

## Council Briefing Agenda

**Date:** Thursday, 30 July, 2020

**Time:** 9:00 am

**Location:** Council Chamber  
Forum North, Rust Avenue  
Whangarei

**Elected Members:** Her Worship the Mayor Sheryl Mai  
(Chairperson)

Cr Gavin Benney

Cr Vince Cocurullo

Cr Nicholas Connop

Cr Ken Couper

Cr Tricia Cutforth

Cr Shelley Deeming

Cr Jayne Golightly

Cr Phil Halse

Cr Greg Innes

Cr Greg Martin

Cr Anna Murphy

Cr Carol Peters

Cr Simon Reid

For any queries regarding this meeting please contact  
the Whangarei District Council on (09) 430-4200.

**1. Apologies**

**2. Reports**

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**3. Closure of Meeting**

## 2.1 Northland Civil Defence Emergency Management (CDEM) Group Long Term Plan 2021 – 2031 Activity Briefing

**Meeting:** Long Term Plan 2021 – 2031 Council Briefing

**Date of meeting:** Thursday 30 July 2020

**Reporting officer:** Victoria Harwood, Northland CDEM Officer

### 1 Purpose

To provide elected members an overview of the **Northland Civil Defence Emergency Management Group** activity. This includes the following:

- What we do
- the key assets and levels of service
- the key issues facing this activity

### 2 Background

Elected members will receive briefings on the key activities of Council. Through these briefings, staff will provide an overview of the activity. Staff will also provide information on the key issues facing that activity over the next 3 and 10 years as well as into the long term.

The intent is to give elected members clear visibility and knowledge of the activity.

These briefings will also help to identify common issues which may impact on multiple activities and set the scene for direction setting for the 2021 – 31 Long Term Plan.

### 3 Discussion

#### 3.1 What we do

The Northland CDEM Group deliver Civil Defence Emergency Management (CDEM) arrangements in Northland across the 4R's of emergency management. The 4 R's are:

- **Reduction** of hazards e.g. through the Environmental Engineering Standards (EES) recommending land developers install outdoor tsunami sirens in tsunami evacuation zone land developments.
- **Readiness** e.g. public education and preparedness, community response groups and plans, staff training and professional development, Welfare Coordination Group and Lifelines Utilities Group.
- **Response** e.g. multi-agency coordination to CDEM emergencies - Northland Drought 2020 and COVID-19

- **Recovery** e.g. working alongside councils and stakeholders in recovery from the impact of emergencies – Rural Support Trust for Drought and Northland Inc. for COVID-19.

The 4 R's are delivered through CDEM shared services, through agreed work programmes within Service Level Agreements (SLAs) signed by each council's Chief Executive. The Northland CDEM Group have SLAs in place between the Northland Regional Council and each of the three district councils in the region. Northland CDEM also collaborate with the regions CDEM external stakeholders and the community including:

- Emergency Services
- Lifelines utilities (power, 3 waters, roads, telecommunications, fuel)
- Welfare agencies and services (regional government and non-government welfare organisations, agencies and groups)
- Volunteers (CDEM community response groups and other volunteers)
- National Emergency Management Agency (NEMA)

### **3.2 Our key assets and programmes**

#### **Relationships and Networks**

The Northland CDEM Group greatest asset and priority is the building, maintenance and strengthening of the relationships and networks across the region and nationally, to enable collaboration and coordination across the 4 R's of emergency management. The CDEM Act 2002 and the Guide to the National CDEM Plan 2015, clearly set out the roles and responsibilities of councils, government agencies and CDEM stakeholders. The Northland CDEM Group builds relationships and networks so a joined-up approach to emergency management in the region to achieve the goals as set out in the Northland CDEM Group Plan. The CDEM networks and relationships in Northland include:

- Northland CDEM professional staff utilised across shared services (11 professional staff)
- Council relationships across all 4 Northland councils and Service Level Agreements (CDEM Shared Services)
- External stakeholder relationships and networks
  - Emergency services (Police, FENZ, ST John)
  - Welfare agencies and groups (e.g. MSD, IRD, MPI, MoH, MoE etc.)
  - Lifeline utilities (power, water, roads etc.)
  - 50+ Community Response Groups across the region
  - Iwi groups and representatives (including Te Kahu o Taunui)
  - 15 Civil Defence Centre volunteers

#### **Northland Tsunami and Other Alerting Tools**

The Northland CDEM Group is responsible for alerting communities in the region of hazards. In Northland there is a suite of alerting tools available to the community as one option does not fit all hazards or needs. The regions alerting options available include:

- 200+ outdoor tsunami sirens

- 100+ indoor tsunami sirens
- 92 tsunami information boards
- Red Cross Hazard App
- Emergency Mobile Alerting tool
- On call roster 24/7 365 days
- Northland CDEM Facebook page – over 18,000 followers
- Red Cross Hazard App and Emergency Mobile Alerts system (EMA)
- Northland Regional Council website – Northland CDEM pages

### 3.3 Our levels of service

The Northland CDEM Group Plan goal is *“Working together to create resilient communities in Northland.”*

***Kia mahi tahi, kia hangaia he pakaritanga ki roto inga rohe o Te Taitokerau***

- The Northland CDEM Group Plan outlines the goals and strategic objectives for CDEM in Northland over a 5-year period
- The objectives in the Group Plan determine the annual work programmes and priorities
- The current Group Plan 2016-2021 is currently under review
- The Northland CDEM Group Plan aligns with national CDEM priorities, Plans and strategies.

#### **Groups and Committees**

The Northland CDEM Group has a Governance and Operating structure, of which the WDC has membership and representation.

#### **Governance**

- Northland CDEM Group Joint Committee (HWM Sheryl Mai, Cr Nick Connop) meet quarterly

#### **Northland CDEM Operations**

- Northland CDEM Coordinating Executive Group (CEG) (Sandra Boardman) meet quarterly
- Northland Welfare Coordination Group (Paula Ulrich) meet quarterly
- Northland Lifelines Utilities Group (Simon Weston) meet three times per year
- Work programme covering all Reduction, Readiness, Response and Recovery activities and priorities across all 4 Northland councils
- Regional public warning and alerting service for CDEM emergencies
- Standard operating procedures and plans documenting CDEM processes and procedures

### **3.4 Key issues for the next 3 Years**

#### **Upgrade the Northland Tsunami Siren network**

- The Northland tsunami siren network has been established since 2010. The WDC has 120+ individual tsunami siren assets in the network which have been funded by previous LTP funds. The current network is reaching its expected lifespan and does not meet the current national and international standards for tsunami warning sirens. With the advancement in technology, the Northland tsunami siren network needs upgrading to incorporate new technology, meet international standards and future proof the network to meet public expectations for the next 25+ years.

#### **A Joint Multi-Agency Emergency Coordination Centre (ECC) for the region**

- To enhance and strengthen across agency collaboration and coordination across the 4R's of emergency management and to meet the needs of a growing population and the increased level of public expectation. The WDC One Building project does not incorporate a plan for its Emergency Operations Centre and as the council has responsibilities under the CDEM Act 2002, a contribution to a Joint Multi-Agency Centre with the Northland CDEM Group will address this issue.

#### **Ruakaka beach tsunami evacuation route access to safe zones**

- The 1000+ people living, additional people on holiday and visiting the Ruakaka Beach area are all isolated from clear and easy access evacuation routes from a tsunami threat due to the one lane bridge entry and exit.  
Options for alternative evacuation routes are being considered including a walkway over State Highway 1, widening the bridge to two lanes or building an alternative road route.

#### **Other Challenges and Key Issues**

- Emergency Management System reform and changes across the sector
- Engage with climate change working groups on hazard reduction
- Maintenance of regions tsunami public information assets
- Changing public expectation of alerting, response and recovery provision
- Water security projects to address regional drought issues including communities on tank water supply.

### **3.5 Key issues for the next 10 years**

- Continue to enhance and strengthen multi-agency collaboration and coordination across the region across the 4R's of emergency management.
- Population growth and service expectations are rising due to the increase in CDEM responses in recent years.
- Council land use planning and the reduction of hazards for the community. Joining up business as usual council processes with emergency management priorities to build safer communities for the future.
- The changing hazardscape (technological, man-made, pandemic, terrorism) remaining agile and flexible to respond to new and complex hazards. The range of hazards and threats faced in the future is growing and council need to be ready for this.
- Northland tsunami siren network maintenance, coverage and alternative alerting tools are available and fit for purpose, to ensure the community is best served for tsunami warnings.

- Working alongside climate change working groups on disaster risk reduction initiatives and projects from an emergency management perspective for the reduction of hazard impacts.
- Growth of the Northland CDEM office of professional staff to meet regional needs. Currently there is a team of 11 professional staff for the region, the possible increase in hazard risk will require a larger team across shared services to manage future work programmes and priorities.
- Maintenance of regions tsunami public information assets which educate locals and visitors to tsunami threat along the extensive coastline.
- Funding requirements for CDEM service levels to a growing region. Councils contribute funds to CDEM arrangements through shared services and this will require an increase in future years to meet public expectation.

### **3.6 Key issues in the long term**

- Emergency response increase to climate change related emergencies and having the appropriate and available resources to deliver emergency management across the 4R's in the future.
- Northland tsunami siren network and alerting tools services maintenance and development to continue the level of service expected by the community.
- Public expectation of service levels with the possible shortfall in CDEM resources available through councils. Financial provision, collection and allocation for CDEM services should be reviewed and made future proof.





## 2.2 Community Development Department LTP 2021 – 2031 Activity Briefing

**Meeting:** Council Briefing  
**Date of meeting:** 30<sup>th</sup> July 2020  
**Reporting officer:** Jonny Gritt, Manager Community Development

### 1 Purpose

To provide elected members with an overview of Community Development (CD) activity. This includes the following:

- What we do
- the key assets and levels of service
- the key issues facing this activity

### 2 Background

Elected members will receive briefings on the key activities of Council. Through these briefings, staff will provide an overview of the activity. Staff will also provide information on the key issues facing that activity over the next 3 and 10 years as well as into the long term. The intent is to give elected members clear visibility and knowledge of the activity.

These briefings will also help to identify common issues which may impact on multiple activities and set the scene for direction setting for the 2021 – 31 Long Term Plan.

### 3 Discussion

#### 3.1 What we do

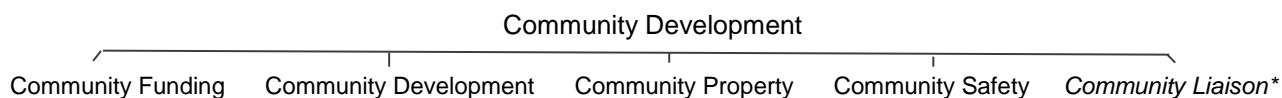
##### Purpose and Strategic fit

Council is committed to a community development framework (The Framework) that aims to work with our communities to ensure they are vibrant and thriving as well as cohesive and sustainable. This is achieved through various initiatives including:

- a. community-led development programmes
- b. grants and community funding
- c. crime reduction and community safety programmes such as City Safe
- d. support for our positive aging, disability and youth advisory groups.
- e. community development practice and projects

We seek to help strengthen and enhance our District by ensuring that people feel safe, are able to access and participate in activities, and are supported in becoming more vibrant and resilient. The Framework encourages WDC to walk alongside our communities so that we can collectively impact positively upon the issues, needs and aspirations identified as important, by those communities.

We seek to achieve this through a small Community Development team of 6 established almost three years ago, who deliver their mahi through 5 primary functions:



\*underpins each workstream

Our responsibilities include the following:

- Strengthening and growing District communities to support them becoming sustainable.
- Guiding strategy and policy direction for Council's development of community, including youth, aged, disability and area of interest stakeholders' activities.
- Setting the framework to provide effective and equitable allocation of funding district-wide to enhance community outcomes, with monitoring and evaluation of its impact.
- Advocating on behalf of communities to Central Government agencies to improve quality of life and living standards.
- Facilitating the development, planning, project management and implementation of community initiatives and projects.
- Continuously seeking to improve community engagement and consultation so it meets all of community (Māori, Pākehā and all other groups) cultural needs and informs WDC practice.
- Nurturing strong positive relationships with key community groups and key external agencies operating across the district.
- Contributes to the development of Council's strategic direction, strategy, objectives, policies and plans for the benefit of all communities.

### 3.2 Our key assets

#### Community Property

Property Type	Quantity	Description	Comments
Pensioner Units	164	60% refurbished 100% insulated	20-30 people ongoing Waiting List. Working toward Healthy Home requirements 1 July 2021
Council Owned Halls	7	Onerahi Hall & Community House Hikurangi Hall & Plunket Smeatons Community House Tamaterau hall Kamo Hall Ngunguru Hall	Reactive repairs and maintenance only due to COVID-19 Budget implications/reductions
Community Buildings	5	116a Bank Street (ONEONESIX) Cafler Building (Whangarei Youth Space) Old Municipal Building (8 x Community Groups) 7 King Street Old Bank bldg, Hikurangi	OMB tenants currently occupying old Civic Arcade while OMB fire restoration programme in operation Reactive repairs only for 2021/22 period due to budget constraints
Community Managed	18	16 strategic residential properties Plunket 8B Porowini Avenue Waipu Op Shop 54 The Centre	Rented out at market rates
Relationship Management	Misc	Community related leases list (WiP) Railway Station Reybourn House	Mainly Parks dept. e.g. Surf clubs, Plunkets, Scouts

## CCTV

We currently have approximately \$1.3m worth of CCTV in the District, encompassing 146 community safety cameras (there are over 240 for the Community Group and over 400 including traffic, waste and infrastructure cameras as a whole). This is a fast-growing network with 146 existing cameras and around 15 new cameras arriving for the Town Basin Park, 3 from Camera Obscura and 3 from the Clapham's Clock building, when it comes online for the Ball clock project.

These are of strategic importance to achieving the Community Outcomes that ensure it is easy and safe for everyone to travel around the district and that public areas feel and are safe.

It is extremely important to note that although CCTV provides an important tool in reducing and deterring offending, we do not regard it as the preferred approach. Instead a combination of considered urban design, active and passive surveillance of public areas, community watchfulness and CCTV play a collective role in keeping people safe and feeling safe in Whangarei.

### 3.3 Our levels of service (as reported in the Annual Report)

Performance Measure	Targets	Description
Council will promote and support Community safety	85%	Percentage of residents within the community who feel safe within our district. (An average of 84% achieved over last 3 years)
Council will support our District's social and cultural well-being through its involvement in activities and programmes which support and develop the community	80%	Percentage of grant applicants who understand and are satisfied with the grant's application process (An average of 93% achieved over last 3 years)
Council is actively involved in youth, positive ageing accessibility and other groups of interests' issues	80%	Percentage of people active in these sectors who believe Council is achieving strong engagement (An average of 100% was achieved over last 3 years) *
Council will provide rental accommodation that meets the specific needs of eligible elderly members of the community	98%	Percentage occupancy rate of pensioner housing. (An average of 97% achieved over last 3 years)
	80%	Pensioner Housing residents' satisfaction with the standard of accommodation. (An average of 94% achieved over last 3 years)

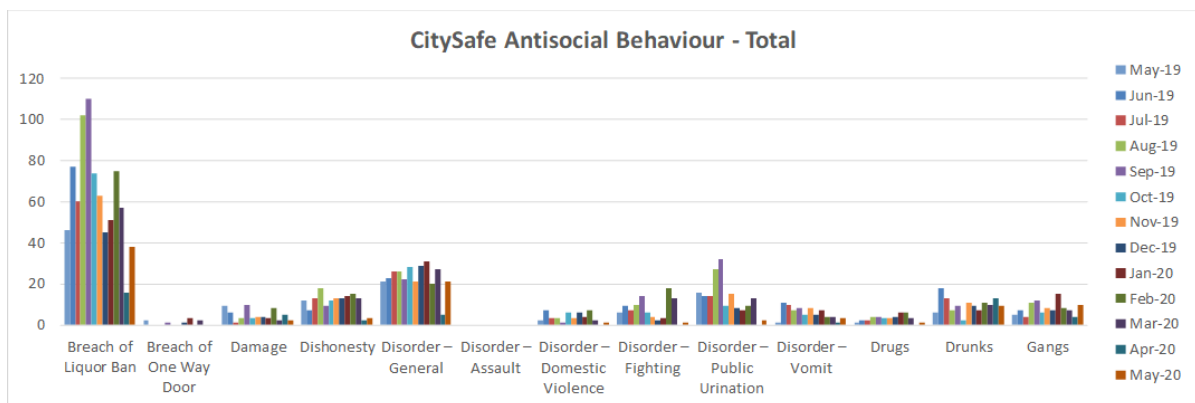
Our approach requires us to comply with legislative requirements and government initiatives, including:

- **Residential Tenancies Bill (No.1):** Amended RTA to require smoke alarms and insulation in all rental properties. Insulation is required by the 1<sup>st</sup> July 2019.
- **Healthy Homes Guarantee Bill (No.2):** Amended the RTA to ensure every rental home meets minimum NZ standards of heating, insulation, ventilation, moisture ingress and draught stopping.

- **Residential Tenancies Bill (No.2):** Bill became law Aug 2019 with purpose of addressing liability issues for damage caused by the tenant, methamphetamine contamination and unlawful tenancies.
- **Proposed reforms to the Residential Tenancies Act:** The Government has signalled its intention to remove the 90-Day no cause termination from the Act as well as increasing penalties, allowing tenants to make minor modifications and also changing notice periods for ending a tenancy.
- **Residential Tenancies (Prohibiting Letting Fees) Amendment Bill:** This Bill became law in December 2018. The purpose of this Bill is to prohibit the charging of a letting fee, or any other fee charged to a tenant, in respect of charges for services rendered by a letting agent.

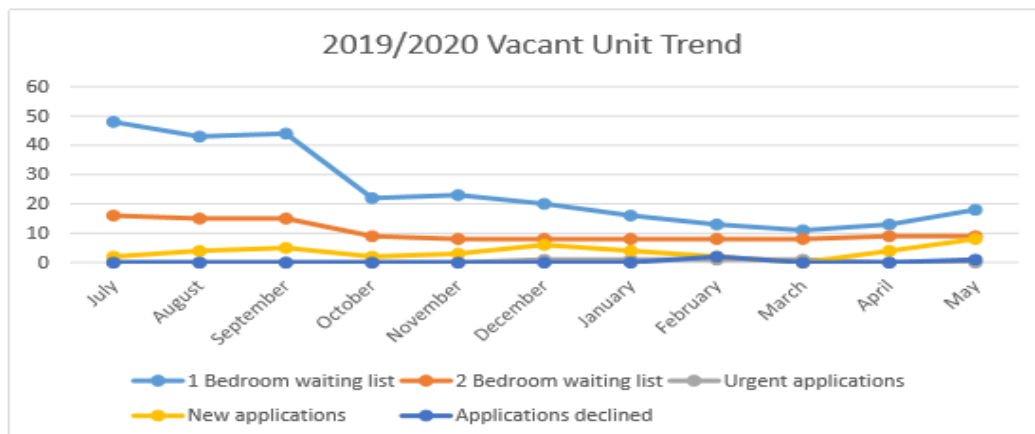
### 3.4 Key issues for the next 3 Years

#### Community Safety



The trend for anti-social behaviour has been decreasing, but the nature of some activity is causing concern

#### Community Property



18 people are on the waiting list for limited one-bedroom Units, 9 for limited 2 bedroom units. Enquires are increasing as have new applications since moving down the alert levels.

A number of emergency housing social workers have made contact to discuss application requirements, anecdotally, they are reporting increased numbers of people in emergency housing.

#### Community Funding

Re-purposing of funds will move the District along the "Recovery Pathway" through the Community Emergency Recovery Funding (CERF) mechanism; and the Funding Review will help develop our approach. However, pressure on funds will challenge how we optimise support to some groups.

## Associated challenges

Workstream	Issue	Impact	Comment
Community Safety	Asset Management Planning to ensure CCTV system is fit for purpose	Asset Management effectiveness and forward works planning	Enhanced system required Medium Risk to community safety outcomes. Need to ensure the balance of CAPEX-OPEX is appropriate
	CCTV Maintenance	Increasing costs associated with ageing equipment	Appropriate annual maintenance budget required to sustain \$1.3m worth of assets
	Council's role in anti-social behaviour management	Responsibilities of Council versus Police	Getting the balance right will be key to protecting citizens, staff and security support personnel
Community Property	Legislative demands on an ageing portfolio of stock	Resources required to develop strategic growth approach	Limited and ageing stock Repair & maintenance demands exceed budget No budget currently for OMB enhancements
	Demographics	Pensioner Housing development budget limitations	Increasing population; notably higher needs group in 65+ age group
Community Funding	Sustainable support to community groups	CCO Management  Community groups support limitations	This is a WIP including establishing SMART relationship management aspects. Pressure on funding and risk / challenge of dependency funding. A
Community Development	Capacity to support wider Council objectives e.g. Climate Action Plans	Ability to support CD initiatives such as sustainability/ climate action plans/new settlers	Community Development Advisers bandwidth taken up with CLP, AGs, CD projects, and other programmes and initiatives e.g. "Welcoming Communities"

NB: CCTV; Economic pressure and social deprivation are likely to lead to more antisocial behaviour (ASB) and a need for more CCTV as part of the wider CPTED portfolio to mitigate crime and ASB levels.

### 3.5 Key issues for the next 10 years

CCTV and associated infrastructure replacement cost management requires enhanced asset mapping and management system for the 90% of portfolio that is over 5 years old.

The impact of expanded CCTV infrastructure on maintenance budget that needs to be bolstered.

Pensioner Unit housing expansion demands likely to increase as a result of changing economic situation, including potentially COVID-19 related effects, and as a consequence of growing district, and ageing population.

Enhancing condition and use of the Old Municipal Building (OMB) may require Council funding in addition to insurance reinstatement cover. To meet these may require a level of incurred debt if we are to realise the ambition for the building as a Community Hub and resource.

### **3.6 Key issues in the long term**

Longer term, the major issues are likely to be related to ageing assets and renewals and greater demands on provision of service across all workstreams from pensioner housing requests, pressure on funding and community grants, and anti-social behaviour impacts associated with a growing population.

It is also probable that new legislation requiring Council to upgrade its systems and standard of provision that will exacerbate budget pressure.

Finally, climate change impacts are likely to influence community development practice and potentially community liaison capacity.

## 2.3 Libraries LTP 2021 -2031 Activity Briefing

<b>Meeting:</b>	Council Briefing
<b>Date of meeting:</b>	30 July 2020
<b>Reporting officer:</b>	Glenn Davidson – Team Leader – Outreach, Services, Libraries Paula Ulrich - Manager Libraries

### 1 Purpose

To provide elected members with an overview of the Library Services activity. This includes the following:

- What we do
- Key assets
- Levels of service
- Key issues

### 2 Background

Elected members will receive briefings on the key activities of Council. Through these briefings, staff will provide an overview of the activity. Staff will also provide information on the key issues facing that activity over the next 3 and 10 years as well as into the long term. The intent is to give elected members clear visibility and knowledge of the activity. These briefings will also help to identify common issues which may impact on multiple activities and set the scene for direction setting for the 2021 – 31 Long Term Plan.

### 3 Discussion

#### 3.1 What we do

As well as the core library service of providing a lending collection of books, magazines, DVDS, and talking books Whangarei District Libraries also offers extensive online and internet services. Every effort is made to provide an equitable level of service from all libraries to fulfil our obligation to respond to the needs of the community regardless of age, ethnicity or income. Libraries are at the heart of the community providing a safe space for community- based events and activities.

#### 3.2 Our key assets

Whangarei District Libraries key assets are Central Library, the three suburban branch libraries at Kamo, Onerahi and Tikipunga and the mobile library. The district has eight community libraries funded by a council grant and supported by the library.

### **3.3 Our levels of service measures**

There are two main indicators of how well the library is performing which are satisfaction with and use of the library. The continued support of library services is evident in the most recent annual council satisfaction survey where the library achieved a 98% satisfaction rate in resources and customer service which is above the target of 95% while the target of 60% of the population having used a library in the past year was achieved.

### **3.4 Key issues for the next three years**

#### **IT**

Keeping up-to-date with information technology will be a focus for the library over the next three years. The major project we have in the immediate future is the installation of an automatic book sorter. This was put on hold during lock down and is now not likely for completion until near the end of the year. Computer upgrades and a review of public internet accessibility will also take priority.

#### **Budget**

We are appreciative of the financial support we have regarding the allocation of budget for the Book Purchases project. Public support of library resources, including library spaces continues to be strong with the results of the council satisfaction survey evidence of this. Statistics show the numbers of visits to the libraries and the number of items borrowed are remaining steady. Regular reviews of current trends in the popularity of authors and social trends make sure spending is appropriately distributed across the collections.

#### **Staff**

Staff are a key resource in any customer service focussed activity and should be representative of community dynamics. As senior staff leave the work force our focus will be on increasing the diversity of those wanting to join the profession.

### **3.5 Key issues for the next 5 years**

#### **Membership**

One of the challenges for the next five years is to retain our members and young people who we tend to lose once they become teenagers. Keeping up with trends and technology will be vital in this objective.

#### **Community engagement**

Community engagement with the emphasis on community involvement in the relating and recording of local history will make sure we preserve stories and experiences for future generations.

#### **Maori services**

Another area we need to focus on for the next five years as well as into the long-term future is to work in partnership with local iwi and hapu in the delivery of services and the promotion and preservation of Maori language and culture.



## 2.4 Customer Services – Residents, Ratepayers and Visitors LTP 2021 – 2031 Activity Briefing

**Meeting:** Council Briefing

**Date of meeting:** 30 July 2020

**Reporting officer:** Lesley Ashcroft

### 1 Purpose

To provide elected members an overview of the Customer Services activity. This includes the following:

- What we do
- the key assets and levels of service
- the key issues facing this activity

### 2 Background

Elected members will receive briefings on the key activities of Council. Through these briefings, staff will provide an overview of the activity. Staff will also provide information on the key issues facing that activity over the next 3 and 10 years as well as into the long term. The intent is to give elected members clear visibility and knowledge of the activity.

These briefings will also help to identify common issues which may impact on multiple activities and set the scene for direction setting for the 2021 – 31 Long Term Plan.

### 3 Discussion

#### 3.1 What we do

Customer services is Council's interface with our communities and our visitors. This team delivers services through our Contact Centre, Customer Service Centres, Visitor Information Centres and Claphams National Clock Museum. Tarewa Park i-SITE is currently closed due to border restrictions and consequent lower tourist activity.

The function common to all areas is the direct provision of information to our residents and visitors. However, roles include responsibility for processing and loading applications, taking payments and passing on service requests to contractors and making bookings with tourism operators. All the team are ambassadors for our district and promote Whangarei as a desirable place to live. A great customer experience and access to the right information is essential for our district to thrive.

Every effort is made to provide an equitable level of service from all our sites to fulfil our obligation to respond to the needs of the community regardless of age, ethnicity or income.

### 3.2 Our key assets

The buildings the Customer Services team work from are mostly part of the Council-owned commercial building portfolio.

- Forum North – owned commercial building.
- Walton Plaza – leased building.
- Ruakaka Service Centre – purpose built owned commercial. Shares space with Ruakaka Community Library.
- Tarewa Park i-SITE – Otaika purpose built owned building with a commercially leased café.
- Te-Manawa the Hub – Town Basin purpose built owned commercial building. Shares space with WAM.
- Claphams Clocks – Town Basin purpose built owned museum housing donated historical clock collections.

### 3.3 Our Key Projects

- Potential new location for Town Basin visitor information centre as part of Claphams Clocks Museum upgrade (TIF).
- Refresh of Claphams Clocks, with emphasis on “Time” theme to include national curriculum exhibits and interactive areas. This project has begun with the deaccessioning of duplicate and damaged clocks, which is 20% of the collection. This is a long process but essential to consolidate the collection and make some space for new exhibits.
- Cruise NZ. When the cruise ship industry will restart is unknown, but preparation needs to continue as there are currently 2 cruise ships booked to come into Northport in the 20/21 summer season. A pop up i-SITE needs to be stationed at the port to triage passengers. The structure will be funded by TIF

### 3.4 Our Levels of Service

#### **Positive about the future**

Customer services assists the community to do business and understand our documents, rules and processes.

#### **Proud to be local**

Our customer services are a key point of contact with our community. This interface enables us to work with the community to ensure our District is a safe, clean and attractive place to live and visit.

***The community has access to Council's activities through our service centres and contact centre, which provide a 'first point of contact' service.***

<b>Performance measure</b>	<b>2017-18 target</b>	<b>2018-19 target</b>	<b>2019-20 target</b>	<b>2020-21 target</b>	<b>2021-28 target</b>
Percentage annual increased levels of satisfaction with service received by 'first point of contact' customer service.	New	≥1%	≥1%	≥1%	≥1%
Contact centre service calls answered in under 20 seconds.	New	≥85%	≥85%	≥85%	≥85%
Wait time for walk-in customers.	New	No more than 6 mins	No more than 6 mins	No more than 6 mins	No more than 6 mins

***Council will provide, through the Whangārei visitor centres, an accurate booking and information service which influences more visitors to stay longer and spend more.***

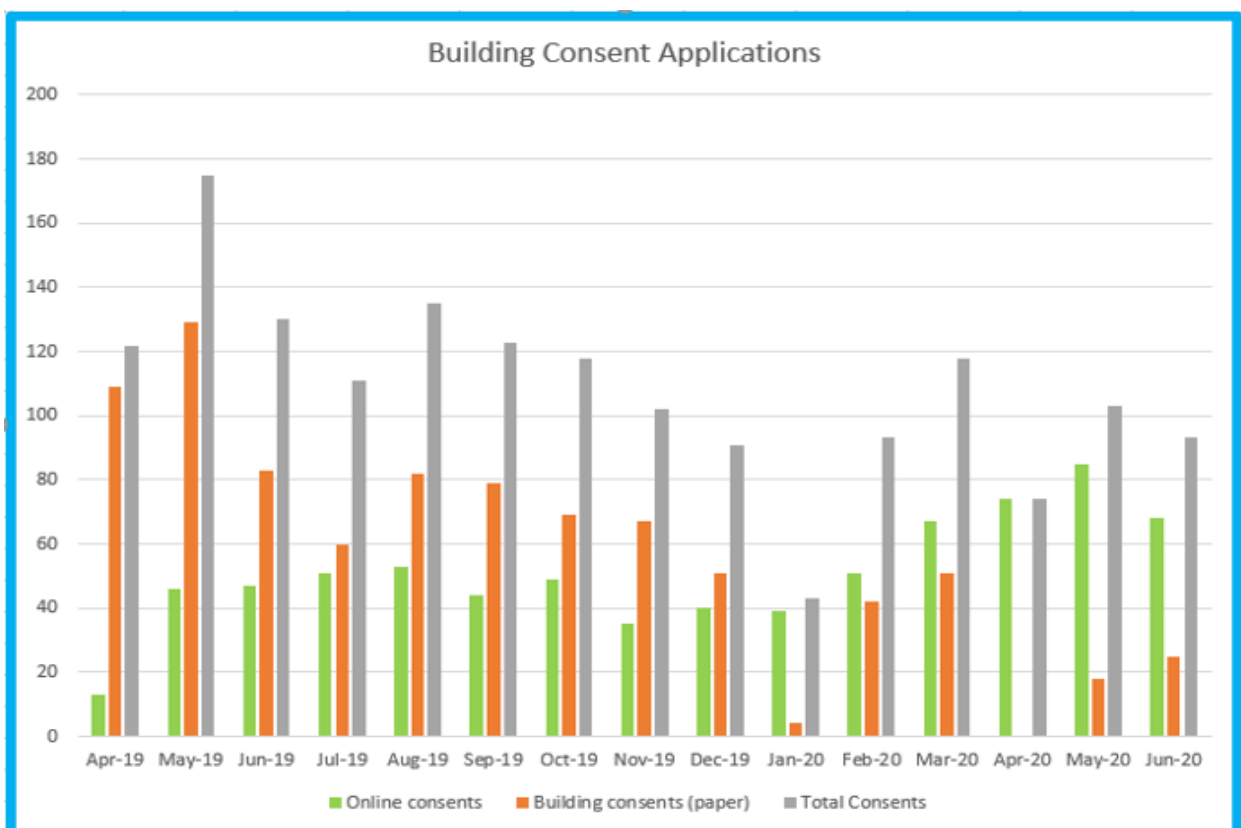
<b>Performance measure</b>	<b>2017-18 target</b>	<b>2018-19 target</b>	<b>2019-20 target</b>	<b>2020-21 target</b>	<b>2021-28 target</b>
Visitors' satisfaction with the service provided by the information consultants at our information centres.	New	Very satisfied	Very satisfied	Very satisfied	Very satisfied

The above service level targets have been achieved for the first three years.

## 4 Key issues for the next 3 Years

Customer service staff seek to adapt to and pre-empt emerging customer requirements and technology e.g. multi-channel interactions, online applications, skype consultations. This trend will result in fewer face-to face interactions. However, it is difficult to imagine the “personal touch” being completely eliminated in the foreseeable future. Parts of our community particularly value Kanohi ki te Kanohi (face to face) interactions.

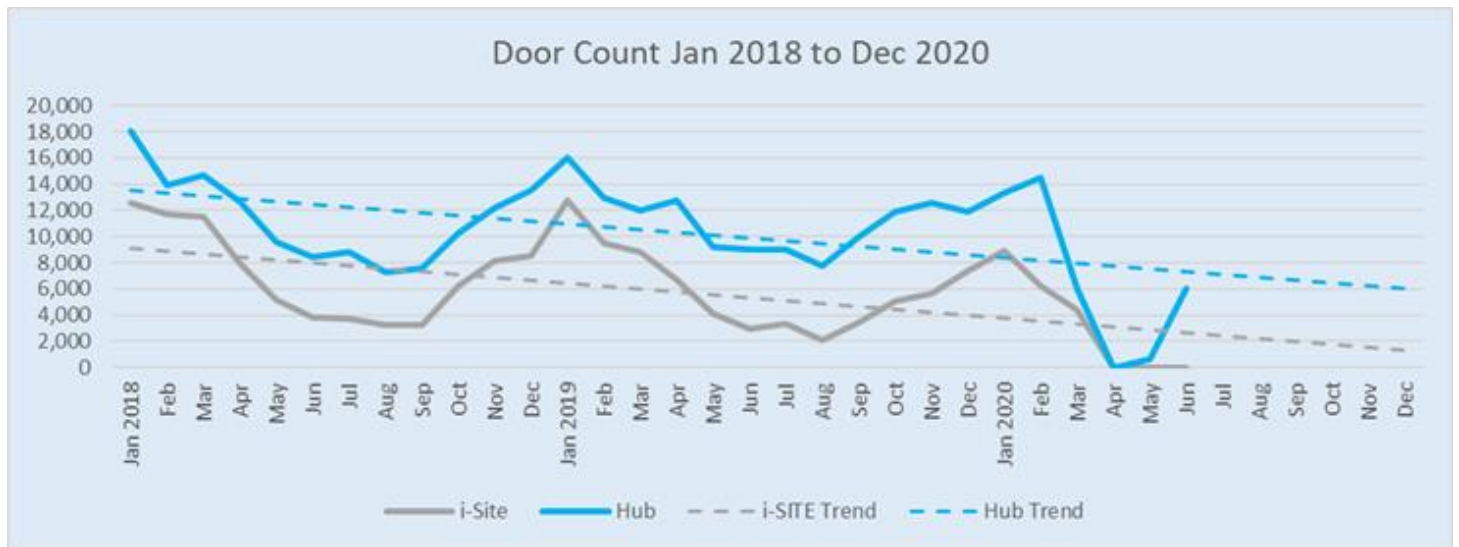
This bar chart shows the increasing lodgment of online consents against paper consents. In a little over a year online consents went from less than 20% to more than 70%. Over lockdown business continued for the Service Centre team as nearly all applications can be lodged electronically.



Resourcing for the future – supply and demand. Due to fluctuations in activity, particularly with seasonal activity for iSites and peaks and troughs in building activity for Customer Services, it can be hard to resource accurately. Consequently there are times where demand for service outweighs supply of resource.

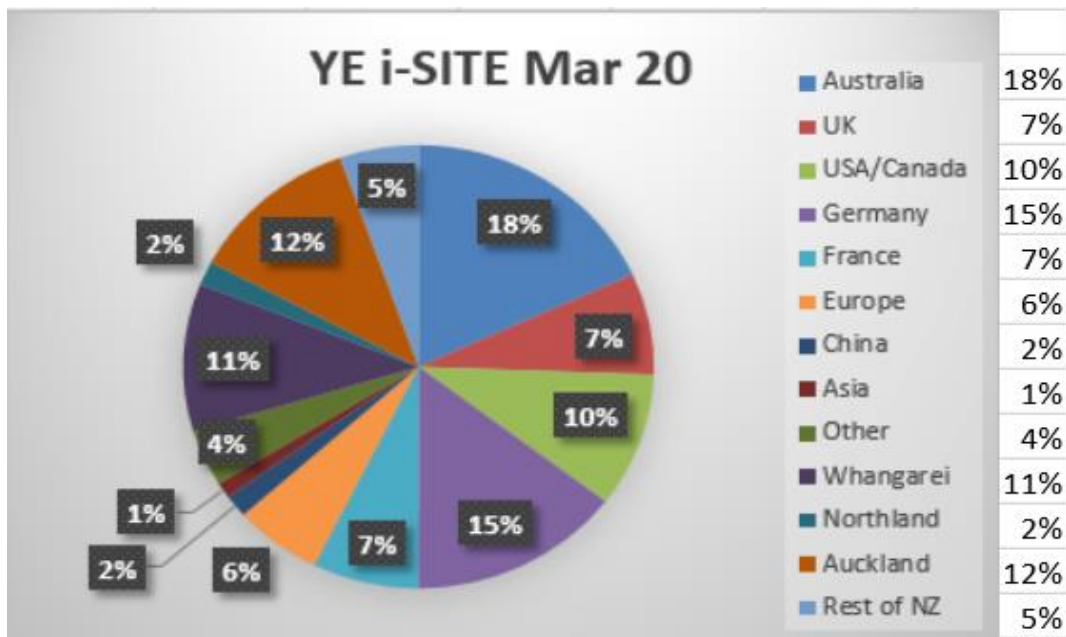
This graph shows the i-SITE and Hub seasonal peaks and troughs.

Impact of border restrictions on tourist movement.

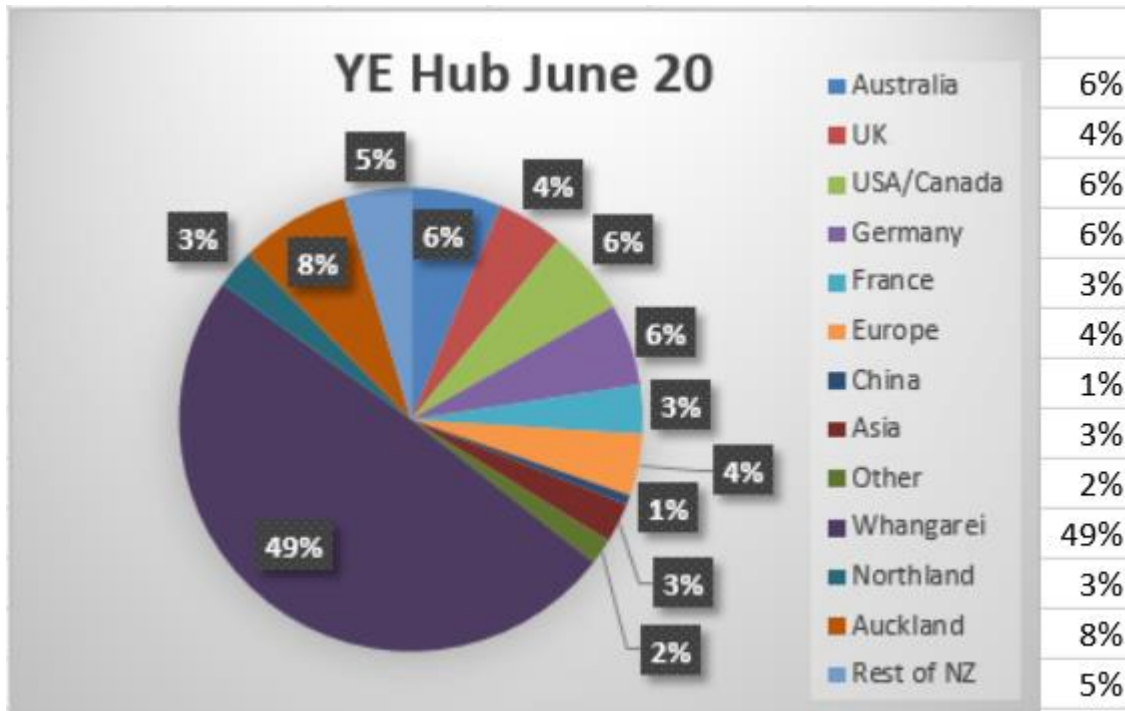


This has had an impact on our visitor information centres and consequently our Tarewa i-SITE has not reopened after lockdown. The future of this site was already in question and will be revisited with Councillors in September 2020.

From July – March 19/20 70% of our customers at the Tarewa i-SITE were overseas visitors.



At the Town Basin, Te Manawa the Hub, only 35% of our visitors were overseas, with 65% being domestic and the majority from Whangarei.



## 5 Key issues for the next 10 years

The key issues for Customer Services for the next 10 years are around changing customer demographics and community expectations.

- There should be widescale utilisation of eServices and portal first point of contact with Council.
- The situations in which a customer will want to talk to someone face to face will typically be determined by how complex their proposal or enquiry is. The use of Artificial Intelligence will increase for the simpler queries however government legislation is unlikely to reduce compliance complexity.
- Population growth may bring a requirement for satellite offices and an expansion of the Ruakaka presence.
- Continued economic recovery post Covid-19 depends on many factors including the possibility of a second wave of cases.

## 6 Key issues for 2031 and beyond

Continued issues around population and demographics. Customer expectations with regard to technology and accessibility of information. Any future affects of pandemics particularly with regard to tourism.

## 7 Key upcoming projects

Project title & activity	Description	Business need (issue/opportunity)	Area/Ward	Year(s)	Total cost (\$000)	LoS
Claphams Clocks revitalisation	A new vision for the Clocks to encourage more visitors and to tie in with opening of HWMAC	Enhancing the permanent display with changing exhibitions linked to the theme of time will encourage more repeat visits.	Clocks Museum	6	50	
Information Centre Carpark Upgrade	Carried forward until SH1 works completed (July 2020)	Carried forward from previous years	Tarewa i-Site	1	125	





## 2.5 Venues and Events Department LTP 2021 – 2031 Activity Briefing

**Meeting:** Council Briefing  
**Date of meeting:** 30 July 2020  
**Reporting officer:** Carina de Graaf, Venues and Events Manager

### 1 Purpose

To provide elected members an overview of Venues and Events activity. This includes the following:

- What we do
- the key assets and levels of service
- the key issues facing this activity

### 2 Background

Elected members will receive briefings on the key activities of Council. Through these briefings, staff will provide an overview of the activity. Staff will also provide information on the key issues facing that activity over the next 3 and 10 years as well as into the long term. The intent is to give elected members clear visibility and knowledge of the activity.

These briefings will also help to identify common issues which may impact on multiple activities and set the scene for direction setting for the 2021 – 31 Long Term Plan.

### 3 Discussion

#### 3.1 What we do

Venues and Events Whangarei provides venues and manages and produces events that contribute to the cultural and social fabric of our community.

Events are held at Council-owned or controlled venues or other locations throughout the District and help to attract both domestic and international visitors to the District. This helps to create a vibrant District with varied educational, cultural, sporting and recreational opportunities for residents and visitors who contribute to the District's economy.

Semenoff Stadium and Forum North Entertainment Centre include rooms and venues for hire to the local community as well as local, national and international commercial users. The events catered for include theatre, MICE type of tourism (meetings, incentives, conferences, exhibitions) sports events and weddings.

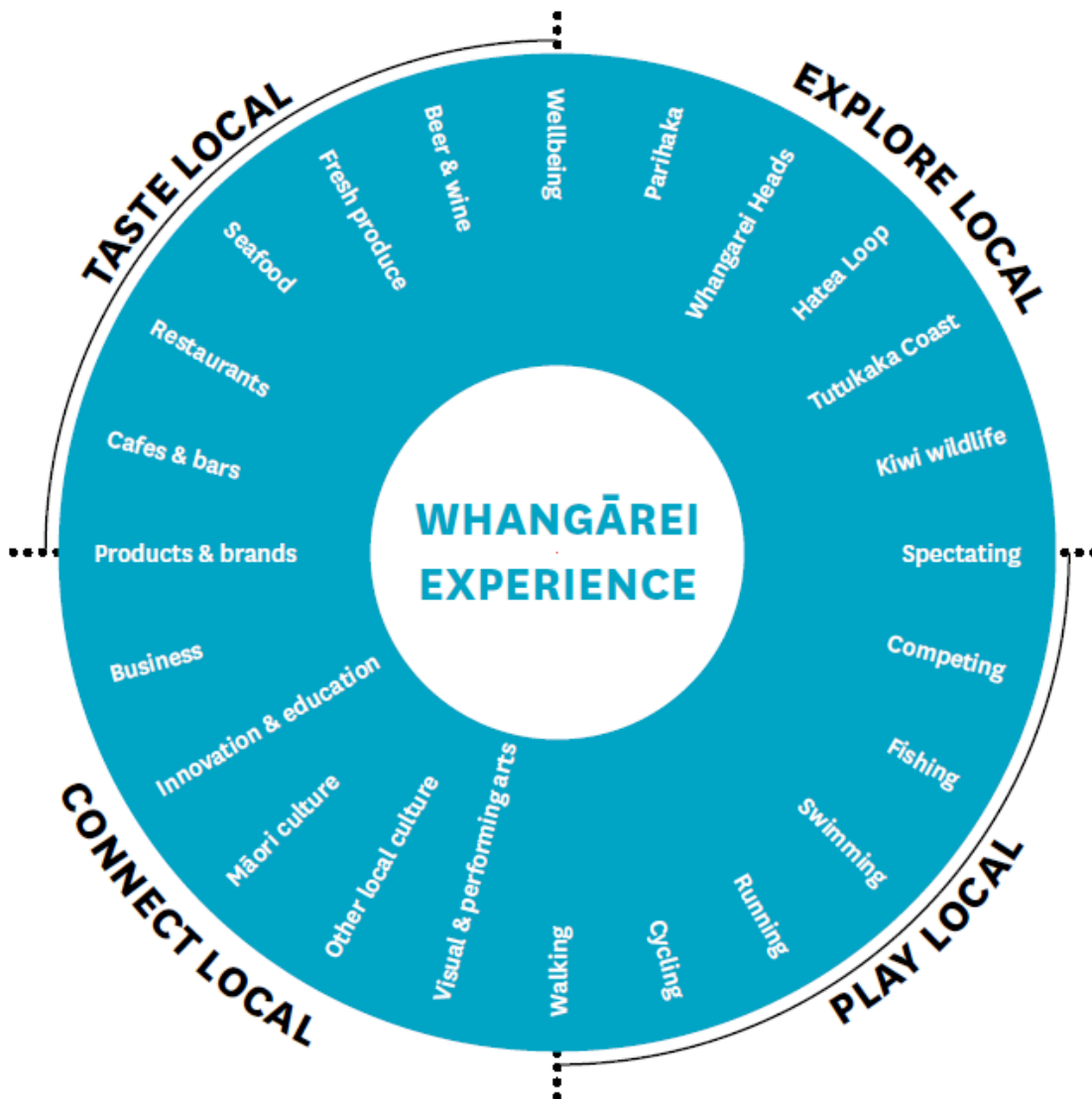
In May 2019, Council adopted the *Experience Local Whangārei Events Strategy 2019-2020*, this strategy set the direction for the next five-year period based on 'Amplifying the value of local'.

Year One 2019/2020 implementation included the development of an Events Programme based on the 'Experience Local Lens' (see diagram below) and establishment of the Whangārei Event Development fund.

This framework invites people to Experience Local – Whangārei, to taste our local flavours, explore our natural environment, connect with our culture and play and participate in local recreation and sports<sup>1</sup>.

The strategy aims to program two, or more, of the four local experience categories into each event to actively invite participation in more diverse experiences from a wider audience catchment.

Despite the affects of Covid-19 and a large number of key events being cancelled, Year One (2019/2020) implementation delivered an Events programme that provided 8 key events offering two or more of the local experience categories. Year Two (2020/2021) will continue to build on this momentum.



<sup>1</sup> Experience Local Whangārei Events Strategy 2019-2020 pg 14,15

### 3.2 Our key assets

The Venues and Events department is responsible for managing the following assets:

#### **Semenoff Stadium**

Semenoff Stadium is Northland's premier multipurpose facility with a capacity of 20,000. The stadium caters for conferences, meetings, expos, weddings, festivals, concerts and sports events and is governed by the Northland Events Centre Trust through a historical management agreement with Whangarei District Council.

Semenoff Stadium has hosted numerous significant cultural, sporting and concert events such as:

- Multiple Vodafone Warriors Pre-season trials
- Mitre 10 Cup
- 2011 Rugby World Cup
- 2014 Four Nations NZ Kiwi v Toa Samoa
- 2015 FIFA U-20 World Cup
- 2017 British and Irish Lions v NZ Barbarians
- 2017 Nitro Circus Live
- 2018 Ngapuhi Festival
- 2019 Fat Freddy's Drop Concert
- 2020 Six60 Concert

In addition to significant events, the Stadium is home to the Taniwha's, Northland's premier Rugby Union team. Each season, Northland's Mitre 10 cup game season attracts some of the largest audiences in the country, this is testimony to Northland's community spirit and love of rugby.

Despite significant capital works commencing in early November 2020 (installation of lighting towers for Rugby World Cup) 2020/2021 will offer our community another year of significant events including:

- Super Rugby fixture
- Concerts
- Rugby World Cup

Securing the rights to deliver the 2021 Rugby World Cup (RWC) in collaboration with Auckland Tourism, Events and Economic Development (ATEED), Auckland's regional economic development agency a Auckland Council-controlled organisation signals future significant strategic opportunities for Northland.

Further upgrades to the Stadium sound system, field including fibre and power and the installation of a big screen and generator to meet RWC requirements, will further solidify the Stadium as a venue fit for the national and international market.

#### **Forum North Entertainment Centre**

Forum North Entertainment Centre offers a range of facilities for hire including the Capitaine Bougainville Theatre (seating for 350) with rehearsal and dressing rooms, Te Kotahitanga (seating for 594), Cafler Suite (seating for 160), Bounty Room (seating for 45), Ticketing Kiosk and Bar.

Forum North Entertainment Centre caters to approximately 80% of community hirers each year. A large number of local schools, dance groups, performers and artists.

During 2019/2020 significant upgrades have been carried out in Te Kotahitanga, the Theatre, catering kitchen, meeting rooms and Ticketing Kiosk.

Forum North Entertainment Centre is currently a 'receiving house' a venue space available for hire to anyone with a need and the necessary resources. In terms of theatre the Capitaine Bougainville is primarily hired by promoters and producers to 'present' their shows, it does not curate and present its own programming<sup>2</sup>.

Council is currently considering options for a new Theatre, as further discussed in section 3.4 of this report.

### 3.3 Our levels of service

Level of Service	Performance Measure	Target
Our venues will encourage high use and satisfaction levels	Number of attendees over all facilities will increase annually by >3%	Data and reporting for this target is unavailable. * A key priority will be to develop new LTP performance measures
	Satisfaction with the quality of venues and events >80%	Data and reporting for this target is unavailable. * A key priority will be to develop new LTP performance measures

### 3.4 Key issues for the next 3 Years

#### *Future of Council as a venues and events operator*

Venues and Events Department is responsible for providing venues (Semenoff Stadium, Forum North Entertainment Centre) and managing and producing events that contribute to the cultural and social fabric of our community. The future of Venues and Events as an operator is a key issue for Council to consider in the next 3 years and will define future governance, operations and staff that work across both venues.

#### **Semenoff Stadium**

Council is currently considering future governance of NECT including a new Trust employing staff. This decision is likely to be made and implemented within the next 12 months, the impact of this decision may require changes to staffing, key stakeholder relationships, event programming and delivery.

#### **Forum North Entertainment Centre**

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<sup>2</sup> Whangārei Theatre Feasibility Options Report June 2020

Council has received a proposal from the Forum North Trust 2013 to develop and run a new theatre, as well as all existing services at Forum North.

The Whangārei Theatre Feasibility Options Report was presented to Council on 7 July 2020 and will form part of future LTP discussions.

Until this decision is made, Forum North Entertainment Centre will continue to offer the community a venue to hire and maintain the required levels of service.

Budgeted repairs, maintenance and upgrades will continue to ensure that the venue is compliant to building and health and safety standards.

### ***Infrastructure development***

*Asset management and investment plans required for both Forum North and Semenoff Stadium to deliver vision for future.*

Semenoff Stadium and Forum North Entertainment Centre do not currently have asset management plans. Council will need to invest in this vital piece of work to ensure both venues have an agreed plan for how each asset will be maintained, renewed, developed and funded.

This will ensure new seismic strengthening standards are planned, funded and implemented within realistic timeframes.

With respect to the Stadium, an Asset Management Plan will provide a vehicle to plan for future upgrades to meet the growing demands of our increasing population. Future upgrades could include a retractable stage, artificial perimeter turf, a new sustainable roof and additional grandstand seating.

### ***Review of Council owned venues and consent limitations***

Council owns a number of key strategic venues throughout the City that support delivery of the *Experience Local Whangārei Events Strategy 2019-2020*. The strategy aims to position the Town Basin and Hatea Loop as a social centre for events.

Current consent conditions allow for events with 'little to no noise levels'. Council is currently reviewing these conditions with the objective of allowing for flexibility to encourage events within the Town Basin and Hatea Loop.

### ***COVID-19 impact on events industry and tourism***

Covid-19 has impacted considerably on the events, hospitality and tourism industry.

Council venues saw the cancellation and postponement of a large number of events including the 2020 Whangārei Fitter Festival and Blues v Jaguares Super Rugby fixture scheduled for April 2020.

Promoters, Venue contractors and Stadium tenants have been adversely affected from the cancellations coupled with a slow and very cautious return to the 'new normal' for patrons and venues throughout New Zealand.

## **3.5 Key issues for the next 10 years**

### ***Leveraging strategic relationships***

Particularly, since the redevelopment and opening of the Stadium, Council has attracted and successfully delivered a large number of significant events both national and international.

This has provided Council with an opportunity to leverage and develop strategic relationships with NZ Rugby, NZ Cricket, NZ Rugby League, ATEED, MBIE and many well-respected New Zealand promoters.

Invitations to submit bids for events are continuing to increase and Northland's reputation for attracting concerts and festival is growing.

Collaboration with neighbouring Councils, particularly Auckland (via ATEED) will ensure Northland continues to be invited to bid and secure Major Events, whilst promoting Northland as a must see destination.

### ***City Centre Plan opportunities/challenges***

With the imminent construction of the Civic Centre, Forum North Entertainment Centre will be well placed to leverage event opportunities as the Civic precinct develops.

### ***Carparking expectations v Events in Forum North***

The recent implementation of three hour parking limits at Forum North to stimulate more vibrancy in the CBD has started to impact on venue bookings for all day events at Forum North Entertainment Centre.

Future consideration with respect to the balancing of carparking expectations for event patrons will be a priority as Civic Centre precinct develops.

### ***Greater use of technology***

Technology changes continue to enhance the experience for event attendees. This will impact on the methods we use to market events including the use of digital signage versus flags in high traffic areas.

In addition, this will include offering clients the option to book events on line and manage changes to order equipment, catering, security etc via a leading edge event booking system.

Technology will also play a key part in event visuals and the reduction of infrastructure ie. Hologram Christmas tree versus an actual Christmas tree, thereby saving event costs.

Venues and Events welcome the challenges and opportunities this will bring.



A group of seven event staff members, seen from behind, are standing on a balcony or elevated platform. They are all wearing black t-shirts with "EVENT STAFF" printed in white. Their arms are raised in the air, some making peace signs, suggesting they are cheering or celebrating. In the background, there is a large outdoor event space with a green lawn, a blue and white tent, and other structures under a bright sky. The foreground shows the backs of several blue stadium seats.

# *Activity Briefings*

Venues and Events Department

## *Activity briefing agenda*

- What we do
- Our key assets
- Our levels of service
- Key issues





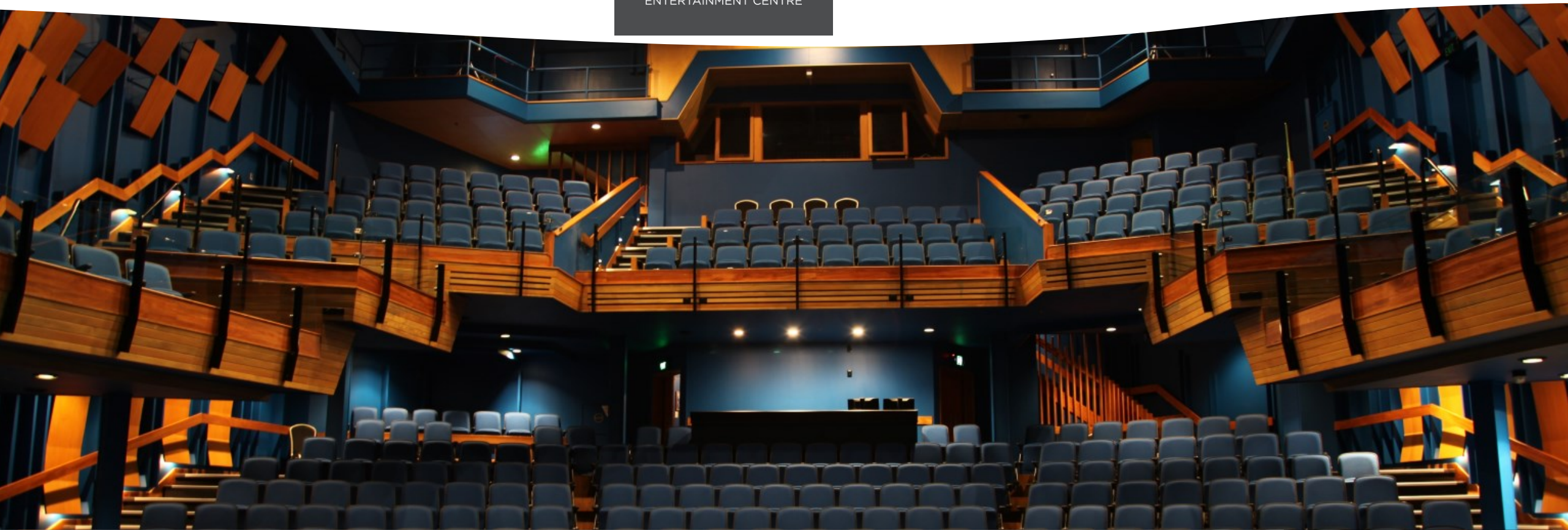
## *What we do*

- Manage Council Venues
- Deliver Events
- Administer the Event Development Fund, Bids, Flags & Lights, Markets, Applications for Community Events





# *Our key assets*







# **SEMENOFF**

## **STADIUM**

*Our key assets*



# Our levels of service

*\*\*Redevelopment required*

Our venues will encourage increased use and high satisfaction levels of those using our facilities:

- Number of attendees over all facilities will increase annually by 3%\*\*
- Satisfaction with the quality of venues and events 80%\*\*





# Key issues

## LTP Year 1 to Year 3

- Future of Council as a venues and events operator
  - Council is considering future governance of NECT including a new Trust employing staff
  - Council has received a proposal from the Forum North Trust 2013 to develop and run a new theatre, as well as all existing services at Forum North
- Infrastructure development
  - Asset management and investment plans required for both Forum North and Semenoff Stadium to deliver vision for future
  - Review of Council owned venues and consent limitations
- COVID-19 impact on events industry and tourism

## LTP Year 4 to Year 10

- Leveraging strategic relationships – ATEED, NZR, promoters etc
- City Centre Plan opportunities/challenges
  - Civic precinct opportunities
  - Carparking expectations v vibrancy of CBD
  - Greater use of technology e.g. event booking system, events, city dressing etc





***Patai ?***

***Ngā mihi***

