints adequately due to the lack of resources in house. We have three outstanding RFS's for this purpose that we cannot respond to.

Resource Consents Issued			New Resource Consents Lodged			LIMS Issued		
21	31	68%	18	23	27%	26	47	80%
Jul - Sep 23	Oct - Dec 23	Change	Jul - Sep 23	Oct - Dec 23	Change	Jul - Sep 23	Oct - Dec 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 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> 21 resource consents were issued in this quarter, 5 consents were processed within the statutory timeframe. We are currently tracking at a rate of 24%.	<b>Not achieved</b> 31 resource consents were issued in this quarter. 14 consents were processed within the statutory timeframe of 20 working days. For this year, we are tracking at a rate of rate of 37%		
	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.	<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
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.	<b>Not achieved</b> 47 LIMs were processed this quarter. 3 LIMs were provided on working day 11, failing to achieve our 10-day statutory timeframe. All PIMs were processed within 10 days and no CCC's were issued. For the year to date we are tracking at a rate of 95%.		
	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.	<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.	<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	Completed Guidance Document and have started implementation.	Guidance Document embeds into the teams BAU.
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

#### Consents

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.

Building consents received and processed for this quarter = 60 consents. This is down by 32.5% from the previous quarter where 89 consents were received and processed.

Inspection numbers have been steady with 633 inspections carried out for this financial quarter. This is slightly down from the previous quarter where 676 inspections were completed. This is a drop of 6.3%.

#### Temporary Accommodation – Post Cyclone

The Building Consent team have also been working closely with Ngāti Kahungunu Iwi with the location of temporary accommodation to site in Pōrangahau.

All building consents have been received and processed. There are 10 temporary cabins located within the Porangahau District and these are all now within the final stages of obtaining Code Compliance Certificates.

#### Team milestones

The Building Consents team has had some significant milestones achieved in this quarter.

Rachael Stanbra and Eugene Swanepoel have completed and passed their studies. They have both obtained New Zealand Certificate in Building Regulatory Environment (Level 4).

Thomas Kerr and Peter Wiggins have completed their diploma studies and have both obtained Building Control Surveying (Level 6). All are due for Graduation in May 2024 in Auckland.

Building Consents Received			Building Consents Processed			New Building Consents issued		
100	67	-33%	89	60	-33%	109	66	-34%
Jul – Sep 23	Oct - Dec 23	Change	Jul – Sep 23	Oct - Dec 23	Change	Jul – Sep 23	Oct - Dec 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.	<b>Not Achieved</b> There were 60 consents processed within this quarter. 91.67% 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.	<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.	<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
Corrective Maintenance	Improving system performance in storm events, excavation, and clearance of major channels	Excavation and vegetation clearance of major channels	Continuing these works and implementing maintenance plan
Quick Wins Programme	Performance improvements to major drainage systems	Finalising scope	Implementation
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 (CMP) 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.



Council Open Drains Cleared	Council Piped Network Cleared	#bigstormwaterstory Progress	Focus Group Members
25%	5%	7.4%	39
Since Feb 2023	Since Feb 2023		

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



## 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 operational staff to complete a number of weather-delayed projects and repairs.

Last quarter, Council received direction to upgrade the level of protozoal barrier present at the Pourerere water supply scheme from Taumata Arowai. Officers met with Taumata Arowai in December to agree a direction for this supply and have coordinated with the wider council team working on the future for this site. Note that this is a non-potable supply serving at most 10 customers. Council can expect a further update on this in the third quarter.

Embedding our new water meter reading contractor ADR is continuing, this has identified some gaps in the data council holds which officers are working through and improving.

Level two water restrictions were implemented mid-December to manage increasing high demand and pressures on our water sources and infrastructure.

Over the Christmas period operational staff were required to respond to instances where service was lost or at risk, all of these incidents were responded to, communicated, and resolved quickly. These have however demonstrated the pressures on aging infrastructure, particularly during times of high demand.

In the capital works space, most of the focus has been on preparing information and options for future works as part of the Long Term plan process. Works have been limited in order to minimise capital spend as we manage affordability constraints across the business.

During September Council was delighted to receive confirmation of funding for development of the stopbank at the Tikokino Road drinking water plant. This will allow reinstatement of the Waipawa river stop-bank to its previous condition. Officers have continued to work on reaching the final funding agreement with Crown Infrastructure Partners while also working with panel contractors preparing to commence works.

Planning for a major shutdown of the Waipukurau network has been ongoing, with the formation of a co-ordinated project team and additional resources being allocated to the project. This has resulted in a much clearer understanding of the scale of impacts and the work required to mitigate associated risks, providing the team with a number of clear actions as we continue to plan for this event later in the calendar year.

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.	<b>On track to be achieved</b> Bacterial compliance in the <b>reticulation network</b> has been achieved <b>100%</b> . Bacterial compliance in the <b>treatment plants</b> has been achieved <b>98.15%</b>		
	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.	<b>On track to be achieved</b> Protozoal compliance has been achieved <b>98.15%</b>		
	Percentage of real water loss from the local authority’s networked reticulation system.	<30%	<b>Not achieved.</b> As outlined previously, we are unable to measure this outcome.	<b>Not achieved.</b> As outlined previously, we are unable to measure this outcome.		
	Attendance for urgent callouts; from the time that the local authority received notification to the time that service personnel reach the site.	< 2 hrs	<b>On track to be achieved.</b> 0.6 hours for the period.	<b>On track to be achieved.</b> 0.52 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.	<b>On track to be achieved.</b> 4.54 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.	<b>On track to be achieved.</b> 0.37 hours for the period.		

	Resolution of non-urgent call outs: from the time that the Local Authority receives notification to the time the service personnel confirm resolution of the fault or interruption.	< 72 hrs	On track to be achieved. 18.8 hours for the period.	On track to be achieved. 13.2 hours for the period.		
	Number of complaints relating to drinking water received (per annum per 1,000 connections to the local authority's networked reticulation system).	≤ 5	On track to be achieved. 2 complaints for the period.	On track to be achieved. No complaints for the period.		
	The average consumption of drinking water per day per water connection.	≤ 1.8 cu. m3 per day	On track to be achieved ≤ 0.985 cu.m <sup>3</sup>	On track to be achieved ≤ 1.51 cu.m <sup>3</sup>		
	The percentage of users satisfied with the water supply service provided.	90%	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.	Not yet achieved. This will be measured in the resident's survey undertaken in Quarter 4 – no results available for this quarter.		

## WASTEWATER

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

### Activity Update

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

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

In the capital works space focus has primarily been on supporting the Long-Term plan process and providing information and options on future works required, risk assessments and phasing options.

This retains the strategic direction set within the District Wastewater Treatment and Discharge Management Strategy however, considers a rephased delivery approach to manage affordability.

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

Planning work has continued on some smaller projects that are required to de-risk some known issues at the plants, this includes the repair/replacement of the overflow channel of the Anaerobic Pond at Waipukurau of which some considerable deterioration has been noted.

Level of Service	Performance Measure	23/ 24 Target	1 July – 30 September 2023	1 October – 31 December 2023	1 January – 31 March 2024	1 April – 30 June 2024
To provide for the effective reticulation, treatment, and disposal of wastewater in a way that protects the health of our communities and natural environment.	Target number of dry weather sewerage overflows (per 1000 connections to the total sewerage system).	≤10	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.		
	Target number of total sewerage overflows (per 1,000 connections to the total sewerage system).	≤30	On Track to be achieved. Zero for the period.	On Track to be achieved. 5 overflow RFS received for the period.		
	<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.	On Track to be achieved. Zero for the period.		
	• Infringement orders	0	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.		
	• Enforcement orders and	0	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.		
	• Convictions, received by the territorial authority in relation to those resource consents.	0	On Track to be achieved. Zero for the period.	On Track to be achieved. Zero for the period.		
Median response time for attending sewerage overflows resulting from blockages or other faults (measured from the time that notification is received to the time that the service personnel reach the site).	≤1hr	On Track to be achieved. Median response time of 0.5 hours when attending sewerage overflows resulting from blockages or other faults	On Track to be achieved. Median response time of 0.18 hours when attending sewerage overflows resulting from blockages or other faults.			

	<p>Median resolution time for attending sewerage overflows resulting from blockages or other faults (measured from the time that notification is received to the time that service personnel confirm resolution of the blockage or other fault).</p>	<p>≤ 4 hrs</p>	<p><b>On Track to be achieved.</b> Median resolution time of 4.4 hours when attending sewerage overflows resulting from blockages or other faults</p>	<p><b>On Track to be achieved.</b> Median resolution time of 1.39 hours when attending sewerage overflows resulting from blockages or other faults</p>		
	<p>Number of complaints received per annum per 1,000 sewerage connections about any of the following: Sewerage odour, sewerage system faults, sewerage system blockages or Council's response to issues with its sewerage systems.</p>	<p>≤ 10</p>	<p><b>On Track to be achieved.</b> No complaints received for the first quarter regarding wastewater</p>	<p><b>On Track to be achieved.</b> 6 complaints received for the 2nd quarter regarding wastewater</p>		
	<p>The percentage of users satisfied with the wastewater service provided.</p>	<p>90%</p>	<p><b>Not yet achieved.</b> This will be measured in the resident survey undertaken in Quarter 4 – no results available for this quarter.</p>	<p><b>Not yet achieved.</b> This will be measured in the resident survey undertaken in Quarter 4 – no results available for this quarter.</p>		

## Wastewater Treatment Quality & Flow/Volume Results

This table shows the routine reporting of wastewater discharge quality and flow results against the conditions set within relevant consents (below). The table below provides a visual view of performance against limits and shows performance over time. Each coloured cell, shown per quarter for a specific plant and measure, represents 12 months' worth of prior data (a rolling average). Commentary to explain performance is provided below the table.

Site	Discharge Quality				Discharge Flow			
	Q1 – Jul to Sep 23	Q2 – Oct to Dec 23	Q3 – Jan to Mar 24	Q4 – Apr – Jun 24	Q1 – Jul to Sep 23	Q2 – Oct to Dec 23	Q3 – Jan to Mar 24	Q4 – Apr – Jun 24
Waipawa/ Ōtāne	Red	Red	Light Blue	Light Blue	Yellow	Yellow	Light Blue	Light Blue
Waipukurau	Red	Red	Light Blue	Light Blue	Red	Yellow	Light Blue	Light Blue
Pōrangahau	Yellow	Yellow	Light Blue	Light Blue	Yellow	Yellow	Light Blue	Light Blue
Te Paerahi	Green	Yellow	Light Blue	Light Blue	Red	Green	Light Blue	Light Blue
Takapau	Yellow	Yellow	Light Blue	Light Blue	Red	Green	Light Blue	Light Blue

### Commentary

#### Waipawa/ Ōtāne

There are widespread non-conformances to the limits stipulated in the discharge consent. Overall, effluent quality compliance limits were consistently breached for four of the six measured parameters (*E. coli*/Total coliforms, DRP, TSS, Ammoniacal Nitrogen), resulting in overall non-compliance. Instances of emergency overflows of untreated wastewater were noted in the first quarter due to elevated pond levels as a result of weather events.

#### Waipukurau

There are widespread non-conformances to the limits stipulated in the discharge consent. This can be attributed to high flows due to ongoing rainfall and to the lamella's limited capabilities. Overall, effluent quality compliance limits were consistently breached for three of the six measured parameters (DRP, TSS, Ammoniacal Nitrogen), resulting in overall non-compliance. Instances of emergency overflows of untreated wastewater were noted in both the first and second quarter due to elevated pond levels as a result of weather events.

#### Pōrangahau

Porangahau WWTP generally performed well against the stipulated monitoring parameters of the discharge consent with isolated cases of non-conformances commonly seen during warmer months. The high flow levels in the first and second quarter can be both attributed to weather events.

#### Te Paerahi

Te Paerahi WWTP generally performed well against the stipulated monitoring parameters of the discharge consent with isolated cases of non-conformances commonly seen during warmer months. The high flow levels in the first quarter can be attributed to weather events.

#### Takapau

Most of the stipulated monitoring parameters of the resource consent generally performed well, however, since July, we have always breached *E. coli* limits. This is to be expected of a single pond system with no means of disinfection. The high flow levels in the first quarter can be attributed to weather events.

#### Reference:

Red	Consistent and/or widespread non-compliances	Light Blue	Trending upwards, at risk of non-compliance	Yellow	Consistent and/or widespread non-compliances	Green	Compliant across site
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*Together we thrive! E ora ngātahi ana!*