

Community Development Committee Agenda

Date: Thursday, 16 May, 2024

Time: 11:00 am

Location: Civic Centre, Te Iwitahi, 9 Rust Avenue

Elected Members: Cr Gavin Benney (Chairperson)
Cr Carol Peters (Deputy Chairperson)
His Worship the Mayor Vince Cocurullo
Cr Nicholas Connop
Cr Ken Couper
Cr Jayne Golightly
Cr Phil Halse
Cr Deborah Harding
Cr Patrick Holmes
Cr Scott McKenzie
Cr Marie Olsen
Cr Simon Reid
Cr Phoenix Ruka
Cr Paul Yovich

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

1. Declarations of Interest / Take Whaipānga	
2. Apologies / Kore Tae Mai	
3. Confirmation of Minutes of Previous Community Development Committee Meeting / Whakatau Meneti	
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6.1 Confidential Minutes Community Development Committee 18 April 2024	

7. Closure of Meeting / Te katinga o te Hui

Recommendations contained in the agenda are not the decisions of the meeting.

Please refer to minutes for resolutions.

Community Development Committee – Terms of Reference

Membership

Chairperson Councillor Gavin Benney

Deputy Chairperson Councillor Carol Peters

Members His Worship the Mayor Vince Cocurullo
 Councillors Nicholas Connop, Ken Couper, Jayne Golightly, Phil Halse, Deborah Harding, Patrick Holmes, Marie Olsen, Scott McKenzie, Simon Reid, Phoenix Ruka and Paul Yovich

Meetings Monthly

Quorum 7

Purpose

To oversee functions of Council that interact, support and provide services for the community, including to disburse funds as determined by the Whangarei District Council Grants, Concessions and Loans Policy.

Key responsibilities

- Policy and planning for the provision of community development, culture, arts and heritage and events
- District venues and community events
- Libraries services (Central Library, Branch Libraries, Mobile Library services)
- Customer Services
 - Customer Services Civic Centre and Ruakaka Service Centre
 - Contact Centre Services
 - Isite services
 - National Claphams Clock Museum
 - Request system
- Community services
 - Community sector liaison and support (Advisory Groups)
 - Community safety (City Safe, CCTV)
- Pensioner housing
- Property asset management
 - Pensioner housing

- Forum North
- Community halls
- Civil Defence Emergency Management
- Heritage, culture, arts and creative industries sector liaison
- Community development led programmes
- Operational accountability of performance including:
 - Health and Safety
 - Regular reporting on service delivery
 - Compliance
 - Sustainability
 - Finance
- Reporting on capital projects
- Procurement – general procurement relating to the areas of business of this committee, within delegations
- Shared services – investigate opportunities for shared services for recommendation to council
- To carry out the funding process in accordance with the Whangarei District Council Grants, Concessions and Loans Policy in an objective, fair and transparent way.
- Council Controlled Organisations (CCOs) – monitoring the financial and non-financial performance of CCOs whose functions would otherwise fall under the scope of this committee. Includes trading CCOs (CCTOs) and those CCOs exempted under the LGA. Responsibilities include:
 - advising on the content of annual Statement of Expectations to CCOs
 - agreement of the Statement of Intent
 - monitoring against the Statement of Intent
 - for exempted CCOs, monitoring and reporting as agreed between Council and the organisation
 - quarterly reporting on performance

CCO accountable to this committee:

- Hatea Art Trust (HAT)
- Hundertwasser Art Centre (HAC)
- Whangarei Art Museum (WAM)
- Northland Events Centre Trust 2021 (NECT2021)

Delegations

- (i) All powers necessary to perform the committee's responsibilities, including, but not limited to:
- a) approval of a submission to an external body.
 - b) establishment of working parties or steering groups.
 - c) adoption of strategies and policies relating to the key responsibilities of this committee (except for those that cannot be delegated by Council under Clause 32(1)(f) of Schedule 7 of the Local Government Act (LGA).
 - d) the approval of expenditure of less than \$5 million plus GST.
 - e) the power to adopt the Special Consultative Procedure provided for in Section 83 to 88 of the LGA in respect of matters under its jurisdiction (this allows for setting of fees and bylaw making processes up to but not including adoption).
 - f) the power to delegate any of its powers to any joint committee established for any relevant purpose under clause 32, Schedule 7 of the Local Government Act 2002.

The Committee does not have:

- I. The power to establish sub-committees.
- II. The powers Council is expressly prohibited from delegating as outlined in Clause 32(1)(a)-(h) of Schedule 7 of the Local Government Act 2002; being:
 - the power to make a rate
 - the power to make a bylaw
 - the power to borrow money, or purchase or dispose of assets, other than in accordance with the long-term plan
 - the power to adopt a long-term plan, annual plan or annual report
 - the power to appoint a chief executive the power to adopt policies required to be adopted and consulted on under the Local Government 2002 in association with the long-term plan or developed for the purpose of the local governance statement
 - the power to adopt a remuneration and employment policy.

Item 3.1

Community Development Committee Meeting Minutes

Date: Thursday, 18 April, 2024

Time: 11:00 a.m.

Location: Civic Centre, Te Iwitahi, 9 Rust Avenue

In Attendance

Cr Gavin Benney (Chairperson)
Cr Carol Peters (Deputy Chairperson)
His Worship the Mayor Vince Cocurullo
Cr Nicholas Connop
Cr Ken Couper
Cr Jayne Golightly
Cr Phil Halse
Cr Deborah Harding
Cr Patrick Holmes
Cr Scott McKenzie
Cr Marie Olsen
Cr Simon Reid
Cr Phoenix Ruka
Cr Paul Yovich

Scribe

C Brindle (Senior Democracy Adviser)

1. Declarations of Interest / Take Whaipānga

Item 5.1 – Grants – Community Fund (Round 3, 2023-24)

Item 6.1 – Whangarei Art Trust Financial Remedial Plan Update

2. Apologies / Kore Tae Mai

There were no apologies.

3. Confirmation of Minutes of Previous Community Development Committee Meeting / Whakatau Meneti

3.1 Minutes Community Development Committee Meeting held 21 March 2024

Moved By Cr Deborah Harding

Seconded By His Worship the Mayor

That the minutes of the Community Development Committee meeting held on Thursday 21 March 2024, having been circulated, be taken as

read and now confirmed and adopted as a true and correct record of proceedings of that meeting.

Carried

4. Deputation/Presentation

4.1 Youth Week 2024

Moved By Cr Carol Peters

Seconded By Cr Marie Olsen

That the Committee receives and notes the Youth Week 2024 update.

Carried

5. Decision Reports / Whakatauripoata

5.1 Grants - Community Fund (Round 3, 2023-24)

Moved By His Worship the Mayor

Seconded By Cr Ken Couper

That the Community Development Committee approves Community Fund grant allocations as follows:

1. Air Training Corps of New Zealand for No 20 Whangarei – operating costs	\$2,000
2. Bream Bay United AFC – 50 th anniversary event	\$4,353
3. Deaf Action New Zealand – NZSL classes	\$2,000
4. Hikurangi Historical Museum – operating costs	\$10,000
5. Hikurangi Rugby Union Football Club – clubroom deck	\$12,237
6. It's Up To You Charitable Trust – community garden irrigation	\$7,500
7. Manaia Tigers Football Club – application withdrawn	
8. Mangakahia Lions Club – True Tales book	\$3,500
9. Maungakaramea Sports Club – drinks chiller	\$3,295
10. New Zealand Indoor Bowls – national competition venue	\$5,000
11. Piroa Charitable Trust – riparian plant starter packs	\$2,900
12. SeniorNet Bream Bay – operating costs	\$1,000
13. Tai Tokerau Artisan Fashion Trust – Fashion Fusion event	\$5,000
14. The Bach (Whangarei) Inc – operating costs	\$2,000
15. Waipu Business and Community (Promote Waipu) – visitor map	\$3,930
16. Wandering Angels Animal Sanctuary – dog and cat management	\$6,000

17. Weed Action Native Habitat Restoration Trust – moth plant management	\$3,500
18. Whangarei Cat Rescue Trust – cat management	\$10,000
19. Whangarei Museum and Heritage Trust – live days	\$5,996
20. WithIN Nature Charitable Trust – operating costs	\$10,000
21. MenZShed Waipu Inc - Right-Of-Way construction <i>Subject to a complete application being received by staff</i>	\$5,000
22. Showquest Charitable Trust - Showquest youth event 2024	\$5,000.

Amendment

Moved By Cr Simon Reid

Seconded By Cr Jayne Golightly

That the Committee approve a grant of \$5,000 to the Baby Start Charitable Trust - operating costs - Babystart boxes.

**The amendment was Carried
and subsequently Carried
as the substantive Motion**

Cr Yovich requested his vote against the amendment was recorded.

Declaration of Interest:

Cr Connop declared an interest in regards to the For Our Real Clean Environment application.

5.2 Review of 2019 Partnership Fund grant allocation

Subsequent to the agenda being circulated a supplementary Item 5.2.1 was circulated. The supplementary report provided a grant report from the Taiharuru Marae Incorporated.

Moved By Cr Gavin Benney

Seconded By His Worship the Mayor

That the Community Development Committee

1. Notes the information received from Taiharuru Marae Incorporated, and,
2. Considers the matter of their 2019 Partnership Fund grant closed with no further action necessary.

Carried

5.3 Hikurangi Business Association proposal for 7 King Street, Hikurangi

Moved By Cr Scott McKenzie

Seconded By Cr Nicholas Connop

That the Council:

- 1) Receives Hikurangi Business Association's proposal for the Hikurangi BNZ Building located at 7 King Street, Hikurangi; and
- 2) Approves the lease of the Hikurangi BNZ Building to Hikurangi Business Association for a period of 10 years with two 5-year rights of renewal at Council's discretion, for a nominal amount of \$1.00, in exchange for the Hikurangi Business Association undertaking repairs of the Hikurangi BNZ Building.

Leases the Hikurangi BNZ Building to the Hikurangi Business Association terms that specifies the type of activities permitted in the building, and includes:

- a) performance measures specific to the preservation of the building,
 - b) a condition that any profit is reinvested into the ongoing operational and maintenance costs of running the building
 - c) a condition that the lease will not affect the ability to make decisions relating to the pensioner housing on the site
 - d) a condition that, with three months' notice, entitles Council to make changes to the lease to align with its new policy settings
 - e) an ability for capital improvements made to the building to be vested to Council upon completion of those improvements.
- 3) Delegates to the Chief Executive Officer the authority to finalise all terms and conditions relating to the lease of the building, to complete the transaction.

Carried

6. Information Reports / Ngā Pūrongo Kōrero

6.1 Whangarei Art Trust (WAT) Financial Remedial Plan Update

Moved By Cr Carol Peters

Seconded By Cr Scott McKenzie

That the Committee receives the update from the Whangarei Art Trust on the next steps in the financial remedial plan as requested by the Committee at the March 2024 Committee meeting.

Carried

Declaration of Interest:

Cr Couper declared an interest as Council's appointed representative to the Whangarei Art Trust.

6.2 Community Group Operational Report March 2024

Moved By His Worship the Mayor

Seconded By Cr Deborah Harding

That the Community Development Committee receives the operational report for March 2024.

Carried

A break was taken from 12.13pm to 12.24pm following Item 6.2.

7. Public Excluded Business / Rāhui Tangata

Moved By His Worship the Mayor

Seconded By Cr Carol Peters

That the public be excluded from the following parts of proceedings of this meeting. The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
1.1	Northland Events Centre Trust 2021 – Lease agreement Funding Outgoings	Good reason to withhold information exists under Section 7 Local Government Official Information and Meetings Act 1987	Section 48(1)(a)
This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public, are as follows:			
Item	Grounds	Section	
1.1	To maintain legal professional privilege To enable Council to carry on without prejudice or disadvantage negotiations (including commercial and industrial negotiations)	Section 7(2)(g) Section 7(2)(i)	

Carried

8. Closure of Meeting / Te katinga o te Hui

Cr McKenzie closed the meeting with a karakia/prayer at 12.53pm.

Confirmed this 16th day of May 2024

Councillor Gavin Benney (Chairperson)

4.1 Customer Request System Update

Meeting:	Community Development Committee
Date of meeting:	16 May 2024
Reporting officer:	Lesley Ashcroft Manager Customer Services Rachel Thomassen Customer Request Analyst Customer Services Tom Webb Business Analyst ICT

1 Purpose / Te Kaupapa

To update elected members on the council request system which is used by customers to report issues to council and by staff and contractors to schedule and communicate to customers the response to those issues. The update includes a brief overview of the system, status, issues and progress of the remedial plan to improve services.

2 Recommendation/s / Whakataunga

That the Committee:

1. Notes the report provided on the Request System update.
2. Acknowledges the work which staff have undertaken to date to assess and implement improvements for proficient use of the Request system.
3. Endorses the future work programme and objectives to improve the reputation of Council and relationship between Council and the community through use of the system.

3 Background / Horopaki

In October 2021, the previous council customer reporting system was upgraded to the current CiA Request System. The largest differences between the old and new systems are the automation, dashboards for monitoring status of requests, and self-service features.

The improved automation has increased the ways customers can report issues to council, originally through phone, email, social media and face to face, it now enables customers to also lodge through a web portal and track the progress of their own requests online.

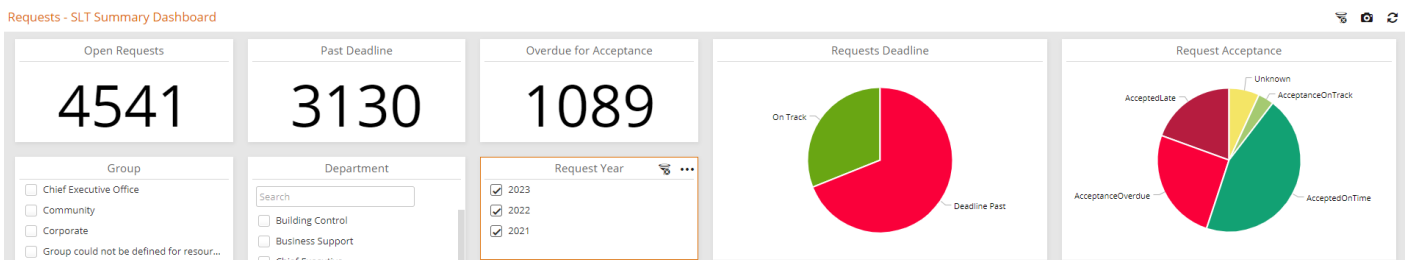
Introduction of the web portal as a self-service and improved automation has increased the communication pathways between council and customers. This has placed the accountability and communication requirements for each request made from customers on the business unit receiving them. There is now a higher requirement for staff and contractors to have regular and informative communication with customers.

Dashboards are for staff and contractor use and allow monitoring and tracking of requests and their progress for resolution and response to the customer. Managers can use dashboards to be informed of pinch points and high-volume areas.

These features add up to more transparency and visibility of requests for council, contractors, and customers. The reputation of council depends on our interactions and responses to our community which is why the way requests are handled is so important.

In May 2023, an update was brought to Councillors which outlined the problems that council was facing with the overwhelming number of requests overdue (partially but not wholly due to Cyclone Gabrielle).

This was the situation one year ago, showing the number of open requests in May 2023, with a large proportion of those over deadline:



In June 2023, a remedial plan was put into place (Attachment 1) to address the above issue of overdue requests. Almost a year has gone past with this plan in place

4 Discussion / Whakawhiti kōrero

The requests remedial plan is reported on monthly at the Community Development meetings through the Operations report. The priorities in this plan are:

- Historic requests
- Reporting
- Recruitment of the right staff.

Historic Requests

Immediate attention was given to historic requests from 2021 and 2022, these needed to be closed with relevant and sensitive communications to the customer.

This was given priority status and the Departments with the most overdue requests were engaged first. The Contact Centre gave direct support to help staff in these departments close their historic requests. A lot of work has been done on historic requests and there are now a much smaller number to work on;

2021 2 outstanding

2022 49 outstanding

2023 481 outstanding (Cyclone Gabrielle year)

The closure of these requests is still a work in progress. 36% of the outstanding requests from 2023 are Roding requests, potentially where the work has not yet been carried out and therefore the request has not been closed.

Reporting

Dashboards now incorporated in the CiA request system are a good snapshot of request status and where the pain points in the organisation are. Reporting both to Council through the Community Group's Operations reports directly to their relevant Committee and to the Senior Leadership Team (SLT) on a fortnightly basis was introduced in June 2023 to improve awareness and transparency.

SLT reporting has reduced to quarterly, but a more comprehensive report is delivered at these intervals. Any pain points are discussed at SLT meetings and actions implemented where required.

Recruitment of the right staff

A dedicated Customer Request Analyst role was identified as part of the solution to the Request System issues, user training and the remedial plan implementation.

From the Customer Services department a vacancy for a Customer Services Representative existed, so this role was repurposed and regraded into a more technical specialised role.

The then Team Leader – Contact Centre was successful in attaining the new Customer Request Analyst role and is perfectly placed to develop the framework required to build on the organisation's skills in the CiA requests area and already possess the knowledge and experience working daily with the system.

A vacancy for Systems Analyst role in ICT was filled with priority on supporting the Customer Request Analyst. This role was filled in December 2023. Both roles have been working together on the implementation of the remedial plan.

Over the last five months the two incumbents have been working on:

A new support and change process for requests developed which captures and tracks queries and allows for timely delivery of solutions.

Training framework for all staff and contractors on CiA in development (to include refresher, induction and specialised training).

Meetings with all staff and contractor teams have been set up and problematic areas identified.

Quick fix tips and tricks when using CiA requests explored, and short toolbox training sessions carried out.

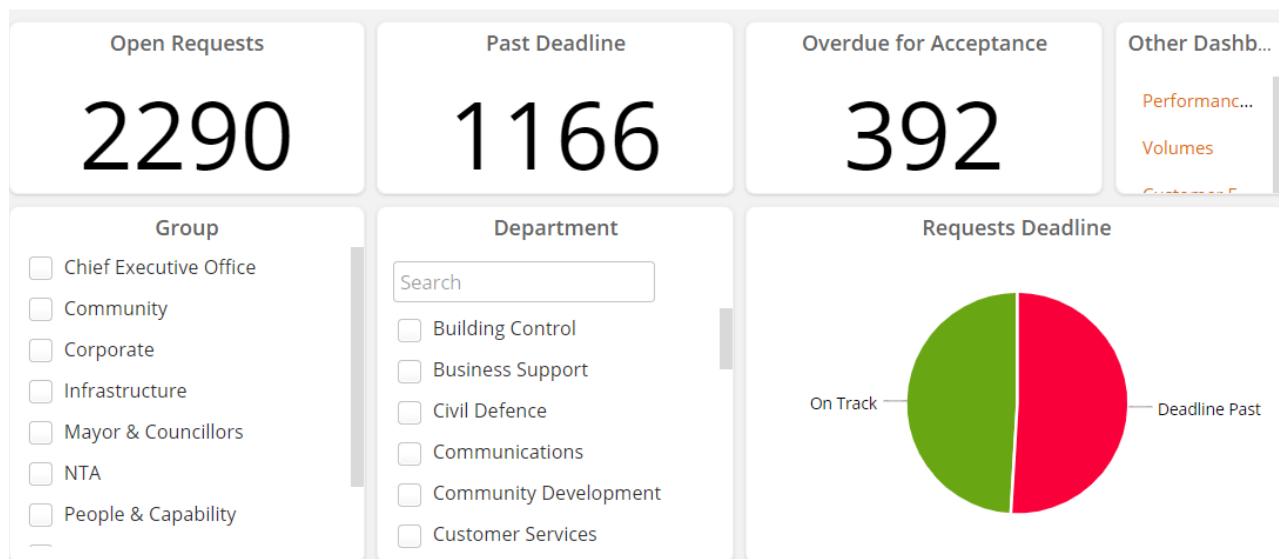
Common themes identified and training videos and checklists featuring these themes currently being produced.

Induction training for new staff has begun and now forms part of the induction process.

Issues

In May 2024, the work done to date and the achievements can be seen in the requests dashboard stats have improved considerably. However, at any one time, more than 50% of requests are still overdue.

SLT Dashboard of Customer Requests



Whilst the dashboard a year on looks much healthier, there are still a lot of improvements which can be made to assist our teams to better manage their customer interactions while we continue to move through our remedial plan. The following issues have been brought to SLTs attention last month;

Accountability

More accountability needs to be taken by all our staff and contractors for the interactions they are responsible for and for the data they enter into the request system.

We have asked SLT to assist with this by leading the way and holding their Department Managers to account. They will need to be monitoring the dashboards to measure progress and include request KPIs in contracts and performance reviews.

Request Closures

There is still a lot of work to do around our correspondence with the customer when closing requests. This is reputational and if we get this part right, the customer will not usually need to call us back and will be satisfied that we have corresponded in a timely and informative way. This is where the training and development work will help, as will SLT and Dept Heads holding teams and contractors to account.

Volume of Work

At times, volume is an issue and causes closure delays. This can be caused by resource gaps and/or events out of our control such as weather events. We have seen very clearly how fast the request backlog built up after Cyclone Gabrielle in 2023.

Whilst we cannot resource for these unexpected events, we can make sure our business processes are sound and our teams are well trained.

Workplan June – December 2024

Complete training framework and embed comprehensive induction, refresher and specialised training programmes into the organisation annual training calendar.

Produce and refine training materials for staff and contractors to use.

Introduce the SME (Subject Matter Expert) programme where we identify high volume CiA users from different parts of the business and train them to become superusers. Then in times of high volume, we will be better equipped to cope with the request surge.

Refine processes that assist with providing an efficient and transparent customer request response. The request below for assistance from the EMs is an example of this.

Elected Member Requests

Time has been spent with the Democracy team and councillors are asked to help with the success of this improvement programme by following these guidelines.

If logging a straightforward request for service such as a pothole or rubbish collection, please ring the Contact Centre on 430 4200 or log the request directly through our 'Report an Issue' portal on the council website. These issues are standard requests and do not need to be emailed to staff members. If councillor's direct emails to different staff members there is much double handling and confusion. Logging a request into the system means there is one source of truth, and the issue can be resolved quickly and efficiently.

If councillors have an escalated issue from a customer which needs some urgent attention due to non-response or an unacceptable response from council, please bring this issue to the attention of the Democracy team. Please do this by emailing EMrequests@wdc.govt.nz and the team will ensure that the right staff members are involved in the response. The request response can then be coordinated by the Democracy team and the customer responded to in a timely and efficient way. Emailing individual staff members creates rework and confusion and adds time delays.

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website, and through the public meeting.

6 Attachment / Ngā Tāpiritanga

Attachment 1: Remedial Plan

Remedial Plan

The General Manager Community and Manager Customer Services are taking the lead in ensuring the remedial plan is implemented across the organisation from the Strategic Leadership Team through to all staff and contractors. Some aspects of this plan have been actioned but there are still parts which are being worked through.

Issue	Solution	Timeframe	Status
Historic requests	Additional resources to deal with these in departments with the highest number	All 2022 requests closed and communicated by end 2023.	2021 requests cleared
	Remove requests that do not require a response		2022 requests in progress 2023 requests in progress
Closure messaging to customers when work not complete or scheduled	Refresher training and new training on use of automated messaging.	When Customer Requests Analyst is in place.	Training programme currently being developed
Systems Analyst role and lack of system management	Use funding now available from customer services role to fund this Customer Requests Analyst role to achieve governance and system configuration. Business Analyst role recruited to fill a vacancy in ICT, will work with CRA to develop training programme and provide required configuration based on individual departmental need.	Incumbent in place by August 2023.	Completed
Training programme and lack of ongoing training for staff	Utilise the Customer Requests Analyst to deliver training and support to existing and new staff.	January 2024.	Started CRA meeting with high volume users and contractors to assess needs
Subject Matter Experts (SME's) and staff support for high volume requests and business as usual	High volume users around the organisation will be identified as part of the SME training programme. This SME group will include many of the Customer Services team who will be able to support the rest of the organisation with specialist assistance.	January 2024	Progressing Customer Services staff seconded to NTA, Parks, Heath, and Bylaws, Waste and RMA to assist with historical requests.

Issue	Solution	Timeframe	Status
Lack of oversight of staff and contractors' management of requests	Incorporate dashboard checks every fortnight through Strategic Leadership Team meeting.	Immediate and ongoing.	Progressing Began 30 May
	Chief Executive to communicate remedial plan to staff at All Staff.	July 4th All staff meeting	Completed
	General Managers to inform their managers to ensure staff are managing requests effectively and check in during one-on-one meetings with their staff.	Current and ongoing.	Ongoing monitoring
Gap in reporting to elected members	Groups to include a dashboard overview of their departments in relevant Committee Operations reports	June / July 2023.	Completed
	Customer Services to report monthly to the Community Development Committee on progress of the remedial plan	June 2023.	Ongoing

4.2 Community Led Projects Programme review

Meeting:	Community Development Committee
Date of meeting:	16 May 2024
Reporting officer:	Claire Wilson – Community Development Adviser Isaac Watts – Community Development Adviser

1 Purpose / Te Kaupapa

To seek direction of preferred option(s) for staff to investigate further in regards to the Community Led Projects funding allocation.

2 Recommendations / Whakataunga

That the Committee:

1. Reviews the four options outlined in this paper, and
2. Confirms that Option One – Communities apply to be part of the Community Led Project Programme and Option Two – Contestable Community Led Project Fund are the recommended options for further investigation.

3 Background / Horopaki

In September 2010, Whangarei District Council adopted the Whangārei District Growth Strategy (Sustainable Futures 30:50 Implementation Plan) – the “Growth Strategy”. As part of that strategy, the “Village Plan” programme was piloted in the district. The pilot was then adapted into the current Community Led Project (CLP) programme operated by the Whangarei District Council.

The current CLP programme has a list of targeted communities. This list was created to fit with the Growth Strategy. This list has not been updated for 14 years. It is now time to reassess the list to decide if it still fit for purpose. Alternatively, it could be updated or replaced with a different method for deciding which communities we prioritise in the CLP programme.

The programme supports communities across the district to implement a variety of placemaking and community benefit projects. The programme gives the community an opportunity to implement a project plan of their own. The desired outcomes are:

- to enhance community cohesion by encouraging residents to work together
- to implement modest grassroots projects led by the community for the community
- to foster diverse representation in consultation and engagement
- to build capacity and capability for the on-going development of the community.

This aligns with the Community Development Framework adopted October 2017 and Council's aim of working in partnership with communities to enhance their well-being:

“Whangarei District Council's Community Development Framework seeks to support communities to collectively impact positively upon the issues, needs and aspirations identified as important by those communities.”

The programme currently allocates \$100,000 from Council plus the practical support of a dedicated Community Development Adviser (CDA). The adviser works closely with a committee made up of community members who contribute their own perspectives, knowledge, and experiences.

Through the draft long-term plan 2024-2034 the funding allocated to CLP has reduced to \$50,000 per community plus the practical support of a dedicated Community Development Adviser.

4 Discussion / Whakawhiti kōrero

Staff were asked to undertake a review of the Community Led Projects list due to the proposed reduction to the programme budget in the draft LTP 2024-34.

Council's Community Development staff have investigated four options and are seeking feedback from elected members on two options to investigate further.

The main concerns Community Development staff have about the current CLP programme are:

It is not genuinely community-led:

- CDA currently take the CLP programme into communities. This places the onus on the community to form a committee if a community group is not readily available or interested. They are then required to consult broadly with the community to come up with a project plan. The project plan is then approved by elected members. Within the community development approach, this process would not be considered “community led.”

It is inequitable:

- Some communities on the list are small in population whilst others are significantly larger and yet the same amount of money is allocated.
- Many communities on the list are relatively wealthy and already well organised, well-resourced, and capable.
- There are communities which could benefit from the CLP programme, but they are not on the list such as the many smaller rural communities around the district.

Options one and two seek to address the concerns outlined above. Option three is an alteration to the current list to match the Whangarei District Council Future Development Strategy. Option four is to keep the list as it is. There are pros and cons to each approach.

Option one – Communities apply to be part of the CLP programme

Communities apply (or are recommended by CDAs) to the programme and not an actual fund. This is a whole community approach. It could be a community that recognises that they need support to be more cohesive; or have an idea/vision beneficial for the community that can be presented or developed into a full plan whilst in the programme.

Funding may not always be needed, but funding can be provided at a maximum of \$50k per community.

This option is an overhaul of the current approach.

The application criteria will be needs-based, considering factors such as:

- Socio-economic level of the community
- Community cohesion
- Isolation of community
- The level of council investment in the community
- Significant change (current or future) in the community e.g. population growth/decline, infrastructure development etc.
- Demographic makeup
- Te Tiriti obligations

Option two – Contestable CLP Fund

Many councils in New Zealand use the contestable community funding approach to support community led projects.

This option omits the current CLP list and replaces it with a contestable CLP fund. The public interface with the CLP fund would be via the funding portal and the fund would be administered by the Funding Coordinator.

Applications to the Community Fund as managed by the Community Funding Officer will be assessed and triaged to the most suitable fund. CDAs would be involved in the triaging process and then work directly with the successful applicants.

Option three – Reduce list based on Future Development Strategy (FDS)

The original list was based on the Whangārei District Growth Strategy - Sustainable Futures 30/50 back in 2010. Communities were selected based on population growth at that time and potential population growth.

This option updates the list based on key communities identified in the upcoming Future Development Strategy, excluding those who have already completed the programme. The number of communities on the list will be reduced to a maximum of five or six and that these communities are assessed as being having particular needs requiring council support.

Option 4 Status Quo

The current list continues as is, perhaps with some reprioritisation based on need. Also note that Ruakākā and Marsden Point are two separate and distinct communities and should be treated as such.

Current priority order

- 1 Parua Bay, Otangarei (completed)
- 2 Hikurangi, Kamo (completed)
- 3 Maungatapere, Tikipunga (current), Raumanga* (current)
- 4 Waipu (current), Maungakaramea
- 5 Otaika, Onerahi (current)
- 6 Maunu, McLeod Bay/Reotahi
- 7 Matapouri, Ngunguru
- 8 Tutukaka, Pataua
- 9 Oakura, Taurikura/Urquharts Bay
- 10 Waipu Cove, Marsden Point/Ruakākā

** Raumanga, was added in 2021 as identified community of need.*

A variation of this option is to simply reduce the current list of remaining communities to six and to reprioritise order on need. For example, of the remaining communities, Ruakākā is last on the list, but arguably is a higher need community needing council support and CLP earlier rather than later.

This option is not recommended as it is based on old data and a strategy that will be superseded.

CDA role in all options:

- Connecting the community with each other and other groups/organisations that can help
- Attending local community meetings and the CLP lead group meetings
- Be a sounding board and mentor for the lead group.
- Advise on opportunities and collaborations when appropriate.
- Assisting with community engagement and supporting the development of community plans.
- Navigator for communities to understand and access council processes and resources
- Conflict resolution when required
- Reporting on CLP Activity.

4.1 Financial/budget considerations

All options assume that the total allocated funds will be reduced from \$100,000 to \$50,000 per community as per the 2024-2034 Long Term Plan.

Note: Current CLP communities (Maungatapere, Raumanga, Tikipunga, Waipu and Onerahi) will not be affected by future changes to the programme as their CLP plans have been endorsed by Council, and budget has already been allocated to implementation.

4.2 Policy and planning implications

The following planning programmes may be affected by changes to the Community Led Projects list or approach:

- Climate Adaptation Programme
- Placemaking Programme

4.3 Risks

All options have risks around equity, fairness, and process. A change in the list or approach may upset communities which are upcoming on the list.

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.

4.3 Review of Community Funding for 2024-2027

Meeting: Community Development Committee
Date of meeting: 16 May 2024
Reporting officer: Cindy Fields, Community Funding Coordinator

1 Purpose / Te Kaupapa

To adopt the proposed changes to Council's community funding model.

2 Recommendations / Whakataunga

That the Community Development Committee:

1. Endorses the community funding review and subsequent operational changes
2. Approves decision-making delegation on funding allocations up to \$10,000 for Manager Community Development and/or General Manager Community, with cross-council expertise and monthly reporting to the Committee,
3. Approves the requirement for milestone progress reports in alignment with grant payment instalments for facilities funding over \$75,000,
4. Approves facilities funding criteria changes:
 - to enable support up to \$100,000 for all new builds, renovations, and maintenance for all community-owned facilities,
 - to enable support up to \$2,000 for facility running costs for all community facilities that earn less than \$5,000 in rental income,
 - to include that building insurance is required to be eligible for funding over \$10,000,
5. Approves co-funding criteria changes, whereby to be eligible to receive \$10,000 or more, applicants must demonstrate a tangible, financial contribution of 30% to the total project cost, and/or Council will only fund up to 70% of the project cost
6. Approves local prioritisation criteria, whereby organisations with no clear relationship to the Whangārei District are excluded from applying.
7. Approves Community Associations Fund to
 - a) become a donation of \$1,000 for eligible, Council-recognised resident and ratepayer organisations demonstrating continued good governance and community advocacy,

OR

- b) become a donation of \$750 for all Council-recognised resident and ratepayer organisations and marae trusts demonstrating continued good governance and community advocacy,

OR

- c) be dissolved.
8. Approves funding priority amendments to definitions, retaining titles of Arts, Culture, and Heritage, Recreation and Sport, Environment, and Community Wellbeing,
9. Approves criteria amendments to reduce repeat funding applications and to amend the Youth Week Fund age range to 12-24 years old.

3 Background / Horopaki

A review of the community funding model was undertaken to address pain points, respond to economic pressures, and live by our funding principles of being effective, equitable, consistent, transparent, flexible, and inclusive.

The draft proposal was presented at a Council Briefing on 16 April and Te Karearea Strategic Partnership Standing Committee on 17 April. Feedback from these briefings has resulted in minor amendments to the original proposal and further clarification.

4 Discussion / Whakawhiti kōrero

4.1 Financial/budget considerations

There is no change to budget proposed within this review. There are changes to how the funds are treated, in that a more flexible approach with fewer 'buckets' of money is proposed.

4.2 Policy and planning implications

The Community Funding Policy will be revised following decisions on the changes proposed in this review. The draft policy will be presented for adoption at the June meeting of the Community Development Committee.

4.3 New funding model key changes as proposed

Operational changes

Endorsement is sought for the following operational changes will be implemented for the 2024-25 financial year:

Recommendation 1 – operational changes
<p>Centralisation into a single Community Fund with visual separation from partner funds</p> <ul style="list-style-type: none"> • Use a single Fund to receive and triage all applications (excludes partner funds), working with internal parties to determine appropriate support mechanisms. • Visual improvements to funding information on Council's website.
'Apply anytime' approach with managed monthly and quarterly spend

- Walk alongside applicants to complete applications and progress once complete,
- Set a budget for each month to guide allocations,
- Facilities funding requests over \$75,000 may be held over for quarterly considerations (to avoid first in, first served),
- Turnaround time of 8-16 weeks for complete applications (4-8 weeks under staff delegation).

Three flexible funds:

Community Fund – Value \$1,000,000 (indicative \$750,000 for facilities)

District Amenities Fund – Existing value of \$1,360,000 + Parks department operating grants of \$225,000 + \$75,000 for inflation adjustments

Other support – Value \$70,000 (Community Associations, Youth Week Fund, CCS top up, community capability building initiatives)

- Easier budget management
- Reduces potential for fund underspends when a funding round is 'undersubscribed'
- Greater flexibility to reprioritise funds according to community need and demand
- Clearer articulation of the contestable vs non-contestable funds.

District Amenities Fund multi-year funding

The District Amenities Fund, which provides ringfenced operating grants to key community amenities, is now considering funding for the three years of the LTP. The Community Development Committee will consider the awarding of these multi-year grants in June 2024.

Grants management system

Procure and implement a grants management system whereby all applications will be managed through an online portal.

- Significant efficiency gains for applicant, funder, and those on funding panels
- Frees up Funding Coordinator to support and upskill community groups
- Improved communication and workflow management between parties
- Reduces risk to Council of potential privacy breaches, particularly for external review panels like Creative Communities Scheme
- Facilitates a one source of truth for Council's community support.

For implementation late 2024/early 2025, subject to procurement.

Capability development

Reserve up to \$25,000 per annum from the community grants budget for community sector capability building initiatives. This supports community groups to learn and grow, and thereby help themselves in an increasingly competitive funding environment.

Develop a Community Occupancy Policy for Committee approval to eventually replace rent concessions and peppercorn rentals as these come up for renewal.

This supports the transition to a more equitable, fair, and transparent means of managing lease concessions, and supports the recommendations made in the 2019 internal audit review.

Key policy and model changes

Elected member approval is sought for the following changes:

<p>Rec: 2</p>	<p>Decision-making delegation on funding allocations up to \$10,000 for Manager Community Development and/or General Manager Community, with cross-council expertise and monthly reporting to the Committee.</p> <p>Feedback received indicated that some elected members were reluctant to support staff delegation. As such, the recommendation has been revised to a lesser amount, to sit with senior staff, and to be peer-reviewed with cross-council expertise where needed (such as from Māori Outcomes, Parks, Venues and Events).</p> <ul style="list-style-type: none"> • In line with existing practice across Council • Frees up the Community Development Committee from trivial operational matters to focus on strategic matters and larger fund allocations • Re-balances Committee focus more evenly across all functions • Reduces the wait time for an application outcome by half • Supports resourcing pressures by reducing committee agenda deadlines and enables flexibility in response times • Removes political bias and ensures adherence to policy for best outcomes.
<p>3</p>	<p>Milestone progress reports and grant payments required for grants over \$75,000</p> <p>Require progress reports for grants over \$75,000 (excluding operating grants) with the ability to hold and carry over promised funds over multiple financial years (3 years max). This manages risk to Council of potential misuse of funds or funded projects not proceeding.</p>
<p>4</p>	<p>Facilities funding criteria:</p> <ul style="list-style-type: none"> ○ to enable support up to \$100,000 for all new builds, renovations, and maintenance for all community-owned facilities, ○ to enable support up to \$2,000 for facility running costs for all community facilities that earn less than \$5,000 in rental income, ○ to include that building insurance is required to be eligible for funding over \$10,000. <p>Following further reflection by staff and awareness of increased demand on the current Partnership Fund, the maximum allowable grant is proposed to decrease to \$100,000 (was \$150k). This will enable Council to support more applications from the available funding pool (\$600k based on current year budget). Lowering this limit helps manage community expectations and will help the Committee in making these funding decisions in a period of anticipated high demand.</p> <ul style="list-style-type: none"> • Removes the confusion and limitations of the Partnership Fund, Community Facilities Fund, and Community Fund which all support facilities under different criteria and eligibility. • Removes the potential for applying to the 'wrong' fund or missing out by not applying to the 'right' fund in time, further supporting the move to applying anytime. • Uses to best effect the existing budget of the Partnership Fund and Community Facilities Fund, with the option to use more (or less) from the flexible funding pool if necessary.

	<ul style="list-style-type: none"> • Prioritises support for maintenance and new builds in areas where these are needed. • Prioritises running costs support for those that need it most and avoids creating a full-dependency model. • Reduces risk to Council of supporting uninsured facilities.
5	<p>Co-funding criteria, whereby to be eligible to receive \$10,000 and over, applicants must demonstrate a tangible, financial contribution of 30% to the total project cost and/or Council will only fund up to 70% of the project cost.</p> <p>Following further reflection and elected members' feedback, it is proposed to set this co-funding requirement on requests \$10,000 and over. Built into that is the discretion to give exemptions for applicants who can clearly demonstrate difficulty in meeting this requirement.</p> <ul style="list-style-type: none"> • This is a move away from 'funding for success' towards helping those who help themselves. • Enables Council to support more initiatives within its limited budget. • Supports applicants with a 'hand up' rather than a 'hand out', reducing the full-dependency model.
6	<p>Local prioritisation criteria, whereby organisations with no clear relationship to the Whangārei District are excluded from applying.</p> <ul style="list-style-type: none"> • Practiced in recent funding rounds to manage increased competition for funds. • Supports local but doesn't exclude all those operating under an affiliation model.
7	<p>Community Associations Fund to</p> <ul style="list-style-type: none"> ○ become a donation of \$1,000 for eligible, Council-recognised resident and ratepayer organisations demonstrating continued good governance and community advocacy, OR ○ become a donation of \$750 for all Council-recognised resident and ratepayer organisations and marae trusts demonstrating continued good governance and community advocacy, OR ○ be dissolved. <p>Following briefings to Elected Members and Te Kārearea, three options are presented for the Community Associations Fund.</p> <p>Support for resident and ratepayer groups has long been a pain point in that there is no clear rationale for who is eligible for this support, and the fund is currently not meeting our Community Funding Principles of equitable and transparent support.</p> <p>There is a case for including all community associations that have community advocacy and representation at its core – which could arguably include marae/iwi groups, ethnic representation groups, and those that represent other under-represented communities (the disabled, for instance). This would address the current inequity but would also be difficult to manageably curtail. It would also require more budget – the budget for the Community Associations Fund is approximately \$25,000.</p> <p>All community organisations are eligible to apply for community funding for a variety of initiatives – and many do. There would need to be an exemption for receiving funding more than once from Council in a financial year.</p>

	<p>Some community organisations are very active and deliver on the idea of a ratepayer representative group, while others are more focused on other activities such as community events.</p> <p>It is also questionable about how engaged the community is with their representative group and therefore whether the group accurately reflects their needs.</p> <p>As community organisations are currently defined as those who advocate to Council and other agencies on their community's behalf, it could also be seen that Council is buying their favour by offering this cash incentive – particularly as many more are excluded from this privilege.</p> <p>The 2020 funding review also highlighted these concerns, and it was agreed at the time to incentivise increased community engagement so that ratepayer groups would continue to remain relevant. Despite the Community Associations Fund operating for four years, there is no evidence of improvement.</p> <p>Given the above analysis, feedback received, and further reflection, staff's recommendation is to dissolve the Community Associations Fund.</p>
8	<p>Funding priority amendments to definitions</p> <p>Following feedback from the Elected Members, the title of Community Wellbeing is proposed to stay. Definition changes proposed:</p> <ul style="list-style-type: none"> ○ Environment – To support making a positive difference to our environment, enable kaitiakitanga of our taiao, raise environmental awareness, and support resilience to climate change impacts. ○ Community Wellbeing – To support initiatives that enable equitable outcomes, raise community resilience, participation, and connection, and help create safe, healthy, thriving communities. <p>Arts, Culture, and Heritage and Recreation and Sport – no changes proposed.</p> <p>Feedback received on the percentage weightings indicate that the Committee is divided on whether to scrap or keep them. Staff intend for a balanced approach – an even split of funding between the four categories. The biggest change is therefore for Environment (moving from 15% to 25%). As always, this is subject to the number and quality of applications received. Allocation by funding priority will continue to be reported to the Committee on a regular basis.</p> <p>Community Wellbeing is always significantly over-represented in funding rounds, so stronger guidance/criteria from elected members on their priorities under this category is still sought by staff.</p>
9	<p>Criteria amendments to reduce repeat funding applications and to amend the Youth Week Fund age range to 12-24 years old</p> <p>Amend the criteria so that Council will only fund an organisation once per year or until all grant obligations are satisfactorily met.</p> <p>Amend the Youth Fund age range to 12-24 years old, in line with the nationally accepted definition.</p> <p>Other minor policy amendments for clarity and relevance, and to reflect actual practice.</p> <p>The revised Community Funding Policy will be presented for adoption at the June meeting of the Community Development Committee.</p>

4.4 Risks

The changes proposed in this review are intended to improve the experience of those seeking financial support from Council, as well as support staff to provide more support to applicants with less. There will be increased competition for funds and increased demand on Council. Having appropriately robust funding criteria will help manage that demand, help staff to manage the conversations with applicants, and reduce risk to Council of perceived bias when supporting applications outside of policy.

It will take some time for staff to implement and adjust to the new funding model, particularly while interest (and demand) will be high in the early stages and with the grants management system coming in late 2024/early 2025. Staff may revise the approach as needed during this transition, such as extending timeframes for considering applications.

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via agenda publication on the website, and communications initiatives as part of implementation of the new funding model.

5.1 Creative Northland the regional Arts, Cultural and Heritage organisation update

Meeting: Community Development
Date of meeting: 16 May 2024
Reporting officer: Bea Mossop Venues and Events Manager

1 Purpose / Te Kaupapa

Creative Northland (CN) will be presenting to the Community Development Committee about the organisation and the importance of arts, culture, and heritage in the district and region.

2 Recommendation/s / Whakataunga

That the Committee:

1. Receives the report Creative Northland the regional Arts, Cultural and Heritage organisation update
2. Acknowledges the work Creative Northland undertake and the contribution to the arts, culture and heritage sector and the positive impact on the district.

3 Background / Horopaki

As the leading regional Arts, Heritage and Cultural not-for-profit community organisation in Tai Tokerau, Creative Northland connects, empowers, elevates, and grows the diverse creative communities across the region.

We Connect & Grow Northland's Arts, Culture & Heritage."

Our organisation is mandated to develop the arts and cultural sector within the Northland region. We inspire creative endeavour through artistic projects, touring opportunities, education and specialised resources to develop and sustain our creative community's artistic practice all over Tai Tokerau.

4 Discussion / Whakawhiti korero

Creative Northland stands as a beacon of cultural enrichment, fostering the arts, culture, and heritage within our Northland region. Creative Northland is not only a respected district amenity but also a dynamic hub of collaboration, working closely with local government bodies, community groups, and educational institutions.

Its partnerships are multifaceted, serving both direct and indirect roles in promoting a vibrant cultural landscape. Through these alliances, Creative Northland ensures that the artistic

heartbeat of the region continues to thrive, supporting a diverse range of projects and initiatives that enrich the community's cultural fabric. The organisation's commitment to nurturing creativity and preserving the unique heritage of the area is a testament to its pivotal role in the region's cultural ecosystem.

Like many organisations Creative Northland has gone through some significant organisational changes during 2022-2024, the outcome is an improved refinement of the organisation's structure which Olivia Garelja (newly appointed General Manager) will share with the Community Development Committee.

Creative Northland looks forward to this opportunity to present, working closer with the Whangārei District Council, to consolidate increased understanding of Creative Northland. Together we can elevate the hidden potential and positively change the future of this place we call home through greater understanding of the sector.

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via this Agenda publication on the website.

5.2 ArtBeat Post Event Report

Meeting: Community Development Committee
Date of meeting: 16 May 2024
Reporting officer: Bea Mossop – Manager Venues and Events

1 Purpose / Te Kaupapa

The purpose of the report is to inform council of the post sponsorship report

2 Recommendation / Whakataunga

That the Community Development Committee receives the post event report for ArtBeat 2024.

3 Background / Horopaki

In February 2024, the Whangarei District Council, sponsored ArtBeat 2024. The event took place on the 24th of February 2024. The events achievements, results and learnings are detailed in the attached report.

4 Discussion / Whakawhiti kōrero

ArtBeat 2024, a vibrant arts festival, took place on February 24th in Whangārei's Town Basin, showcasing a diverse range of interactive activities and performances.

This year Creative Northland (CN) appointed a dedicated event organiser in lieu of Ministry of Culture and Heritage (MCH) funding for the event.

The event, stretching over a kilometre, was a testament to community collaboration, featuring contributions from over 500 local artists and organisations. This celebration of creativity was open to the public, offering an immersive cultural experience in the heart of the city.

The 2024 event was a significant success, drawing an estimated crowd of 10,000 to 15,000 attendees.

Whangarei District Council sponsored the Event with in kind sponsorship paying for St Johns to be onsite during the event, Portaloos, waste management and Marketing.

4.1 Financial/budget considerations

The sponsorship amount of \$4,993.24 Incl GST which covered 10.5% towards the total event costs.

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.

6 Attachment / Ngā Tāpiritanga

Attachment 1 – Post Event Report: ArtBeat 2024



ArtBeat 2024

Post Event Report

Key Funders:



Executive Summary

Overview

ArtBeat 2024 was held on Saturday 24th February from 10am-4pm in the Whangārei Town Basin, between Pūtahi Park and Hihiaua Cultural Centre. The event spanned over 1km, with a large number of interactive arts activities and performances, free for the public to attend. Over 500 local individual artists, creatives and organisations collaborated to make the event possible.

“Artbeat brings the public and Northlands artists together to celebrate all kinds of art from music to dance to craft! Events like Artbeat are vital to Northland”

The event attracted thousands of visitors, with all collaborators commenting on an incredibly busy day. Footfall through indoor venues, photos, crowd counts and online interactions has been analysed to estimate that 10-15k people attended the 2024 event. Due to the nature of the open-ended, public location, it is difficult to ascertain a specific number of attendees (further outlined in [2.2 - Visitors](#)).

Post event analysis included team debriefing & reflection, conversations with collaborators, and a post event survey where a sample size of ~450 attendees reported on the event. This analysis has formed the basis for this report, with all quotations coming from visitor feedback.

This year Creative Northland (CN) appointed a dedicated event organiser in lieu of Ministry of Culture and Heritage (MCH) funding. Planning for the event began in September 2023. In November 2023 a second staff member (also funded through MCH) was appointed to help with the organisation, marketing and volunteer management for the event. On the event day all 8 CN staff members were present helping to run the event.

“Art Beat is going from strength to strength. 2024 was a triumph!”

Key Highlights

- Moving the event to the Whangārei Town Basin allowed for integration of many local Arts organisations to contribute to the event and offer their space for festival activities (i.e Whangārei Art Museum, Hundertwasser Art Centre, Reyburn House) who all generously offered a large amount of in kind support and diversity to the event.
- Gaining external funding allowed for the elevation of the event, attracting many new attendees to the event, with close to 50% of survey respondents noting this was their first time at ArtBeat (further outlined in [8 - Marketing](#))
- The event has been given a fresh look and new structure, with many template administrative & marketing documents created to make future iterations easier to organise, market and evaluate.
- The event continues to enhance Whangārei as a creative hub and an attractive destination for Arts Tourism

Creative Northland - ArtBeat 2024 Post Event Report

- There is clear benefit of this event for local arts organisations; to connect with public, grow their reach and impact etc. (further outlined in [10.1 - Community Sustainability](#))

“Art beat festivals play a vital role in fostering community engagement and providing local artists with platforms to showcase their talents. These events offer a unique opportunity for artists to demonstrate how their work can positively impact local communities. By bringing people together in a collaborative spirit, ArtBeat creates a space for creativity and connection. For many, stepping out of their homes to attend such events can be a significant step, underscoring the importance of opening doors and welcoming arms to all members of the community. Through these festivals, we can celebrate diversity, creativity, and the power of art to unite us all”

Key Challenges

- The event was too spread out and over programmed leading to most feedback stating that people were unable to see everything and/or cover the length of the event
- From an organisational perspective, the size of the event meant that the CN team were understaffed, needing to rely heavily on voluntary support over the event weekend.
- Being an incredibly hot day, there was not enough shade, water or sunblock available
- Due to the changing funding landscape, it was difficult to gain funding for this event and late funding decisions led to an element of ‘last minute’ organisation and marketing for the event.

Financial Summary

- Total event expenditure was ~\$40k
- Funds raised from, WDC, local funding pools and inhouse fundraising was ~\$26.4k
- In Kind sponsorship from local businesses and organisations totaled ~\$28.7k
- Creative Northland offered a monetary contribution of ~\$14.6k

See: [11 - Financial Summary](#) for more details.

Event Sustainability

The event sustainability has been looked at through a 4 lens model; Community, Organisational, Economic and Environmental. It has been found that ArtBeat clearly benefits Community and Environmental Sustainability. The Economic Sustainability of the local arts community and businesses in the area of the event also benefit from this event, however, further work is needed to ensure the Organisational Sustainability and Economic viability of the event for Creative Northland as an organisation. Further explained in [10- Event Sustainability](#)

Recommendations

- There is a clear need and benefit of this event for the Northland Creative Community, and hosting it meets many of CN’s objectives as an organisation.
- To ensure the resilience of this event for CN it is recommended to condense the event to reduce financial outlay and ensure adequate staffing of the event.

Creative Northland - ArtBeat 2024 Post Event Report

- Spread the event into an 'ArtBeat Week' where CN organises 2 smaller events over the week and encourages the community to activate smaller interactive arts events under an ArtBeat umbrella.
- Consider hosting the event slightly later in the year when the local events calendar is more clear, possibly hosting the event in the first school holidays, which would also tie into destination marketing during shoulder season months
- Event planning needs to start earlier to help gain funding and corporate sponsorship to ensure early and smooth event planning

See further recommendations at the end of each section

Report Outline

This report is a critical and in-depth overview of ArtBeat to support the research, development and sustainability of this event. The report can be easily navigated via the linked contents below.



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1. Objectives

The MCH funding received by Creative Northland in 2023 allowed for specific research and development of ArtBeat, leading to the development of 6 key objectives for ArtBeat 2024:

1.1 Public Facing Objectives

1.1a To remove barriers of access to participation in the arts.

This was achieved by the event being free-entry and all-inclusive. The new venue allowed for more free and accessible activities than in previous years and easier access for less able people which enhanced opportunities for our community to try out art forms not normally accessible to them. E.g string instruments, pottery wheel, silent disco.

“I loved that one of my students who came along was able to try out the cello at the orchestra loved it and was connected with a teacher in her local area and is now taking cello lessons!”

A statement from one of our key collaborators - Janine, who organises the Interactive Arts Zone shares some insights around her many years of experience at ArtBeat:

“Having facilitated an incredible amount of different art forms at ArtBeat - it still has the same effect. Many of these kids may not have known that they had a natural skill or love for a particular art form if it weren't for ArtBeat.”

1.1b To showcase Northland's local arts organisations and offer a platform to connect them with the wider community, developing key relationships for the local community to continue to participate in the arts.

This event offers a platform for our local creative community to showcase what they have on offer to the wider community, grow their network and reach. It also supports the above objective of increasing accessibility to the arts, by allowing the public to discover where they can continue with their arts practice.

“I have gained clients from your event and also met someone who wants to stock my mood range.”

“Having 'Circus' on the map and representation across the event, of our communities performing artists and groups, was awesome for circus arts visibility. I love that there were two circus spaces and between us we interacted with and introduced circus to so many whānau. Being funded/paid to be there (and being able to umbrella artists from our team while they work on their personal offerings as well) is wonderful and really made us feel appreciated as artists and organisations. It allows us to give our skills and energy

fully and freely to the community. We had a fantastic time teaching and performing and sharing joy with everyone.”

“Several charitable organisations approached me to hold workshops in the future”

1.1c To position the arts as essential for community wellbeing and cultural enrichment

The ArtBeat 2024 theme was ‘Enhancing wellbeing through participation in the Arts.’

This objective was achieved by informing the collaborators pre-event about our theme and encouraging them to include wellbeing principles into their activations. A new addition to the ArtBeat 2024 programme was the dedicated ‘Wellbeing Zone’. The Wellbeing Zone featured a series of workshops around ‘the art of looking after yourself’. This area was also designed to foster a calm and quieter environment for those who may not feel comfortable engaging in activities with large crowds and lots of noise - also another way of increasing accessibility and engagement in the arts.

Collaborators mentioned various verbal conversations at their interactive arts stations about how relaxing and peaceful creating art can be. We also showcased many of our local community arts organisations who use art for social good and inclusion. e.g. Glass Ceiling Arts Collective; Sistema Toi Akorangi, Circus Kumarani, The Papermill. These collaborators position arts as essential for community wellbeing and cultural enrichment. Working with organisations with the same values supports CN and ArtBeat’s objectives.

“We use circus as a pathway for community building. Circus is a social activity that builds physical and mental skills and supports emotional wellbeing. It allows individuals to learn at their own pace, and teaches confidence and trust as well as tricks.”

“ArtBeat benefits our creative community in so many ways! .. Arts events such as ArtBeat inspire, connect and empower us to engage in our creative nature, opening up opportunities that we may not have realised were available to us. Right now, more than ever we need arts and creativity - with proven links to boosting our well-being, strengthening our community, our feeling of connection and purpose and empowering our minds and bodies to create and to uplift us in this world!”

1.2 Internal Objectives

1.2a To elevate the event, making it attractive for corporate sponsorship in future years

Having a dedicated event organiser and relocating ArtBeat to the Whangārei Town Basin allowed for greater acknowledgement of the event, with many of the event visitors attending for the first time. The inclusion of many of the local Arts organisations led to a great amount of ‘in kind’ support and prize sponsorship from local businesses including 2 large prize packages and

many small prizes to give away leading up to, on the day and after the event (detailed in '[9-Fundraising](#)').

Funding templates and sponsorship documents have been created to be used in future iterations of ArtBeat to attract corporate sponsorship. Also, the addition of the Festival Programme will allow for paid advertising spaces in future years as the event continues to grow in popularity.

1.2b To determine the need for this event in the community

This objective has been determined by post event reporting and feedback from ArtBeat collaborators. There is no other event in Northland that has such a huge focus on participating in the arts. There are currently few opportunities for our Northland community to participate in the arts, free of charge (other than viewing arts) outside of school/kura settings. The opportunities that do exist are often hard to find for the general public. Throughout this report there are many examples showing that there is indeed a need for this event within Northland.

“My five year old daughter was able to get her hands dirty and did deep into her creative flow and create things she loves to make stuff so it was beautiful to see her in her element I'm sure there is no other festival that offers things like this for our tamariki”

1.2c To determine the sustainability and benefit of this event for Creative Northland

Creative Northland is mandated to develop the arts and cultural sector within the Northland region and this event needs to align with this objective. It has been found that there is a great need and benefit for this event within the Northland creative community, however, work needs to be done to ensure the economic sustainability of this event to see continued benefit for Creative Northland in the long run. The sustainability of this event has been evaluated via 4 lenses in [10-Event Sustainability](#).

2. Attendance and Engagement

2.1 Collaborators

We have over 130 individuals and groups collaborating to make this event possible, many of these groups having 20+ people. Additionally, there were over 70 stall holders present on the day. The number of staff, performers, and contributors to ArtBeat was over 500.

In future iterations it would be beneficial to ask each collaborator 'How many people are in your group' upon registration to get a definite number.

2.2 Visitors

Through head counts via drone images and crowd counts throughout the day we can see that there could have been 3000-5000 people within the event space at any one time, and we can determine that there were multiple 'waves' of people came through over the day. People who attended noted that parking was difficult all throughout the day. With over 2000 car parks in the close vicinity to the event location, and with no other events on the day, we can expect that most of those parks would be taken up by ArtBeat patrons. It is estimated that up to 15k people visited the event over the day. The venue mostly handled large crowds easily except for a couple of narrow walkways where congestion was noted. The event was busiest between 9am and 1pm with crowds tapering off in the afternoon in some places. Reyburn House remained busy throughout the day.

2.2a Online Registrations

- **Facebook:** 1700 People responded Going or Interested to this event through the Facebook event
- **Humanitix registrations:** 781 People were registered through this platform; Adults: 433, Children: 348
- **Online Programme:** 2399 people read the online event programme (more info below in ['8 - Marketing'](#))

2.2b Engagement with various activities and attractions

- **Reyburn House:** 630 people entered the gallery over the day
- **NZ Fudge Farm:** Reported a 40% increase on normal sales
- **Whangārei Art Museum:** 440 people entered the gallery over the day. By comparison, on 10/2/24 there were 136 visits and on 2/3/24 there were 126 visits
- **Hundertwasser Art Centre:** 231 paying visitors to the Gallery and 250 visitors to the free family drop-in art activity.
- **Badge Making:** Over 400 badges made

2.3 Demographics

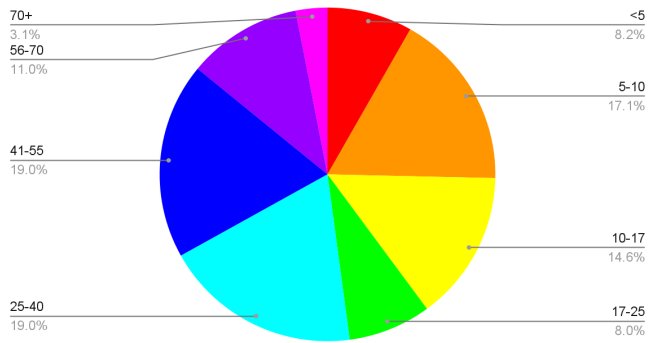
We had just under 200 responses to our post event survey, allowing us to gain data on a sample size of ~450 people who attended the event.

From the results we can determine the following demographics of ArtBeat attendees:

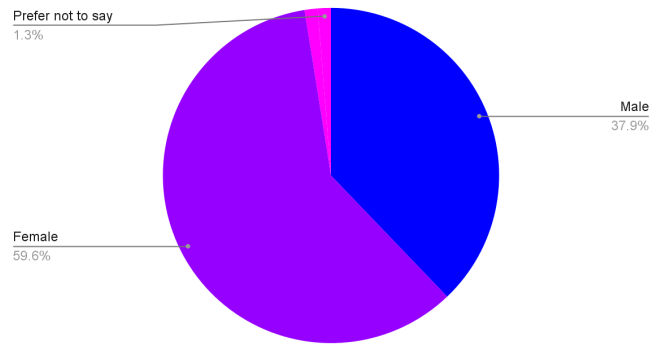
- There was an even spread of age ranges at ArtBeat with a clear understanding that this is a family event.
- There were slightly more women than men at the event, and to further this about ⅔'s of our Facebook followers are Female.
- Most people attending live in Whangārei
- Most people attending travelled by car
- No data was gained on ethnicity or physical abilities

Creative Northland - ArtBeat 2024 Post Event Report

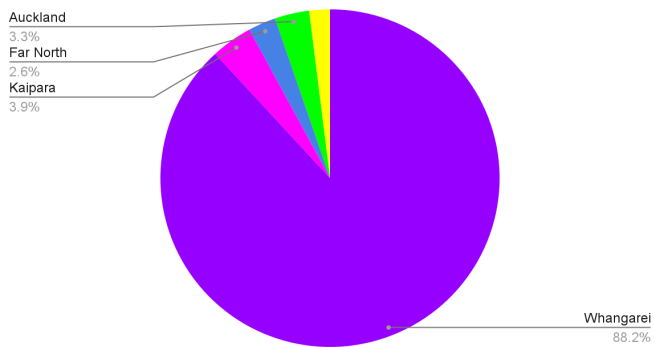
Age Range



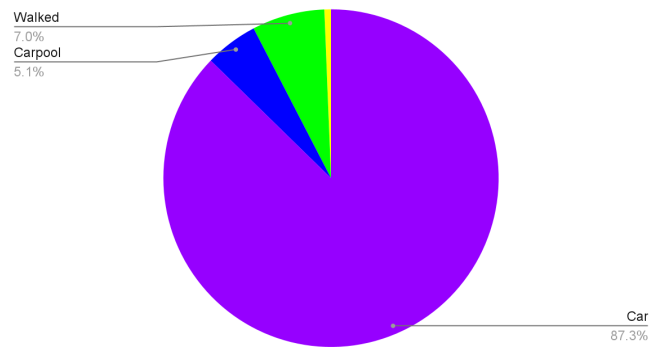
Gender



Location



Transport to the event



3. Location and Layout



ArtBeat 2024 was held in the Whangārei Town Basin. A new location following, 26 iterations at Cafler Park.

There were 3 main areas within the event:

- Putahi Park & Town Basin
- Regburn House
- Sculpture Park

Within each area there were different 'Zones' as pictured above in the coloured boxes/circles on the event map. Our fantastic event map by Broker Brothers Design clearly highlighted the key activities in each location.

3.1 Overall Layout

Evaluation from the team and feedback from from public and collaborators found that the event was too spread out:

'It was a nice event I just wish it was a bit more condensed, we nearly missed everything past the Regburn art gallery'

'The layout, everything was so spread out. Not many people passed Reyburn House. Lots of people didn't see the event due to lay out and also lack of signage and maps on the day.'

Although spread out there were many areas of congestion:

'Some areas were a little tight to move around, especially the kids zone area'

'Trying to walk past the food businesses as there were large crowds sometimes blocking the way.'

'Was getting frustrated weaving through with a pram and 3 small children in tow'

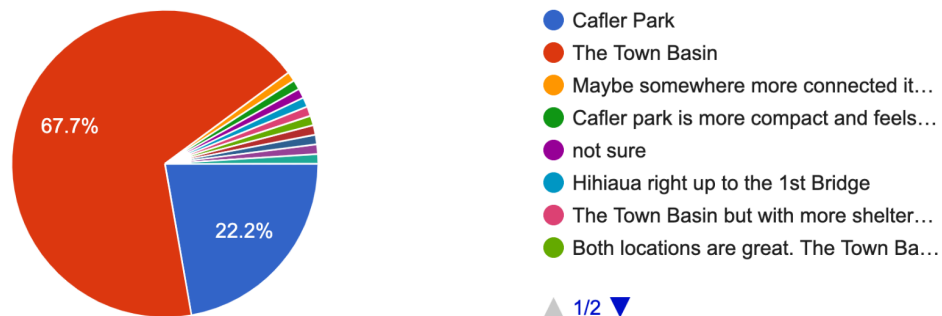
3.2 Comparison to Cafler Park

'Liked the Town basin, because it was easier to get around and has more facilities than Cafler Park. But because of the very hot sunny day we had on Saturday, I would have preferred it to be at Cafler Park.'

'The lack of shade made things really unpleasant and meant people didn't stick around as much. It is always hot at this time of year and while I can see that it makes sense to make use of the Town Basin in terms of integration with what is there, Cafler park is so much more relaxing and pleasant when it is hot.'

If you answered yes to the above: Which location do you prefer ArtBeat to be in?

99 responses



Creative Northland - ArtBeat 2024 Post Event Report

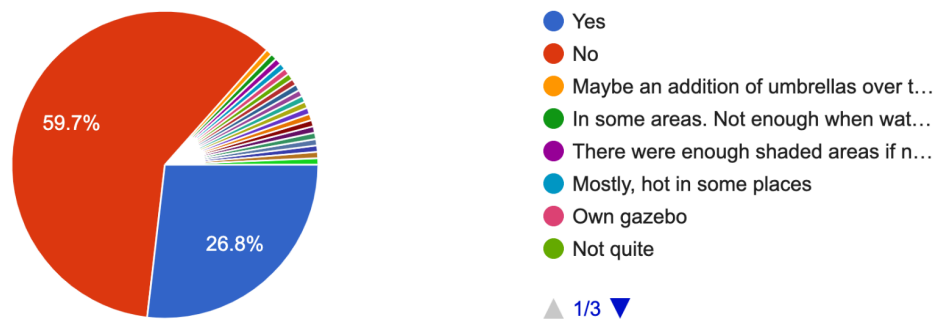
While more than half of attendees preferred the Town Basin, the main issue with this location is the lack of shade/shelter especially during hot summer months.

“Town Basin enables a greater range of events but needs to have more shade provided”

“More opportunities for shade, watching some of the attractions in the direct sun was at times extremely hot”

Was there enough shade?

149 responses



3.3 Recommendations

- Utilise space from Putahi Park through to Reyburn House and no further
- Space out Art Interactives, Stalls & Food/Beverage providers throughout the event
- Utilise trees by Reyburn house as a stage area
- Apply to council for shading in Putahi Park
- Utilise large stretch tents over Putahi Park for Interactive Arts Zones if council cannot provide shade in time for next event
- Activate a number of small stages (rather than one big one)
- Have non amplified busking spots available throughout the event, rather than large groups of roving performers.

4. Area Break Down

4.1 Putahi Park

4.1a Key Personnel

Site Manager - Olivia Garelja

Health & Safety Officer: Emma Owens

Arts Market Coordinator: Tima Cassidy - Market Ladies

Stage Tech Coordinator: Tim Bell

Stage Manager: Rebecca Rowsell

4.1b Equipment

- 4x 6x3 gazebos for shade in Ampitheatre (Cheers Party Hire)
- 1x 6x3 gazebos for Green Room (Cheers Party Hire)
- 6x9 Main Stage (Belltech)
- 3x3 gazebo for sound tech (Creative Northland)
- 6x3 gazebo for CN info tent (Belltech)
- 9x3 Marquee for Dance Workshops (Whangarei Marquee Hire)

4.1c Zones

- Main Stage
- Arts Market
- Circus Kumarani
- CN Info Tent
- Hundertwasser Art Gallery - Interactive Activity
- Whangārei Art Museum
- Dance Workshops

4.1d Recommendations

- There was a lot of 'dead space' behind the food stalls in Putahi Park. They were fronted up to the path for ease of plugging into power - however, pushing them back would allow for rooms for cues.
- Putahi Park to be packed in no later than 8am to reduce traffic and pedestrian danger
- Reduce the number of stallholders so that all stalls can be managed by CN team and the space on the bridge in the shade can be utilised for interactive arts activities.
- Utilise raised platform adjacent to Moka bar as a stage for dance groups (although be mindful of uneven concrete). There is power here. Gazebo can be put up, but not a marquee, due to lack of areas to tie down.
- Place stall holders along the boardwalk either side of the raised platform adjacent to the Hundertwasser & Quay.
- Option to place dance workshops on the terraces in Pūtahi park.
- Place community stalls throughout the town basin on grassy areas.

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- Unless the council can put big shade sails in Putahi Park, do not use this location for the main stage. Instead place 2x large stretch tents over the amphitheatre area for interactive art zones with a small stage for ambient, local music, or even an open mic.
- Do not use black marquees as it is tricky to cool/ventilate while still ensuring an enclosed space to allow people to stash their gear/ get changed etc.
- Green room needs to be 2x 6x3 gazebos to accommodate the size of the acts and instruments. A minimum of 10 chairs and 4 tables needed here.



4.2 Reyburn House

The Reyburn House zone was bustling with life, featuring a huge variety of free arts activities, circus interactions, a small number of stall holders and a zero waste zone. Extremely popular with families and children. Three of our volunteers helping in this area reported a non-stop flow of excited and engaged children eager to try their hand at marble arts, beading, making their own butterflies and more. Area congested at times due to people, traffic and roving performers bottlenecking on the pathway past the carpark to the Sculpture Park.

"We love participating in Art Beat. It's our favourite community event. Art Beat brings together creative people to share their ideas and work to the wider community. It's a great place for children to learn about different art forms. It's a vibrant, fun and safe space."

4.2a Key Personnel

Site Manager - Alanah Stigsdottir
 Health & Safety Officer: Emma Owens
 Arts Zone Coordinator: Janine Parone
 Reyburn House Coordinator: Rebecca Rowsell

4.2b Equipment

- 5m teepee tent - Interactive Arts Tent
- 8x 3x3 gazebos - Arts zone (Creative Northland)
- 3x 3x3 gazebos for other stall holders.
- Aerial rig - The Wild Untamed
- 6x3 gazebo for CN info tent (Creative Northland)
- 2x 6x3 + 1x 3x3 Gazebos for Big Band Stage - CN Hire equip
- CN PA for Big Bands

4.2c Zones

- Phoenix Fire, Flow & Circus
- The Wild Untamed
- CN Info Tent
- Reyburn House
- Big Bands Stage
- Jinga's Interactive Arts
 - Beadmaking, spin art, badge making, giant bubbles, beading, sewing, paper making, recycled e-waste creations, pottery, stone carving, painting

4.2d Recommendations

- Spread Interactive Art activities throughout the event including Reyburn House, Putahi Park, Canopy Bride, and Reyburn House

Creative Northland - ArtBeat 2024 Post Event Report

- Place Small Acoustic stage for local bands (no dance acts due to space) under trees with large chill out area, ice cream, snacks and coffee stalls
- Keep QRL inside of Reyburn studios and also have this as a chill out area for people - more signage directing people inside the studio.
- Put food stalls in the petanque court next to the playground.
- Utilise space in front of the playground for Arts interactions, shaded space and possibly a busker.
- Have less photos needed for the Selfie sprint as there was low engagement in this activity.
- One larger Creative Northland tent would be better and it would provide cover for staff.



4.3 Sculpture Park

Sculpture Park was set up between Reyburn House and the Whangarei Theatre Company. Hihiaua Cultural Centre was also open and featured in our ArtBeat programme to promote their newest exhibition of Pasifika works in preparation for the Pasifika Festival. Inclusion of Hihiaua was part of the reason that the event was vastly spread out. This area had lower engagement and the lack of volunteers meant no comfort breaks for Creative Northland staff.

"I love how Artbeat was so diverse in culture and type of arts. I also love how there was a wellness area this year, it was my favourite area and it is an art in itself so well done for including this to the level that it was. There was a great performance platform which gave opportunity to so many individuals and groups. The give it a go area is always well received for the young and old."

4.3a Key Personnel

Site Manager - Amie Connor and Jo Roberts

Health & Safety Officer: Emma Owens

Toi Maori Zone Coordinator: Lenny Murupaenga

Silent Disco Zone Coordinator: Mark Wallis

Acoustic Stage Manager: Maggie Coco

4.3b Equipment

- 2x 14m tippee tents - Wellness Zone and Toi Maori Zone (Event Hire Northland)
- 6x9 Marquee - Silent Disco Zone (Marquee Hire Northland)
- DJ Equipment and Headphone sets (DJ Poppa Soul and Black Mo Events)
- Glow in the Dark Chalk Room.
- Acoustic Stage - (Subcity Sound Systems and Marquee and Equipment)
- Speaker and Microphone - Wellness Zone (Creative Northland)
- 3x6 Gazebo - Creative Northland Info Tent (Creative Northland)
- 3x3 Gazebo and 3x6 Gazebo for shade in Acoustic Area (Creative Northland.)

4.3c Zones

- Acoustic Stage
- Toi Maori Zone
- Yoga On with Jac
- Silent Disco
- Wellness workshops
- Wellness Craft Market
- LibraryBus

- EscapeRooms

4.3b Recommendations

- Do not use the Sculpture Park in future years, up until a point where trees are large enough to provide shade, and council builds a toilet block in this area.
- Pull all stalls and zones closer together to reduce walking space between attractions
- Integrate the Toi Maori Zone, Silent Disco, Library Bus and Acoustic Stage into Putahi Park/Town Basin.
- Weave Wellbeing throughout the event through stalls, mindful art interactions, and chillout zones.
- Potential to utilise a 'sub-event' at Cafler Park/Forum North to focus on creative workshops & wellness.



5. Programme and Activities

A vast variety of arts were exhibited, offering an extensive range of activities for all ages, abilities and art forms. The addition of the Wellness Zone placed an extra focus on 'Enhancing wellbeing through participation in the Arts'. Many visitors and collaborators complimented the range of free activities available and felt they benefited from such an extensive programme.

"Huge benefit, how can you even begin to quantify it. There are so many talented individuals and groups in our community and this gives them an amazing platform to showcase their talents. I found so many new businesses to support and follow, and they even sparked a new interest in me."

"Seeing the colourful tapestry of local arts and all our amazing local artists was a wonderful experience. It makes us proud to live here and support Northland with the work we do."

6. Planning, Logistics & Communication

6.1 Pre Event

Mainly done by event organiser (Jo) with little input from wider CN Team. Platforms used included:

- Google Drive (Forms, Sheets & Docs)
- Gmail
- One Plan
- Canva

Feedback from both collaborators and volunteers show that from an external point of view overall organisation and communication was effective prior to the event.

"Jo is an amazing communicator and flexible to meet as many people's needs as possible. She even organised a gazebo from another stall holder without us requesting it! Everything was well covered at the briefing and all systems were easy to understand and follow. Health and Safety was clear and well communicated by a very approachable Emma"

"Such a great experience, Jo was an absolute delight to deal with. Her communication and beautiful manner made the hard work involved worthwhile"

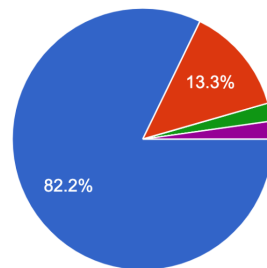
All collaborators were sent thorough plans via including:

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- Health and Safety Documents
- Contact details and Emergency contact details and plan
- Site plans and details regarding pack in/out
- Specific site plan and break down for each zone
- A programme and festival Map
- Key information around event logistic and promotions around ArtBeat
- Pre-event collaborators Logistics and Health & Safety meeting (Thursday prior). Also available via Google meet.

How did you find the communication leading up to the event?

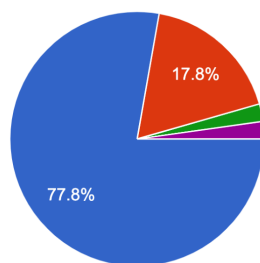
45 responses



- Great!
- Alright
- Terrible
- Could have been more leading in and further out, I felt it was all of a sudden here with a lot of info.
- Can't say that would have been with others from our organisation

How was the overall organisation of the event?

45 responses



- Great!
- Alright
- Terrible
- I have no idea. I didn't see any of it.
- Timings etc for set up could have been slightly organised better, but as we have now done many events at the town basin, we know the times we can get in etc

6.2 On Event Day

- There was a small team for pack in and pack out, mainly females, with a lot of heavy lifting, meaning a late night Friday and early morning Saturday.

Creative Northland - ArtBeat 2024 Post Event Report

- The general consensus from CN staff was that there were not enough helpers on the day to cover the event.
- Staff were exhausted from long hours leading into the event
- Each zone had a manager, however, it was reported staff found it difficult to get around everyone to check in.
- More way-finding was needed on the day to help direct people through the event.
- More visible Sunblock and Water Stations were needed.
- More Shaded areas were needed

“[Would like to see more] Water stations, sunscreen stations & more shade, [We were] ... stuck in the sun, no vendors selling cold water ”

How did you find the organisation and communication on the day of the event?
45 responses



6.3 Recommendations

- Push event date out to end of March or April to allow for more lead in time for planning after the team is back from Christmas break. Also this would be an easier time of the year to gain staff/helpers as people are back into normal routines after summer holidays.
- Use an automated event planning system to help track collaborators and send out comms, rather than manual spreadsheets
- Dedicated ArtBeat team to make decisions on plans in the lead up to the event
- Condense the event.
- Organising free buses to the event would be a great way to reduce parking stress and increase accessibility.
- More way-finding was needed on the day to help direct people through the event.
- More visible sunblock and water stations and shaded spaces needed.
- Post event reporting to be thought through and analysed by the comms team well in advance of the event.

7. Health & Safety

Extensive Health & Safety Documents were created this year by CN comms team and a health and safety meeting was conducted on the Thursday prior to the event with a 'one pager' emergency response sheet created to distribute amongst all collaborators.

"Health and Safety meeting was great - good mix of serious and interesting"

- No major issues arose during the event.
- All incidents reported via H&S incident forms. There were no H&S incidents that required further intervention or investigation.
- Site too large to cover for team
- There was one lost child - who was reunited with his parents/caregivers in a short period of time.
- Biggest H&S issue was tripping hazards at the venue. Cones were placed over tripping hazards when identified. Only one trip recorded, which was on a tree root, rather than an event item.

There were two recorded incidents concerning the Palestinian Solidarity Network Whangarei (PSNW). Both were reported by H&S and one to the police. Although PSNW was asked not to be present at ArtBeat, they still set up a stall on the perimeter of the event and walked through with flags throughout the day, causing distress among a number of visitors and collaborators.

7.1 Recommendations

- Better screening for politically motivated issues needed when engaging stallholders/collaborators for the event. Northland is politically neutral and not a place for expressing political views might help when registering stalls and performers.
- Consider 2 x H&S staff to allow for shifts and comfort break cover
- Briefings and site inductions must be mandatory so that all emergency procedures are understood and acknowledged.
- CN Staff to use walkie-talkies over phone use

8. Marketing

Marketing in the lead up to the event was effective, however there was a lack of Creative Northland branding across the event on the day, meaning that some attendees may have not realised that Creative Northland and ArtBeat were the same entity.

Marketing channels used:

- Social Media (Facebook)
- Email
- Print: Posters & Programme Booklet

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- Radio
- Newspaper
- Eventfinda

The biggest spend was on radio and print materials.

8.1 Social Media

Advertising on Social Media rolled out as early as October 2022 with Creative Callouts for collaborators. Event specific marketing rolled out from the end of December.

Key Metrics:

- Over 40k people were reached via Facebook in the months leading up to the event
- Over 10k of these people visited the Facebook page, with a spike of 1733 visits the day before the event
- ArtBeat Page gained almost 500 new followers in 2024
- Top performing posts were post event photos, images and shoutout to collaborators and posts about the event programme, with one Post event photo post reaching over 7k people
- We ran one successful competition with the goal of early awareness of ArtBeat outside of the region and to grow an email list for ArtBeat. We gained 192 subscribers through ConvertKit from this campaign and sent 3 promotional emails for ArtBeat.

The image shows a Facebook post from the ArtBeat page, published by Jo Roberts on January 28. The post is for a competition titled "Win! THE ULTIMATE WEEKEND AWAY IN WHANGĀREI". The prize includes a 2-night stay for two people at the Riverside Studio on the 23rd and 24th of February. The post features a vibrant graphic with the following elements:

- Headline:** "Win! THE ULTIMATE WEEKEND AWAY IN WHANGĀREI"
- Background:** A scenic view of Whangārei with a lighthouse and a soccer field.
- Sponsors:** "Sponsored by" logos for HUNDERTWASSER, SEMENOFF STADIUM, ART CENTRE, and Riverside Studio.
- Event Info:** "WE ARE HEADING NORTH SAT, 24 FEB. 4:35PM SEMENOFF STADIUM".
- Image:** A soccer player in a blue jersey with "aib" and "BLUES" logos.

The Facebook interface shows the post has 65 reactions, 101 comments, and 19 shares. A "Sign up" button is visible at the bottom right of the post content.

8.2 Email

- An ArtBeat specific email list was gained through Facebook Lead Magnet, Raffle Sales, Event Registrations and Confirmed collaborators. This totaled 354 email addresses.
- One ArtBeat specific email was sent out from the Creative Northland MailChimp Account (approx 1500 emails) with a 39% open rate - 85 recipients clicked into and read the programme, 36 people visited the facebook page and 9 people visited our website.
- The ArtBeat post event survey generated 104 new Creative Northland email subscribers, meaning an over all 6% increase of subscribers to CN as a result of ArtBeat
- A collaboration with Semenoff Stadium and the Blues team led to a 'One Liner' about ArtBeat included in an email that was sent out to all Rugby ticket holders. This was sent to 55206 emails with a 46% open rate - 150 unique and 433 total clicks to the ArtBeat link.



Looking for something to do before our game against the Fijian Drua? Check out the Free Community Arts Festival held in the Town Basin.

ArtBeat 2024 10am - 4pm. [Click here for more details.](#)

8.3 Posters & Programme Booklet

The ArtBeat 2024 programmes featured a 40 page breakdown of 'What's on at ArtBeat?' Our team was happy with the design which established recognisable branding to use in future years. The programme will be easily edited for future years

Approximately 1500 copies were printed and distributed around the community and it was published online here:

https://issuu.com/artbeat2024/docs/artbeat_2024_programme_booklet_small

This was a great way to show the publication and allowed us to gain great analytics. We used the free version, however, it would be worth getting the paid version in future years for this type of publication.

Reads: 2290 Impressions: 2353 Avg read time: 00:03:05 Clicks: 0



8.4 Radio

Radio was the largest spend on marketing where 'one liners' went out 2 weeks leading up to the event and ArtBeat was talked about on the More FM morning show, accompanying a Facebook post for people to win \$150 to spend at ArtBeat. More FM also provided a MC and an interactive stall on the day. More FM has been unable to provide us a report on the success of this campaign.

8.5 Newspaper

There were 2 publications that went out in the Northern Advocate before and after ArtBeat. In future years it would be beneficial to have a press release written in house from the CN comms team that is passed onto any reporters who want information to publish.

Pre event:

<https://www.nzherald.co.nz/northern-advocate/news/whangarei-art-festival-set-to-attract-up-to-15000-people-with-free-event/4XNU55PWAFBJRJEHBPBSJU5HRI/>

Post event:

<https://www.nzherald.co.nz/northern-advocate/news/northlands-biggest-free-art-festival-artbeat-brings-whangareis-town-basin-to-life/FO3GFHNNCZGV7NGFODHWYA2PCM/>

<https://www.nzherald.co.nz/northern-advocate/photos/artbeat-2024-at-the-whangarei-town-basin/FKOBYJ5ZPJAYTMLWGA7Y3UMBXM/>

8.6 Eventfinda

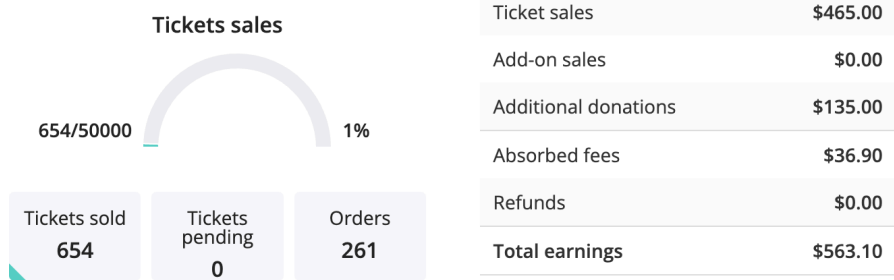
A free EventFinda Listing was created in early November 2023 and gained a substantial amount of traffic.

- Total List views: 15,208
- Total Page views: 1,087

A listing was also created on Humanitix, however, this platform does not provide page visitation analytics, only ticket sales:

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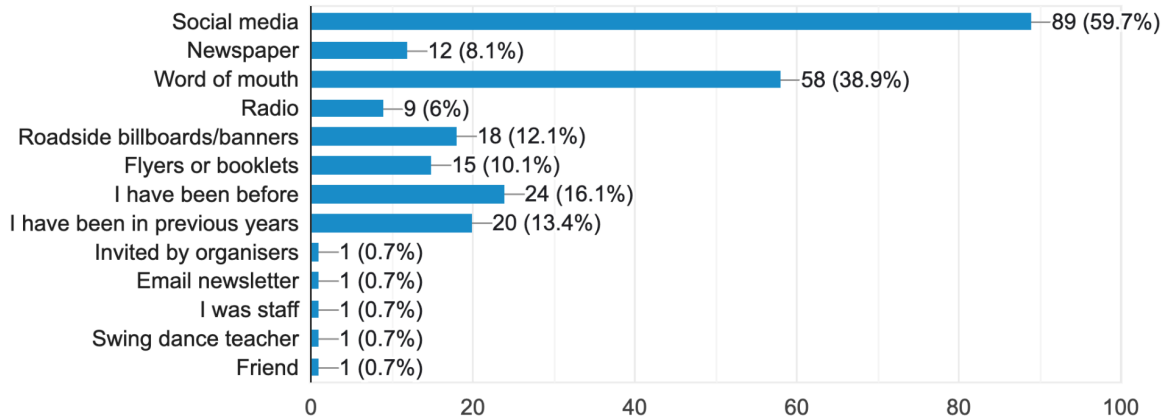
Your earnings: \$563.10



Overall the marketing strategy worked well with most people reporting that they heard about the event via social media:

Where did you hear about ArtBeat? (Please select as many as required)

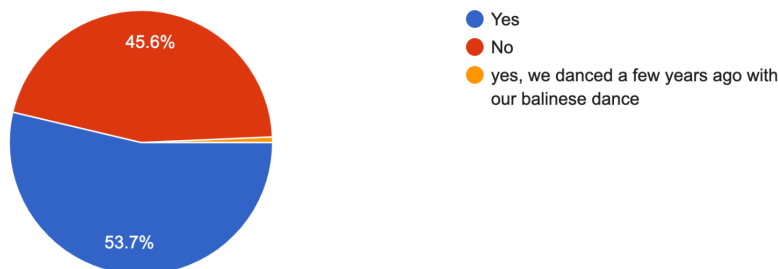
149 responses



Due to this years marketing we saw a large number of new attendees to the event, many of whom had not heard about the event before:

Have you been to ArtBeat before?

149 responses



We also gained a number of positive testimonials that we will be able to use in marketing in future years.

8.7 Recommendations

- Create a strategic plan for encompassing all internal, external, marketing, and promotional messages with tactics for every stage of the planning to streamline key messaging and create greater engagement and reach into the community.
- Creative Northland logo to be more prominent and across all marketing channels.
- Use one email platform for EDM's - MailChimp and segment current audience into 'ArtBeat Followers' to use for this style of marketing.
- More advertising needed in wider Northland Region - Waipu, Mangawhai, Dargaville, Far North.
- Make sure to ask for use of photos in publications before printing.
- Creative Northland logos must be present and visible across all messaging channels so there is a direct link between CN and ArtBeat
- Further review should take place upon closing of the surveys to ascertain a clearer picture of how the event was perceived by those involved outside of Creative Northland.
- Make sure large Creative Northland banner is across the performance stages
- Consider holding event in first school holidays to aid in 'destination marketing' and to give more lead in time post summer holidays for publicity

9. Fundraising Efforts

Fundraising goals were to raise \$50,000 for ArtBeat 2024 through Funding pools, events, sponsorship and crowd funding. A secondary goal for fundraising event was to gain volunteers for the event.

9.1 Funding Pools

7 funding pools were applied to starting in September 2023 with the last fund applied for late December 2023. Due to a declined outcome from Creative New Zealand in mid December 23, the plans for the event were pushed out due to not knowing what funding would come through. The last fund applied for (Four Winds) did not come back with a decision until 3 weeks prior to the event which was a huge relief, however, led to some marketing being pushed out too late, as their logo needed to be added to the signage.

Name	Amount Requested	Status
Blue Sky	\$8270.00	Declined
Creative New Zealand	\$40,187.38	Declined
Pub Charity	\$7540.00	Approved
Packaging Forum	\$2970.00+gst	Approved \$2000.00 +gst
Grassroots Trust	\$15,475.00	Declined
Four Winds Foundation	\$18,553.94	Approved \$10,000.00
Whangarei District Council	\$5000.00 (inc. gst)	Approved

9.2 Inhouse fundraising

9.3a Events

Following research into event cost and fundraising potential, four fundraising events were scheduled in the lead up to ArtBeat:

- 17/11/23 - Clothes Swap at Reyburn House
- 26/01/24 - Silent Disco at The Quarry Arts Centre
- 04/02/24 - Town Basin Carnival/Cruise Ship Day CN Stall with Arts activities and Face Painting
- 10/02/24 - The Intuitive Platform with Ren at Reyburn House

These events helped with advertising the event, pushing raffle sales and volunteer sign ups.

9.3b Raffle

WIN THE ULTIMATE ARTS WEEKEND AWAY!

WIN A 2 NIGHT STAY FOR 4 PEOPLE IN WHANGĀREI ON THE WEEKEND OF ARTBEAT 23RD-25TH FEBRUARY 2024

PRIZE INCLUDES:

- 2 NIGHT STAY FOR 4 PEOPLE AT THE HATEA TREEHOUSE
- FAMILY PASS TO THE HUNDERTWASSER ART CENTRE
- \$200 DINNER VOUCHER FOR THE QUAY, NUMBER 8 OR LOCO
- ROUND OF COFFEES OR ICE CREAMS FROM NZ FUDGE FARM

RAFFLE DRAWN 10TH FEBRUARY 2024

TICKET HOLDERS MUST BE AVAILABLE TO STAY ON THE 23-25TH FEBRUARY
TICKETS ARE NON-REFUNDABLE, HOWEVER CAN BE GIFTED IF PRIZE IS UNABLE TO BE REDEEMED

RAFFLE TICKETS JUST \$5

CLICK HERE TO ENTER >

'Win the Ultimate Arts Weekend Away' in Whangarei Raffle was a success and generated \$1165.00

Prize sponsors:

Prize	Value
Vouchers from from The Quay, No.8 or Loco	\$450
2x Double pass to Fritter Festiva	\$240
Prizes from Hundertwasser	\$250
2 night stay for 2 people at Riverside Studio	\$330
2 night stay for 4 people at Hatea tree house	\$550
Double pass to Super Rugby Blues vs Fiji	\$90
5 class pass from the loft	\$95
Tights and sports bra from bubble active	\$140
Voucher and goodie bag from NZ fudge Farm	\$80
Total	\$2225.00

9.3c Donations

Public were encouraged to RSVP to ArtBeat through the Humanitix page where they were offered an option to register for free or make a donation of \$5/\$10/\$15/\$20 or a different denomination of their choice. Registrations were incentivised by including regestrees in a draw to win a \$50 voucher at a local restaurant. A total of \$563.10 was made via this platform. There

was little to no staffing costs for this initiative and it helped with gaining emails and reporting on attendance numbers.

9.4 Recommendations

- Begin looking for corporate sponsorship as early as May, utilising the post event buzz to gain interest.
- Begin funding applications no later than July with bigger pools like Creative NZ, before local funding pools
- Push event date out to end of March or April to allow for more lead in time for funding deadlines
- Schedule one-two larger fundraising events for CN over the year to help raise funds and attract corporate sponsors specifically for events.
- Utilise other community events (Pasifika Festival, A&P show etc.) to set up interactive Art Zone's to raise funds and awareness for CN in general, as well as promoting inhouse events like ArtBeat, using one-two CN team members + volunteers for these activations to reduce staffing costs.
- Continue to use online donation/crowdfunding initiatives

10. Event Sustainability

The event sustainability has been looked at through a 4 lens model, with 5 key questions asked:



10.1 Community Sustainability

Overall feedback from the public and collaborators shows that people feel ArtBeat is incredibly beneficial to the sustainability of our creative community, and the wider Northland community.

This event brought in a substantial amount of business, marketing, increased visitation, capability building, education, enhanced cultural heritage and vibrancy to our community. This event is largely about connecting the wider community with the creative sector.

Here's what our community have to say about this event:

"Providing a space for artists of all forms to do their thing for the community as there are not many opportunities in Northland to do so, especially for performance artists. I am very grateful we have ArtBeat to share what we do with a wider community who may not know we exist in Northland"

"Artbeat enriches the Northland community by showcasing local talent, fostering creativity, and promoting unity. Through interactive arts, play zones, music, dancing and events like my aerial performances and teaching sessions, it not only entertains but also encourages community engagement and supports local businesses. Artbeat is a vibrant celebration of art that brings people together and contributes to the cultural and economic growth of Northland"

"Art is identity. ArtBeat is a yearly celebration and reminder of who we are. It provides a necessary means of connection between our emerging and established artists and the broader community that they represent"

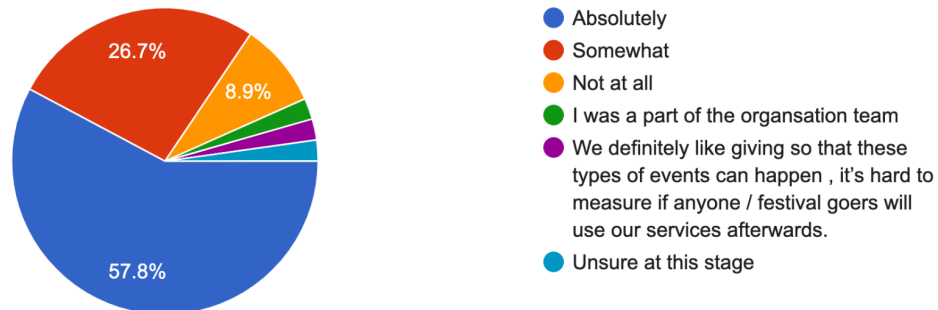
"ArtBeat is an amazing event which showcases a thriving creative community from across Tai Tokerau Northland. Creative Northland works year round supporting artists and organisations and brings it all together the incredible celebration that is ArtBeat. With something for everyone, this event helps the wider community connect with local artists, and inspires more creativity to grow. Circus Kumarani loves being a part of ArtBeat with our interactive circus zone, sharing joy and skills with all ages and abilities"

"It was so great to see the Town Basin alive with so much creativity bringing so many creative practices together with the community in such a special setting, unique to Whangārei"

Creative Northland - ArtBeat 2024 Post Event Report

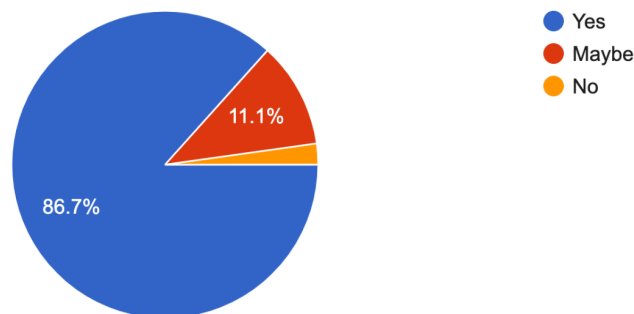
Was being a part of ArtBeat 2024 beneficial to your organisation

45 responses



Would you consider being a part of ArtBeat again

45 responses



10.2 Economic Sustainability

Following feedback from collaborators from past years in ArtBeat, coupled with recent economic impacts including storms and Covid lockdowns, our creative community have been hit hard and are unable to offer their time freely for community events like ArtBeat. Also, as an organisation, CN values the elevation of the creative sector and wishes to see creatives paid appropriately for their services. For this reason, a large amount of funding was sought for ArtBeat 2024 so that all collaborators could be paid for their contribution to the day. CN was successful in gaining funding from multiple funding providers in addition to the usual spend allocated from CN (full details in [11 - Financial Summary](#)).

This event contributes economic sustainability for Northlands creative community and local businesses, and enhances Whangarei as a destination, making it more attractive for domestic and international tourists, further spilling over for economic benefit of the region. Despite this,

the economic viability for CN to run an event of this size needs more attention in future years. The recommendation is to downscale the event to reduce overheads, and ensure funding or corporate sponsorship is gained in future years.

“Gets people socialising, seeing new things, customers for the local businesses. Great for tourists to see it as a thriving place.”

“Artbeat definitely has a positive vibe for the Northland Community and financial. We have a lot of talented people in our community. This gives them an opportunity to display, share and sell their wares. But also meet the person or persons behind their creativity”

“[I benefited from] The marketing, promotion & exposure from the event.”

“Artbeat provides visibility to the diversity and talents of the Northland Creative Community, which can lead to income generation and art collaborations in the future”

10.3 Organisational Sustainability

Reflection on the past 5 years of ArtBeat, including the 2024 iteration, the CN team have been stretched with the organisation of this event, often lacking in ‘people power’ on the event day and event managers being stretched. Further to this there has been ongoing changes in the CN team, leading to new event management in each recent iteration. Progress has been made in 2024 to develop a structure around the size and scale of ArtBeat, the human resource management and how the load can be shared more evenly throughout the team which will be essential for future iterations of the event.

10.4 Environmental Sustainability

There is little to no impact on the environment by running this event, and with the addition of robust waste management facilities at the event, as well as showcasing art made from reused rubbish, this event could in fact be helping the environment. The biggest impact on the environment for this event has been signage and printing, which we will aim to reuse where possible. Our waste management initiatives in 2024 saw a 73% diversion rate of waste created at the event.

“One thing we really enjoyed was the creative space where my daughter was able to use junk and made a necklace. I loved watching what others were creating too..such a nice vibe!

11. Financial Summary

Below is a summary of the event budget - calculated without GST.

11.1 Expenditure

Personnel Costs - Artists, Collaborators & Performers (External Contractors from Northland's Creative Community)	\$23,630.00
Infrastructure Costs - Staging, Sound, Marquee, Venue etc	\$12,027.00
Marketing Costs - Signage, Printing, Radio, Photography	\$5444.00
Total Event Costs	\$41,101.00

11.2 Income

Funding Pools:	
Pub Charity	\$7540.00
Packaging Forum	\$2000.00
Four Winds Foundation	\$10,000.00
Whangarei District Council	\$4250.00
Input from Creative Northland	\$14,632.90
Total Funds Received	\$38,422.90
Fundraising:	
Silent Disco	\$450.00
Clothes Swap & Auction	\$300.00
Raffle	\$1025.00
Town Basin Carnival Face Painting	\$200.00
Individual Donations via Humanitix (inc. raffle tix sold via this platform)	\$563.10
Stall holder income	\$439.00
Total Funds Raised	\$2,678.10
Total Income	\$41,101.00

11.3 In Kind Support

(Estimated and Not included in total event costs)

Bell Tech - Main Stage Discount	\$1285.00
Cheers Weddings and Events - Shade Solutions	\$5000.00
SubCity - Acoustic Stage Setup	\$1500.00
Vital Signs - Signage Sponsorship	\$2780.00
Marquee Hire Whangarei - Discount on Marquees	\$1600.00
Mediaworks - Discount on Radio Package	\$5386.00
Brother Broker design - Discount on Map Design	\$2000.00
Hundertwasser Art Gallery - Interactive space and prizes	\$1500.00
Fusion Roc Dance Workshops	\$1370.00
Prizes from local businesses <i>(see details in fundraising)</i>	\$2225.00
Hire Pool - Portaloo and Trailer Hire	\$800.00
Total In Kind Sponsorship	\$25,446.00
Volunteer support in hours (131) estimated at \$25/h	\$3275.00
Total In kind Value	\$28,741.00

12. Conclusion

ArtBeat 2024 was a huge success and we thank Whangarei District Council for their continued partnership. The event was elevated within the community and drew in a large number of new participants given the new location. The benefit of this event within the community is clear, and the amount of support and generosity from the local community in order to make this event possible is admirable. More research is required to ensure the financial and organisational resilience of this event for the community. It is worthwhile to continue running this event within Creative Northland, however the structure and layout of the event needs further consideration and adjustment to reduce workload and improve economic sustainability given the current funding landscape.

Creative Northland - ArtBeat 2024 Post Event Report



5.3 Northland MEGA Street Sprints Report

Meeting: Community Development Committee
Date of meeting: 16 May 2024
Reporting officer: Bea Mossop Manager Venues and Events
 Anna Terwiel Team Leader Major Events Planning and Administration

1 Purpose / Te Kaupapa

The purpose of the report is to inform council of the post sponsorship report including debrief findings, successes and improvements.

2 Recommendations / Whakataunga

That the Community Development Committee:

1. Receives the post event report for Northland Mega Street Sprint 2024
2. Acknowledges the debrief outcomes and improvements identified by the Venues and Events staff to improve this event for future years.

3 Background / Horopaki

In April 2024, the Whangarei District Council, sponsored the Northland Mega Street sprints. The event took place on the weekend of the 6th and 7th of April 2024. The events achievements, results and learnings are detailed in the attached report.

4 Discussion / Whakawhiti kōrero

Investment by Council in such events have produced a significant shift towards achieving event outcomes that align with Council priorities. The council sponsorship of the Northland MEGA Street Sprints totalled \$30,000+ GST. Showcasing Whangarei along with local, national and international drivers encouraged supporters from all over New Zealand and overseas to attend and participate.

An estimated 21,500 members of the public attended the two days of events free of charge. With a diverse audience, made up of families, couples, individuals and groups of all ages.

The online presence of the event reached in excess of 2.6 million views within 5 days both locally, nationally and internationally.

Post event debriefs were held both internally with council staff and with external stakeholders and event organisers.

The following outlines the proposed improvements and strategies for future street and car events, based on the feedback from public, councillors, internal teams, and external event organisers:

1. Environmental impact
2. Health and Safety Measures
3. Road Closure and Council Coordination
4. Business Engagement and Notification
5. Advertising Strategies
6. Noise management

Environmental impact:

1. Drain Covers: Implement the use of drain covers to capture small debris and prevent contamination of the Harbour from rubber and other materials.
2. Hay Bale Management: Discontinue the use of smaller hay bales that contribute to mess and replace them with larger, wrapped barrels that are easier to manage.
3. Efficient Pack-in and Pack-out: Extend the duration for setting up and dismantling the event with a larger workforce to ensure the process is completed in one go. This requires more detailed planning and potentially longer road closures.
4. Waste Management: Implement a waste management plan that prioritizes eco-friendly packaging and disposal methods.
5. Health, Safety, and Environmental Plan: Request a detailed health, safety, and environmental plan from event organizers to mitigate and offset any negative impacts.

Health and Safety Measures:

1. Safety Barriers: Prohibit public access to areas without tall safety barriers and ensure adequate staffing to manage these spaces.
2. Event Management Plan: Request an internal event management plan to address all safety concerns.
3. Barrier Specifications: Ensure that all barriers are filled with water for stability and that crowd control barriers encircle the entire event area.
4. Traffic Management: Develop a Traffic Management Plan (TMP) in collaboration with the NTA, addressing sidewalk closures and traffic management strategies.

Road Closure and Council Coordination:

1. Departmental Briefings: Send out briefings to department managers (DMs) when large-scale events are planned to assess the potential impact on various departments.
2. Pre-planning Meetings: Conduct pre-planning meetings with the Northland Transportation Alliance (NTA) and event organisers prior to presenting road closure proposals to the council agenda.
3. Infrastructure Review: Ensure that any newly resurfaced roads are reviewed by the Whangarei District Council (WDC) to prevent damage such as shattered windows.

Business Engagement and Notification:

1. Signed Letters: It is essential to have a signed letter that serves as proof of notification to the businesses and residents. This letter should include a council contact number for any objections, allowing for a formal process through the council to address concerns.
2. Comprehensive Approach: All businesses within the affected area should be approached with information about the event, regardless of their operational status on event days.

Advertising Strategies:

1. **Extended Lead Time:** Increase the lead time for advertising to ensure the township is aware of the event well in advance. This will assist residents in planning their activities and potentially increase attendance.
2. **Diverse Channels:** Utilize various advertising channels to reach a broader audience, including local newspapers, social media, and community bulletin boards, letter drops, utilizing Variable Message Sign (VMS) boards to inform the community of event activities.
3. **Engagement with Disability Groups:** Ensure that disability groups are consulted and informed about the event to accommodate any special needs.

Noise Management:

1. **Relocation Consideration:** Evaluate the feasibility of moving the event to another area if noise is a significant concern.
2. **Resident Notification:** Notify residents within a predetermined radius of the event about potential noise levels and provide details on the event's duration.

These measures aim to enhance the safety, efficiency, community engagement and environmental responsibility of future events, ensuring a positive experience for all stakeholders involved. Implementing these strategies will require close collaboration between event organisers, the council, and relevant authorities to ensure compliance and success.

For the areas of improvement and learnings from the organisers please see pages 13 and 14 of the report.

4.1 Financial/budget considerations

The \$30,000 sponsorship covered around 25% of the event costs.

A full economic impact report was not achieved as another large event was held on the Saturday night at McKay Stadium; however, district development appears to be in the **\$1.4 million** for accommodation and estimated spend over that weekend.

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.

6 Attachment / Ngā Tāpiritanga

Attachment 1 – Northland MEGA STREET SPRINT (2024) post event report.

NORTHLAND MEGA STREET SPRINT (2024)

POST-EVENT REVIEW (DRAFT)



POST EVENT STATISTICS

21,500
attendees

2.6 million
Social
Media views

100%
Satisfied
Vendors

95%
Satisfied
Competitors

95%
Satisfied
Businesses

90%
Achieved
Objectives



MEGA STREET SPRINT 2024 - OVERVIEW

- ❏ The 2024 Northland MEGA Street Sprint was run over the weekend of April 6th – 7th through the central streets of Whangarei City, with the weather being a mix of mild, wet and sunny across the weekend
- ❏ Overall, the event was a great success, with an estimated 21,500 members of the public attending, free of charge, made up of families, couples, individuals and groups of all ages
- ❏ Local businesses including hospitality and accommodation reported they were at capacity throughout the weekend of the event, equating to approximately \$1.4M in generated revenue
- ❏ With just over 1 month to prepare all elements of this event, it's success can be heralded as exceptional and attributed largely to preparatory engagement of local businesses and public, Whangarei District Council's ability to activate marketing, promotion and financial assistance, as well as Nazcar's ability to swiftly deploy existing event infrastructure, crew and protocols
- ❏ Boasting a very large social media presence, this event reached in excess of 2.6 million views within 5 days both locally, Nationally and internationally. This figure is expected to top 4 million by April 30th
- ❏ A vast majority of event Competitors, Vendors, Whangarei locals and businesses have already expressed their support of the Northland MEGA Street Sprint returning on an annual basis



EVENT GALLERY



EVENT GALLERY



MEGA STREET SPRINT 2024 – THE CIRCUIT

- Starting and finishing in Railway Road, the circuit ran up Woods Road, over the bridge and into Albert Street towards Cameron Street, then proceeded in a loop around Carruth Street, Hannah Street and Reyburn Street until finally looping back onto Cameron Street and back down Albert Street and Woods Road to the finish line
- The track was flanked by a number of protective barrier options including green silage bales, rectangular hay bales, temporary (steel) fencing, plastic road-barriers and pedestrian barriers
- Designated Public spectator areas were created around the circuit to allow up-close and personal viewing of the circuit action
- Certain businesses created their own ‘VIP’ viewing areas which were managed by Nazcar officials and marshals
- Many local businesses signed up as sponsors, strategically positioning collateral around the circuit to maximize their exposure throughout the event
- Overall, the road condition was good, but issues with loose chip (after road re-sealing) caused some damage to windows in certain locations around the track



MEGA STREET SPRINT 2024 – HEALTH & SAFETY

- ❑ Nazcar provided an FIV & Recovery team responsible for attending any track-related incidents, of which there were very few, with no reported injuries to Competitors
- ❑ Nazcar provided a Medical team comprising 6 medical staff (1 x ECP, 1 x ILS, 1 x ICO and 3 x EMT's) along with 3 ambulances (1 dedicated to the circuit) and 1 mobile triage / treatment unit located in Cameron Street. Only 1 incident reported with diagnosis of bruising from barrier impact
- ❑ All Nazcar officials and volunteers were inducted and instructed in their duties, with all Administrative Officials Licensed via AASA
- ❑ The Northland MEGA Street Sprint ran under an AASA Motorsport Permit with a liability cover of \$50M (no exclusions) with relation to Nazcar's Health & Safety Plan alongside putative Supplementary Regulations



MEGA STREET SPRINT 2024 - COMPETITORS

- ❑ A total of 61 Drivers took part in the 2024 Northland MEGA Street Sprint, in four-wheeled vehicles ranging from Race cars, Circuit cars, Rally cars, Drift cars, Custom build cars, CrossKarts, Go-karts and Exhibition cars
- ❑ Competitors comprised a combination of Single Sprint, Dual Sprint, Drift and Ride-along/exhibition
- ❑ This event was by 'invitation only' therefore driving standard was extremely high. A small number of incidents involving cars crashing into Hay bales caused a few track delays, with no serious injuries reported
- ❑ 95% of the Competitors confirmed they would be keen on entering again in future events and were happy with either street sprints or street race formats, with many making excellent suggestions on how to improve the efficiency of the track activities
- ❑ Competitors posted and shared extensively throughout their own Social media networks (Facebook, Instagram, TikTok, YouTube, etc) which was evident in the enormous views across all platforms



MEGA STREET SPRINT 2024 – PUBLIC ATTENDEES

- 📌 An estimated 21,500 members of the Public attended the Northland MEGA Street Sprint across the weekend of April 6th – 7th 2024
- 📌 A diverse representation (wide demographic) of the Community attended including families with children, couples, individuals, social groups and corporate groups
- 📌 Over 95% of people questioned were extremely positive about the event, saying they would love to see this as an “annual event”
- 📌 Some Public suggestions to improve the event in future were:
 - 📌 Dedicated seating / grandstand style viewing areas
 - 📌 More children’s activities and entertainment / music
 - 📌 Big Screens for live-stream viewing / cameras on track
 - 📌 More ‘action’ on track, with a more definitive ‘schedule of events’
 - 📌 More information about the event in the media
 - 📌 More promotion / advertising prior to the event



MEGA STREET SPRINT 2024 – SOCIALS & MEDIA

- ❑ Whangarei District Council provided a comprehensive Radio campaign 2 weeks prior to the event, which was well received by the public and effective in conveying the details of the event
- ❑ Nazcar, along with its associated social media portals, promoted primarily through websites, Facebook, Instagram and extensive competitor network. This proved extremely effective with the competitor entries selling out prior to the event
- ❑ Prior to the event, Competitors were posting on their own platforms and Nazcar was showcasing the individual Competitors in order to attract fans from around the country
- ❑ During and post-event, the social media platforms were trending very effectively, with 250,000 organic views on Nazcar's associated portals alone, and over 2.3M views throughout the extended Competitor network. No paid advertising was engaged in, allowing all statistics to be evaluated organically
- ❑ 99% of public comments on all social media posts were positive, with a virtually everyone applauding the event and supporting its return in 2025 and beyond



MEGA STREET SPRINT 2024 - VENDORS

- ❓ A total of 15 unique Mobile Street Vendors participated in this year's event, located predominantly around Cameron Street and Hannah Street
- ❓ Participating Vendors provided 100% positive feedback on the running of the event, with 75% willing to sign immediately for 2025's proposed event
- ❓ A number of Vendors made suggestions which would assist in more streamlined processes in future, including;
 - ❓ More advertising prior to the event
 - ❓ Additional rubbish bins
 - ❓ Additional power options
- ❓ A number of vendors provided testimonials and reviews (available on application)



MEGA STREET SPRINT 2024 - BUSINESSES

- ❓ A total of 58 local businesses were located directly along the track / circuit layout
- ❓ All businesses except one (1) were happy to support the 2024 Northland MEGA Street Sprint. All businesses were consulted and informed of the proposed event dates and road closure plans prior to the event
- ❓ 80% of the businesses remained closed across the weekend and were unaffected
- ❓ Of the 20% remaining, some chose to attend and enjoy the event from their businesses, while others simply closed and graciously enjoyed a weekend off. The 5 businesses that made contact with Nazcar with concerns were offered solutions and/or compensation for their 'outage' in the form of free advertising, sponsorship or event involvement. Once the event had concluded, 100% of businesses we communicated with were supportive of the event
- ❓ 95% of the businesses were in favour of the event proceeding in 2025 with a view to becoming an annual fixture
- ❓ A handful of businesses were affected by chip-seal damage to their windows. Nazcar immediately replaced and/or assessed any damage and all affected businesses were dealt with in an extremely timely manner. All were happy that they had been suitably considered and they were excited to see the event return in future years, stating they would 'better prepare themselves' if the circuit ran past their establishment
- ❓ Dozens of businesses approached Nazcar after the event to discuss potential sponsorship options for future events



MEGA STREET SPRINT 2024 – AREAS OF IMPROVEMENT (#1)

Given the extremely tight time-frame to prepare for this year's event, Nazcar recognizes that some key elements will require tweaking in order to produce similar events in future, including:

- ❑ Robust crowd protection barriers in viewing areas where public are in close proximity. We have already begun investigation of fit-for-purpose systems which can be deployed
- ❑ More comprehensive Traffic Management and Site Planning. This year's event was 'down to the wire' with regard to planning so we will ensure the track layout, site plans and Traffic Management plans are afforded more consideration and management resources
- ❑ For future events, we will require more lead-time for pack in and pack out to allow proper procedures to be followed with installation / removal of barriers, hay bales, fencing and any grandstands, ensuring compliance with local regulations
- ❑ We will ensure the Environmental impact is minimal, with deployment of targeted strategies such as street drain covers/grates and measured waste diversion from landfill processes



MEGA STREET SPRINT 2024 – AREAS OF IMPROVEMENT (#2)

- ❓ We will recommend to all Vendors to use recyclable materials for food distribution and deploy dedicated Recycling repositories in specific locations for public use
- ❓ We will increase the number of volunteers and officials, given the large number of public attending. In 2025, we expect in excess of 45,000 pax
- ❓ We will consult closely with Council in order to deliver the best results for Northland and fulfil the event's expectation
- ❓ The cost to Nazcar of staging the 2024 event was in excess of \$120,000 so future events will require increased Sponsor, supplier and local business engagement, considering the financial benefit to the Northland region
- ❓ We will need Continued Council engagement and support in 2025 & beyond
- ❓ We expect to double or even triple next year's patronage, and this will need consultation around accommodation, parking and more



Overall, this event has the potential to become a national level calendar event with year-on-year growth to rival Beach Hop, Waimate 50 and many other events

After the Significant investment we have now made in Whangarei & its sports market, The overall win here for the region really is worth the enormity of investment and workload and we are excited to build a world class event in conjunction with WDC From our NaZcar Family we humbly thank Vince and all of the council for your faith in us.



5.4 Northland Pasifika Fusion Festival Post Event Sponsorship Reports

Meeting: Community Development Committee
Date of meeting: 16 May 2024
Reporting officer: Bea Mossop, Manager, Venues & Events

1 Purpose / Te Kaupapa

To inform the Committee on the outcome of the sponsorship of the 2024 Northland Pasifika Fusion Festival 2024 (NPFF) Event.

2 Recommendation / Whakataunga

That the Community Development Committee receives the Northland Pasifika Fusion Festival 2024 Post Event Sponsorship Report.

3 Discussion / Whakawhiti korero

The Northland Pasifika Fusion Festival, sponsored and supported by the Whangarei District Council Venues & Events department, celebrated its 10th anniversary.

In 2024 with a significant change in its approach, unlike previous years where a single community hosted the event, the 2024 festival opened its doors to all Pasifika communities, encouraging a broader representation, collaboration, and participation.

This event, as a part of the Major Events program, aimed to unite communities through a shared appreciation of Pasifika culture, offering a range of cultural displays including performances, food, music, dance, art, and more, all free of charge.

The festival's evolution reflects a growing commitment to inclusivity and cultural celebration within the region. The final event report is attached provided by the event organisers, includes a SWOT analysis of the event and the key performance indicators and outcomes.

4 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website

5 Attachment / Ngā Tāpiritanga

Attachment 1: Northland Pasifika Fusion Festival Post Event Sponsorship Report

Northland Pasifika Fusion Festival Post Event Report_Final.docx

Northland Pasifika Fusion Festival 2024

11 April 2024



Contents

Executive Summary	1
Introduction	1
SWOT Analysis	2
Key Performance Indicators	3
Conclusion	4

Executive Summary

The Northland Pasifika Fusion Festival (NPFF) in 2024, was held successfully on March 2nd, 2024, at Hihiaua Park, Whangarei.

The 2024 festival exceeded expectation and allowed for increased participation, inclusion, and funding from numerous sources, including the continued support with Whāngarei District Council. Despite only confirming the total funding figures in the final stretch of planning (end of January 2024) – we utilised those 5 weeks of certainty before the scheduled festival date to smoothly deliver an event, with Fale Pasifika Te Taitokerau, that was the recipient of much acclaim by our peers.

Introduction

The Northland Pasifika Fusion Festival (NPFF) 2024 event marked the 10-year anniversary of the festival. This event was firstly created a decade ago as a celebration of the Pacific Island communities residing in the Northland region and brought forward the opportunity to showcase the Pasifika culture. This was enabled through the exposition of language, music, tradition cuisine, art, and crafts. 10 years on, NPFF 2024 has maintained that focus with planning a day that includes the former in addition to running a main stage with a full day scheduled of performances delivered by the Northland communities. The NPFF tradition of bringing the Pasifika culture and vibe acknowledges the association with the Whāngarei District Council and its involvement in the event since inception in 2015. Since inception, we have sought to improve on delivery and opportunities year on year. With exception to disruptions due to Covid-19, we feel that NPFF 2024 has ticked this quiet requirement by taking the available learnings from NPFF 2023 and improving on many points to craft an enjoyable day for all.

In 2024, we departed from the previous' NPFF template of having a single community hosting the event. This allowed for all Pasifika communities in Northland to share in the spotlight for the event. The new template was a welcomed change by the communities, to embrace an all-important milestone in what has been achieved to date.

The theme for this year was, “Connecting with our Past, to celebrate the Present and nurture the Future”. Whilst acknowledging the theme can be construed in many relevant ways, in the context of hosting this festival, this meant that we could reflect on the successes that came before us, and how that can be brought forward for today’s celebration and then continued in the future.

SWOT Analysis

Strengths	Weaknesses
<p>Increased crowd participation/ inclusivity</p> <p>Increase and balance of commercial and community stalls</p> <p>Fine weather/ grounds dry</p> <p>Performance selection</p> <p>Inclusion of new initiatives e.g. youth space, kids space, golf buggy</p> <p>Placement of villages</p> <p>Event completed within budget</p> <p>Volunteer support package – vouchers, snacks, etc</p> <p>VIPs & Mama/Papas tent placement with provision of shade, stage view and food/ refreshments provided</p> <p>Marketing improvements – social media, radio & newspaper, use of billboards</p> <p>Use of bean bags/ umbrellas to enhance family friendly environment</p> <p>Presence of Pasifika foodstalls ie did not run out of food</p> <p>WDC support</p> <p>Inclusion of RSE workers, Far North Pasifika communities</p> <p>MC and stage support</p> <p>Presence of videographer/ photographer (quality)</p> <p>Presence of non-pasifika community as well as number of people attending from outside Te Taitokerau</p> <p>Commitment to environmental considerations – use of Wasteless, Water truck etc</p> <p>Inclusion of key figures of support – Logistics (Cobus) , Handyman (Dean)</p> <p>Smaller festival committee (flexibility/ fluid, decision-making)</p> <p>Stage placement and improvements</p> <p>Sound technicians</p>	<p>Festival committee size requiring specialised skillset e.g. marketing person</p> <p>Provision of funding /timing of – left to festival committee – inexperience with nil networking with funders</p> <p>Processes – registrations through to stallholders via Fale Pasifika</p> <p>Festival committee should include representation from Fale Pasifika staff (potentially admin & Finance officer)</p> <p>Electrical support/ knowledge re generators lacking e.g. site without adequate power</p> <p>Packing down instructions for commercial/ community stallholders</p> <p>Lack of sufficient volunteers for the event</p> <p>Stage performances – length/ provision of backing tracks delayed, etc</p> <p>Security/ Kia Tupato road management plan</p> <p>Golf cart breaking down depriving support for vulnerable/ elderly</p> <p>Placement of FP / MPP tents</p> <p>Organisation structure – level of responsibility to be clarified</p> <p>Access via Hihiaua gates/ chained was not unlocked until late</p> <p>MC adlib contributed to performance overrun</p> <p>Onset of fatigue for festival committee/ community</p> <p>Provision of VIP parking – use of photocopies for privileged parking</p>
Opportunities	Threats
<p>Provision of kids/ children's prices at foodstalls</p> <p>Use of 3-phase for electrical requirements at commercial/ foodstalls</p> <p>Consider quad bike/ trailer for equipment movement</p> <p>Provision of better carparking permits/ lanyards, etc</p> <p>Big screen for viewing comfort</p> <p>Use of backdrop for further stage improvements</p> <p>Consideration to highlight funding/ revenue streams better</p> <p>Utilise existing organisations e.g. Northland Rugby, Northland Cricket for youth initiatives</p> <p>MC to promote stalls on day</p> <p>More spread of survey</p> <p>Better placement of water cups/ volunteers tent</p> <p>Improved communications FP/ communities/ commercial stalls</p>	<p>Location/site - Hihiaua Park may not be unavailable due to development</p> <p>Competing interests e.g. Dargaville Field day, Mangonui Festival all held on same day</p> <p>Funding</p> <p>Non- compliance of rules has no real repercussion/ penalty</p> <p>Fatigue/ burnt-out</p> <p>Decisions being blocked by use of key individuals/connections</p> <p>Best laid plans being sabotaged.</p>

Key Performance Indicators

INDICATOR	Description
Registration Numbers	90
Registration no's – out of district	11
No of attendees	6-8000 pax (guestimate)
No of attendees – out of district	Guestimate of 10% would have travelled from various regions/ provinces/ country outside of Whangarei
Reason of participation	<p>Fundraising for community registrations Making profit for commercial stalls Promotion of education/ services Embracing Pasifika content – Te Taitokerau Performances – community groups, schools, etc Supporting family involved in stalls/ performing. Invited guests/dignitaries/community peers. Contracted services Previously attended NPPF. Endless Summer / Radio/ Newspaper/ Billboard/ Social Media prompts</p>
Participation satisfaction rate	Overwhelming positive feedback expressing great satisfaction in product/ turnout, etc. Small survey sample indicated that responses out of 1-least satisfied 5- most satisfied resulted in all indicating 4s and 5s
Event Waste Minimisation	Report from Wasteless who managed this for NPPF2024 indicated that of 50% proposed target of waste created, diverted to landfill, we achieved 69%. These figures translate to Compost 131kgs, Plastics/ cans 38kgs, Cardboard 8kgs and Landfill 74.5kgs
Any H&S incidents	<p>St Johns treated 2 people for minor issues i.e. 1 - dehydration affecting consciousness and 1 – headache and migraine.</p> <p>Further reported incidents from stall holders relate to</p> <ul style="list-style-type: none"> - Early departure of vehicle(s) from site prior to conclusion of festival - Stall holder (elderly) complaining fatigue from cooking affecting hand. - Request for plaster for minor cut - Deflation of blow-up prop due to inconsistencies with power supply

Conclusion

In summary, NPFF 2024 was successful in showcasing the Pasifika culture and traditions in its 10th anniversary – with thanks to the Pacific Island communities domiciled within Northland. The ever-growing presence and inclusion of community groups and local schools indicate that there is an increasing appreciation, of what Pasifika people offer as an expanding community within Whāngarei and the wider Northland, by the public (most notably by non-Pasifika peoples). In order to grow alongside the community, efforts have been made each year that the festival has run to grow in all areas – capacity, inclusivity, entertainment etc. The festival committee takes special care in planning to ensure that despite the festival's expansion year on year, the intimacy, and values that NPFF started with in its inception is carried through all fibres of the 2024 event. We are cognisant that funding opportunities will continue to be challenging and that consideration should be made for other revenue streams needed towards creating a self-funded event e.g., sponsorship, stall registrations, etc. This is also to prevent a huge reliance on public funding. Thinking into the future, we have enabled the creation of a NPFF 2024 video recap that will aid in the opportunity for NPFF to become a well-marketed product for 2025 and beyond.

We also see that given NPFF's growth, the struggle for additional resources as in volunteers will continue to be challenging so building a strong network of partnerships and community helpers may alleviate the need from tapping into a saturated pool i.e., from volunteer organisations or from within the Pacific Island communities themselves.

To conclude, we have a deep awareness of the challenges that remain for future NPFF creations. To counteract these challenges, we aim to utilise lessons learnt from all previous festivals to navigate a path forward for NPFF that sees its success continued. One avoided challenge is the confirmation that majority of the NPFF committee will remain in 2025 for continuity and to embrace continuous improvements for NPFF 2025, again in collaboration with the indispensable support from Whāngarei District Council.



Report prepared by Tali Gagamoe

11 April 2024

5.5 Community Group Operational Report April 2024

Meeting: Community Development Committee
Date of meeting: 16 May 2024
Reporting officer: Victoria Harwood, General Manager- Community

1 Purpose / Te Kaupapa

To provide an overview of operational activities occurring in the month of April 2024, across the Community Group services that the Community Development Committee govern under their Terms of Reference.

2 Recommendation / Whakataunga

That the Community Development Committee receives the operational report for May 2024.

3 Background / Horopaki

This report provides an overview of operational activities and highlights for April 2024, including the five Community Group departments and two Council Controlled Organisations (CCO's), and provides commentary on future activities planned.

4 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website and through the public meeting.

5 Attachment / Ngā Tāpiritanga

Attachment 1 – Community Group – Operations Report for the May Community Development Committee

Operations Report Community Group

May 2024

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1 Community Group Overview

1.1 Health and Safety

Current Community Group Focus:

- Continue to be proactive in mitigating anti-social behaviour impacts displayed towards front line staff

1.2 Current Priorities

GM Community Group current focus areas:

- Reporting on and developing systems to track and report priority projects for the Community Group departments
- Finalising the NECT2021 lease agreement and NECT2021 relationship management
- Northland Events Centre Stadium Asset Management Plan review
- Whangarei Art Trust relationship management
- Five Council Departments staffing and operations
- Staff wellbeing
- Long-term plan
- Cruise ship season round up
- Council's response to CCO's on draft Statements of Intent

Agenda items outside the Community Development Committee meeting

- City Safe Contract information agenda
- Long-term plan issues and options agendas for deliberations

Other Operations

- Asset Management Plan reviews
- Request system improvements and remedial plan
- LTP Hearings and preparations for deliberations
- After Hours call centre procurement process underway
- Forum North (current and future)
- Community Funding Review
- Hikurangi Business Association Proposal King Street (lease)
- Community Led Projects Review
- Old Municipal Building restoration

1.3 Current challenges/issues

- Ongoing Financial situation – Whangarei Art Trust
- Ongoing lease negotiations with NECT2021
- Staff resourcing at minimum levels to deliver operations – puts a lot of pressure on staff when there are staff absences.
- Microsoft outages affecting PIM / LIM services for the Property Assessment Team

1.4 Future focus areas

- Long-term plan 2024-2034
- Library re-carpet and refresh procurement process
- Pensioner housing review and future new housing - next steps
- isite café procurement
- Developing Community Group Department strategies, aligning outcomes of the strategy review with the long-term plan process and key priorities
- Stadium Roof replacement

2 Council Controlled Organisations – Monthly reporting

2.1 Whangarei Art Trust - Hundertwasser Art Centre (HAC) and Whangarei Art Museum (WAM).

Hundertwasser Art Centre

Admission sales and shop sales in March were at 83% and 82% of budget, respectively:

1-20 March 2024		
Hundertwasser Art Centre	Admission sales	Museum Shop sales
Budget	\$82,935	\$67,824
Actual	\$69,235 (83%)	\$55,307 (82%)

The closure of SH 1 has affected these figures. It is worth noting that we had very good daily admission sales during the Easter break when the road was open (250 tickets on average).

Te Ao Hurihuri opened in the Wairau Māori Art Gallery on 12 April with an evening event and an expert art talk the next day. It is a joy to have a new exhibition for the first time since July 2023. The exhibition allows us to reconnect our school programme to the Wairau Māori Art Gallery. The previous He Wai Ngunguru exhibition was unsuitable for school groups.

Hundertwasser Art Centre staff completed 31 hours of work for the Wairau Māori Art Gallery in April: 2 hours for a stocktake of Wairau shop products, 17 hours deinstallation of the He Wai Ngunguru exhibition and 12 hours installation of the Te Ao Hurihuri exhibition.

Temperature and humidity readings for the Hundertwasser exhibition for March were sent to the Hundertwasser Non-Profit Foundation early April. All temperature and humidity readings were within the target range (target range temperature: 20-22 degrees; target range humidity: 45-55%).

However, we received feedback from the Foundation that they now want humidity readings to be within a narrower target range of 50-55% as per the Cooperation Agreement.

The review of Hundertwasser Art Centre IT systems was carried out by BDO Information Systems on 9 April. We are expecting to receive a report by the end of this month.

A proposal for support for Hundertwasser Art Centre signage, including brown tourist signs and billboards, was submitted to Whangārei District Council on 6 April and we are currently awaiting a response.

Whangārei Art Museum Media and communication company Level has been told that their proposal for a long-term marketing plan for the Hundertwasser Art Centre was successful and they have started the first phase of the project. All Level staff were welcomed for a famil at the Hundertwasser Art Centre with Wairau Māori Art Gallery on 11 April.

HAC has become a member of Museums Aotearoa which means HAC could participate in the national museums audience survey. HAC is now part of Museums Aotearoa networks and

several staff including the Director have had meetings with colleagues at other museums around New Zealand.

Two new sculptures have been installed for the Hundertwasser Art Centre sculpture exhibition: Hand Holding Young Morepork by Susan Dinkelacker and The Totem of Light by Paul Harris.

Our application for a \$16,796 grant for security improvements for HAC and WAM to the Oxford Sports Trust was unsuccessful. We were advised to resubmit, which we have done. An application for a \$10,000 grant for HAC billboards was submitted to Pub Charity.

A Tourism and Sales Coordinator for the Hundertwasser Art Centre has been appointed. The successful applicant has extensive experience in sales including leading sales teams. The Visitor Experience Host has transitioned from a permanent contract to a casual contract. The latter helps to reduce staff capacity over the winter months and save on staff costs.

2.2 Visitor Numbers

- 2,581 visitors so far in April as of 24th April. This represents a 19% increase compared with April last year.
- 32,037 visitors so far, this financial year, which represents a 10% reduction compared with this point in the last financial year. However, last month this figure was 17% and we expect to close the gap even further before the year ends. I am predicting a marginal increase in visitors compared with the last financial year.

2.3 Staffing

- Four Winds Foundation provided \$3,000 of a \$11,000 grant application to fund Whangarei Art Museum's educator role. This enabled us to extend the duration of the Educator's contract until the end of this month. The contract has now ended.
- I am in conversation with The Chartwell Trust about them financing a series of video interviews with artists. This would enable us to extend the contract for the Educator role by a few more months.

Exhibitions

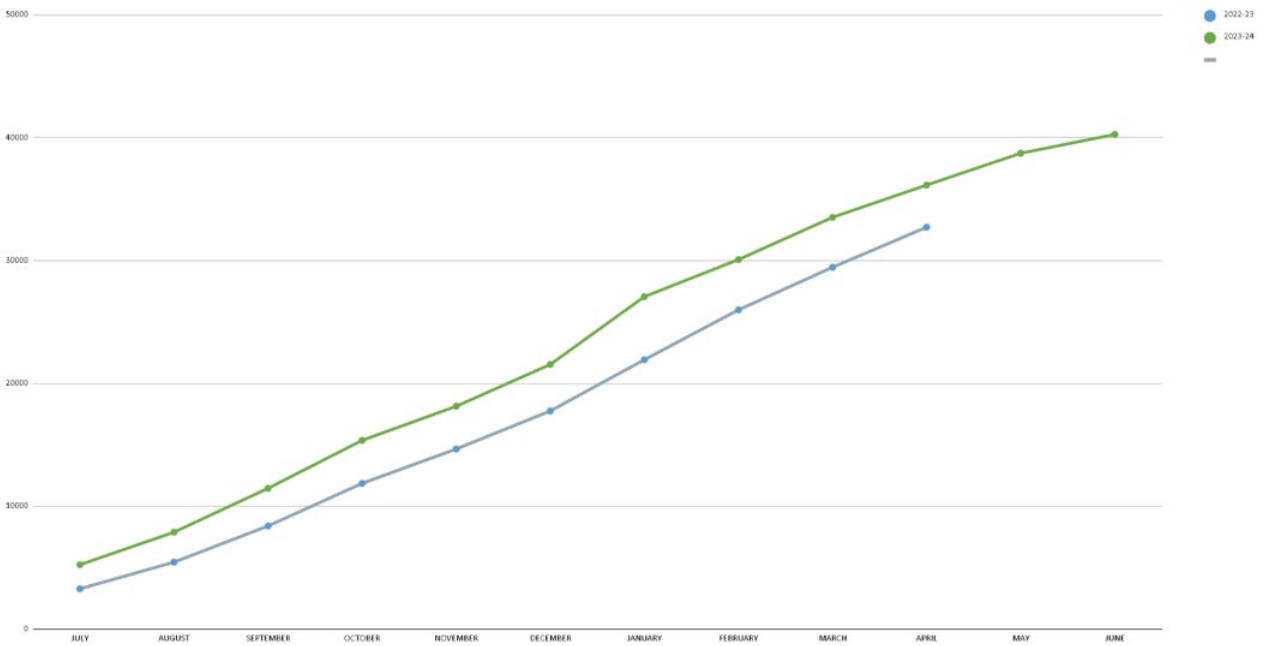
- *A House For Adele...* ended on Sunday 28th. A writeup about the exhibition will be published in the next issue of ArtNews.
- An exhibition of artworks from the Whangarei Art Museum's collection, titled *Te Ao Hurihuri*, opened at Wairau Maori Art Gallery on April 12 and runs until July 28.
- Our next exhibition, *Studio Paranoia* by Dan Arps, opens Saturday May 11th at 5pm.

Public Sculpture

- WAM staff are collaborating with council to deliver a public sculpture outside the WAM entrance. The budget is \$40,000, which is relatively small - so we will be handling the fabrication of it inhouse to reduce costs. The sculpture will be a new work by Peter Robinson.

2.4 Visitor Numbers

Cumulative Monthly Visitors Comparison by Year



Whangarei Art Trust Financial Update

Summary to March 2024

HAC March admissions and sales are the same as prior year figures at 126k (down 17% on budget). HAC YTD loss (before depreciation) is **\$164k** (\$156k last month), forecasting 276k loss for the year. WAM net profit is forecasting to be within 12k of budget.

Expenses

HAC expenses excluding wages and depreciation to date are under budget by \$160k and expected to be underbudget by 191K for the year.

Wages & professional services forecasted to 30 June 2024 for HAC of 1.073m are reduced by 222k from 30 June 2023 actuals of \$1.295m. Costs YTD are over budget by \$206k and expected to be over budget by \$281k by the end of the year. This was due to lower than budgeted staff reductions and not due to increased staff. Staffing will continue to be monitored for efficiencies.

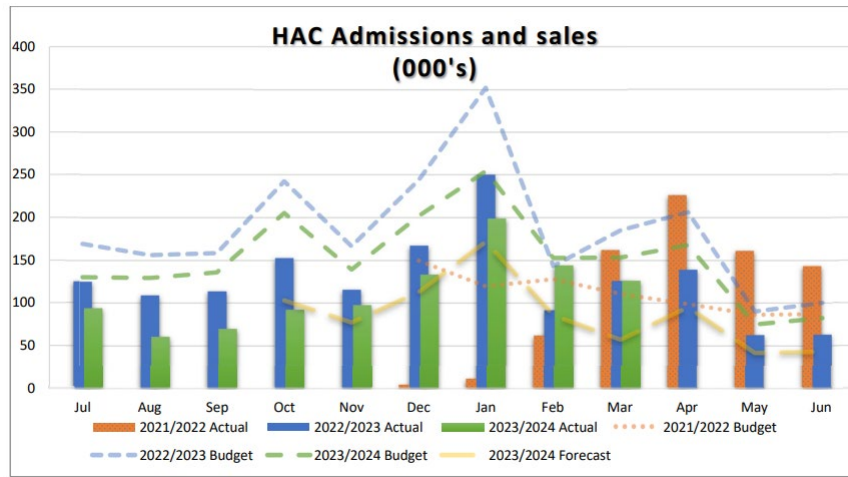
Profit

The year to date position before depreciation is a loss of \$100k (budgeted 339k profit YTD).

Summary of Profit:	To 31 Mar	To 29 Feb	To 31 Jan	To 31 Dec	Forecast to June 24	Budget to June 24
WAM Loss (Profit) to date	(147,452)	(225,357)	(225,357)	(262,708)	(10,089)	(30,673)
HAC Loss (Profit) to date	164,520	184,037	184,037	226,215	276,613	(394,142)
WAT costs to date	83,042	75,288	75,288	71,412	86,604	130,421
Loss (Profit) before depreciation	100,110	33,969	33,969	34,919	353,128	(294,394)
Depreciation	721,183	563,834	563,834	482,537	959,852	950,000
Total Loss	821,293	597,802	597,802	517,456	1,312,980	655,606

It is important the board focus on bringing in funds, including grants of all kinds especially operating funds in light of the current SH1 closure.

The board has approved to transfer further \$300k from the Guarantee funds at WDC (Currently \$750k held) to cover any uncertainty around the SH1 closure. This is yet to be transferred.



HAC Admissions and sales \$'000s

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2021/2022 Budget						149	119	128	110	99	86	87	779
2021/2022 Actual				-	-	4	11	62	162	226	161	143	769
2022/2023 Budget	169	156	158	242	166	244	352	143	185	206	90	100	2,211
2022/2023 Actual	125	109	114	153	115	167	250	92	126	139	63	63	1,515
2023/2024 Budget	130	129	136	205	139	202	254	153	153	168	75	82	1,825
2023/2024 Actual	94	61	70	92	98	133	199	144					891
2023/2024 Forecast				103	77	113	172	85	57	95	41	43	1,011
2021/2022 % of budget						3%	9%	48%	147%	229%	187%	164%	99%
2022/2023 % of budget	74%	70%	72%	63%	70%	69%	71%	64%	68%	67%	70%	63%	69%
2023/2024 % of budget	72%	47%	52%	45%	70%	66%	78%	94%					
2023/2024 % of Forecast				90%	127%	118%	116%	169%					
2023/2024 % of last year	75%	56%	62%	60%	85%	80%	79%	157%					

Period Ending 31 March 24	Actual Month 9	Budget Month 9	Variance Month 9	Actual YTD	Budget YTD	Variance YTD	Forecast 2023/2024	Full Year 2023/2024	Variance 2023/2024	
WAM										
Income		(5,317)	(2,772)	(2,546)	(521,604)	(500,373)	(21,231)	(715,251)	(694,939)	(20,312)
Expenses		12,208	12,366	(158)	128,959	146,603	(17,644)	371,003	374,186	(3,183)
Wages and non legal Prof Services		27,300	21,080	6,220	245,193	214,800	30,393	334,159	290,080	44,079
Depreciation		-	-	-	-	-	-	-	-	-
Net loss (profit) WAM		34,191	30,674	3,516	(147,452)	(138,970)	(8,483)	(10,089)	(30,673)	20,584
HAC										
Income		(137,246)	(160,355)	23,109	(1,255,180)	(1,667,203)	412,023	(1,560,758)	(2,142,821)	582,063
Expenses		70,961	71,743	(782)	625,451	771,297	(145,847)	764,796	957,659	(192,863)
Wages and non legal Prof Services		74,769	57,925	16,844	794,250	588,405	205,845	1,072,576	791,020	281,556
Depreciation		79,936	77,878	2,058	709,107	700,902	8,205	943,756	934,536	9,220
Net loss (profit) HAC		88,420	47,190	41,229	873,627	393,401	480,226	1,220,369	540,393	679,976
Trust										
Income		-	-	-	-	-	-	-	-	-
Expenses		3,877	602	3,275	48,446	45,116	3,330	52,008	46,921	5,087
Wages, Mgmt and non legal Prof Services		0	6,958	(6,958)	34,596	62,625	(28,029)	34,596	83,500	(48,904)
Depreciation		1,361	1,289	73	12,076	11,598	478	16,096	15,464	632
Net loss (profit) Trust		5,238	8,849	(3,611)	95,118	119,339	(24,221)	102,700	145,885	(43,185)
Totals										
Income		(142,563)	(163,127)	20,564	(1,776,784)	(2,167,576)	390,792	(2,276,009)	(2,837,760)	561,751
Expenses		87,046	84,711	2,335	802,856	963,017	(160,161)	1,187,807	1,378,766	(190,959)
Wages and non legal Prof Services		102,069	85,963	16,106	1,074,038	865,830	208,208	1,441,330	1,164,600	276,730
Expenses prior to depreciation		189,115	170,674	18,441	1,876,894	1,828,847	48,047	2,629,138	2,543,366	85,772
Net loss (profit) prior to depreciation		46,551	7,547	39,005	100,110	(338,730)	438,839	353,128	(294,394)	647,523
Depreciation		81,297	79,167	2,130	721,183	712,500	8,683	959,852	950,000	9,852
Net loss (profit) Total		127,848	86,713	41,135	821,293	373,771	447,522	1,312,980	655,606	657,374
WAT split into HAC & WAM										
WAM		35,230	32,430	2,800	(128,577)	(115,288)	(13,289)	10,291	(1,724)	12,014
HAC-WMAG		92,618	54,283	38,335	949,870	489,059	460,811	1,302,690	657,330	645,360
		127,848	86,713	41,135	821,293	373,771	447,522	1,312,980	655,606	657,374

1 Community Priority Projects Update

Owner	Project	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	
General Manager Community	Draft Long-Term Plan delivery																		
GM Community	Community Group strategies																		
GM Community	Community centricity																		
GM Community	Stadium lease																		
GM Community	Forum North – renovation and future																		
GM Community	NECT2021 Resource Consent additional large events																		
Libraries	Recarpet & aircon procurement central library																		
Libraries	Book Supplier Contract Renewal																		
Libraries	Asset Management Plan library																		
Customer Services	Town basin customer service area / isite																		
Customer Services	Afterhours call centre contract procurement																		
Customer Services	isite café operator																		
Customer Services	Customer request system and remedial plan																		
Customer Services	CS presence at isite																		
Customer Services	Cruise Ship Season Planning																		
V&E	Events strategy																		
V&E	Canopy bridge lighting																		
V&E	Stadium Roof replacement																		

Owner	Project	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
V&E	Painting forum north																	
V&E	Art on Boxes																	
V&E	Venues and Events Asset Management Plan																	
Com Dev	Community Funding review																	
Com Dev	Community led projects list review																	
Com Dev	Pensioner housing new builds + future delivery																	
Com Dev	Old Municipal Building restoration																	
Com Dev	Old Municipal Building Future use																	
Com Dev	Regional accessibility strategy																	
Com Dev	CitySafe contract																	
Com Dev	Hikurangi Business Association proposal for King Street																	
Com Dev	Pensioner housing management contract																	
Com Dev	Draft welcoming communities plan																	
Com Dev	Advisory group review																	
CDEM	New Tsunami siren network installation																	
CDEM	Multi-agency Coordination Centre (MACC) development phase																	
CDEM	Tsunami Boards new inundation modelling signage.																	

NOW COMMENCING IN JULY 2025

4 Community Development

4.1 Health and Safety

Community Safety

CitySafe Community Officers reported three Health and Safety incident for March, with all occurring during the day for:

- breaking up a fight between groups of youths at the Vine Street Carpark after school.
- verbal abuse and being spat at, by an unwell homeless male with mental health issues who was in the process of being trespassed from the Rose St Bus Stop and toilets, after he had been reported for continually using the female toilets and abusing the Rose St Bus Stop guard.
- threats and verbal abuse by a homeless male, when assisting in the serving of a trespass notice for the Central Library on that person, after he had previously assaulted the security guard at the library and another homeless male in the Cameron Street Mall.

At the time of reporting, three reports had been made for April, also occurring during the day for:

- dealing with an elderly male who was being abusive towards a female student for her alleged behaviour at the Rose St Bus Stop, and assisting Police when the man resisted arrest, resulting in one of the officers receiving a minor scratch to his wrist.
- having seed pods thrown at the community officers by a delinquent youth in the Mall.
- being verbally abused by an agitated male who touched one of the female officer's arm, when she was attempting to attend to an extremely intoxicated and elderly homeless male who was lying on a seat outside a licenced premises in Cameron St.

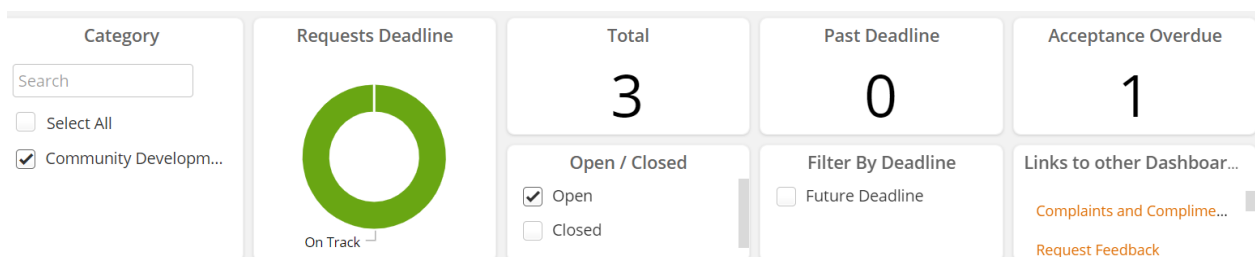
4.2 Current Priorities

- Implementation of new community funding model.
- Grants management system business case and procurement.
- District Amenities Fund triennial funding round.
- Progressing Hikurangi Hall partial roof replacement.
- Procurement for Pensioner Housing Tenancy Management and Pensioner Housing Grounds Maintenance contracts.
- Progressing future growth and delivery options for Pensioner Housing.

4.3 Performance measures and compliance

Reported annually.

4.4 Request system dashboard update



4.5 Current challenges/issues

- Resourcing pressures for community funding.
- Increased supply, labour and materials costs, e.g. scaffolding to be used in exterior building maintenance painting works and pensioner housing refurbishments.

- Deterioration of pensioner housing wooden floors due to the age of some units which are not suitable to manage foot movement in kitchens and bathrooms.
- Supporting Council's tenancy managers to work through complex pensioner housing tenancy issues, which include rent arrears, anti-social behaviour, damages to the units, and unwanted guests.
- Budget requirements to maintain current levels of service for the CitySafe Community Officer Contract post the Better Off Funding allocation that expires on 30 June 2024.
- Unremoved graffiti vandalism in the Inner City, shopping centres, and on the main arterial routes, that continues to detract from the city's image of being a safe and welcoming city.

4.6 Overview of Operational Activities for April

Advisory Groups

- The Disability Advisory Group (DAG) welcomed 6 new members to the group and to their first meeting. A brief overview of the purpose and role of advisory groups was provided. The group also had a Q&A session about the LTP. One person has resigned from the group.
- The Positive Ageing Advisory Group submitted an LTP submission.
- Youth Advisory Group has made submissions on the LTP and the Chair will speak to one of these at a Hearing

Community Led Projects (CLP)

Onerahi

- The community pool partnership between Raurimu Avenue School and the Onerahi Community Association has been successful for the first season of operation. A total of 190 kids attended with their parents/caregivers during the 17 days it was open. The season concluded with a barbeque for all on 7 April. A total of \$150 in koha was collected and was used partly to pay for the barbecue and acknowledgement for the two volunteers – 15-year-old female students, as Community Champions. A survey was conducted, and an evaluation is being worked on to make improvements for the next season – tentatively starting in December.
- Onerahi is also continuing to plan for the pocket park in more detail, with the support of the local Lions Club and Roding staff. The Onerahi Garden Group were also approached to support any planting and were very enthusiastic about participating.
- New development regarding Waitangi in the Park. Waitangi in the Park was an event that began in 2015. The event ran successfully for 5 years until covid, then everything stopped. Since then, the community has been trying to restart the event. The event was originally designed to gather local voices regarding workshops for the community. Onerahi Rugby club currently service 90% Pacific and Māori whanau in sports events. The group is working with the Department of Internal Affairs to fund the next Waitangi event. They plan to use the Waitangi event as a vehicle to gather insight from the community, regarding community learning workshops to facilitate in Onerahi. Some workshops have already expressed interest, weaving, te reo, effective communication.

Maungatapere

- Maungatapere Village Inc (MVI) are continuing to look for signage locations and are also looking at opportunities/possibilities for a small community park.

Waipu

- Staff member from Parks and Recreation Department met with the chair of the Waipu River Walk to discuss future management of the walk. Both parties agreed to move toward a shared management model.

Tikipunga

- No change to previous month, staff are encouraging the group to investigate alternative projects. The Tikipunga CLP group continue to work towards a hui with hapū to progress its signage project. The park and wayfinding signage is pending review by the Parks and Recreation department.

Raumanga

- Community Development Adviser has been working with regulatory services to support a positive outcome related to issues at Dallas Street.

Community Development

- 2024 Whangarei Kai Ora Fund recipients are increasingly working together as a collective. A current focus is cooperating toward a greater level of community Civil Defence emergency readiness, response, and recovery arrangements.
- The Chief Executive Forum endorsed the Regional Accessibility Strategy. The next step is for each individual council to adopt the strategy before proceeding to draft individual action/implementation plans.

Welcoming Communities

- The Welcoming Communities Coordinator is working on organising the Statement of Commitment Ceremony, date confirmed as the 17 May 2024. All the partners are on board with the new approach towards the Statement of Commitment.
- The Welcoming Communities survey is now closed. A total of 285 responses were recorded and the completion rate was 87%. This indicates that the community has provided valuable feedback to build a stock take report.
- The MEC Partner's and members' meeting was held on 10 April 2024 at the Community Hub. The members discussed the LTP Consultation form in detail, and the Council will receive the feedback document on issues focusing on diversity and inclusion.
- The next MEC meeting will be held on 6 May 2024, where the Welcoming Communities coordinator will conduct a group discussion focusing on the 8 standards of the Welcoming Communities program to get more information for the stock take report.

Total Mobility Scheme (TMS)

Last three months charges:

- | | |
|--------------------|-------------|
| • January charges | \$14,103.25 |
| • February charges | \$16,067.81 |
| • March charges | \$16,699.32 |

The total FY spend to date stands at \$146,817. The total forecasted spend (based on monthly averages) has risen slightly to \$195,756.

From July 2024 onwards, the Total Mobility budget will be transferred from Community Development to the Northland Transportation Alliance (NTA) to manage.

Community Funding

- Funding rounds this month:
 - Community Fund (Round 3) – outcomes being processed
 - Youth Week Fund – finalising outcomes
 - District Amenities Fund – closes 1 May. Operating grants managed by the Parks and Recreation team are being absorbed into the District Amenities Fund. These groups have been invited to apply and budget will be transferred to cover existing levels of funding.
- Community funding review briefings to elected members and Te Karearea, with final proposal for decision at May Community Development Committee meeting.

Community Property

- The Community Property Adviser continues to work with contractors and Northpower to progress the partial roof replacement at Hikurangi Hall. The scaffolding was installed 26 April as planned with work planned to start 27 April.



- Pensioner Housing application forms, summary booklets, and doctors consent forms have been printed and delivered to the tenancy management office for use.
- Currently working through procurement processes for Pensioner Housing Tenancy Management and Pensioner Housing Grounds Maintenance contracts.
- On 18 April, Council voted in favour of a resolution during the Community Development Committee meeting, on the Hikurangi Business Association proposal for 7 King Street, known as the Hikurangi BNZ Building. It has been decided to grant a long-term lease to the HBA for the building, which the HBA are now considering.
- The Civic Precinct landscaping project is progressing well - we have had a slight change of plans with the pedestrian layout for the next three weeks (starting Monday 22 April). The main change for old library users is that the ramp door, back door, and side door will be closed (except in emergencies).

Community Safety

- The CCTV Network has no new projects planned and the focus is on maintaining the existing infrastructure.
- The Proceeds of Crime funded CCTV continues to focus on the operational maintenance of the Hikurangi and Kamo Community CCTV.
- The Stop Tags database hot spots for Council's graffiti removal contractors have been the City Centre, Pohe Island Skate Park, Lower Tarewa Rd, Otaika Road (between Tarewa Park and the Otaika Shops), Morningside Road, Tikipunga Sports Park, and the Onerahi Shopping Centre.
- A CitySafe contract variation request will be brought to Council for consideration. The Better Off funded community safety programme of two part-time community officers at the

Rose Street Bus Stop ends on 30 June 2024. The fund also allowed Council to remunerate the CitySafe Community Officers with the living wage over the 18-month period to assist with staff retention.

CitySafe reporting

The following reporting is to be read in conjunction with the CitySafe Graphs attached to this report.

- *CitySafe Monthly Totals*

Total overall CitySafe reporting for March had a slight reduction over the previous month and is slightly down from the same time last year. Preliminary reporting for April indicates a further decrease in total overall reporting. Note that the 2021 & 2022 data occurred during the Covid19 lockdowns and traffic light restrictions and, therefore, this data has not been reflective of normal reporting conditions.

Community officers reported an additional 145 maintenance requests for service in March, being 17% of their overall total reporting to Council, with graffiti vandalism and rubbish being the highest reported activities. Preliminary reporting for April showing 67 service requests, being 12% of their overall reporting.

- *CitySafe Anti-Social Behaviour (ASB) Monthly*

There has been an 8% decrease in overall antisocial behaviour (ASB) reporting for March, with decreases in all areas, apart from assault, breach of the liquor ban, disorder and fighting. Preliminary reporting for April indicates a further decrease in overall ASB reporting will occur for this month.

- *CitySafe Dashboard – Day ASB – Three-Month View*

Daytime ASB for March had a significant increase in assaults and breach of the liquor ban, but there had also been significant reductions in damage, dishonesty, drugs and drunks. Preliminary reporting for April has seen a significant reduction in breach of the liquor ban, disorder, and gangs, but a significant increase in damage and drug reporting.

- *CitySafe Dashboard – Night ASB – Three-Month View (Vibe and Bottle Count)*

Night-time ASB for March has seen marginal increases in assault, breach of the liquor ban, damage, disorder, drugs and fighting, but a significant decrease in drunks. This corresponds with a relatively low Night-time Vibe average of 6.2 for the month, as compared to 5.5 average for the same month in the previous year, and a 12-month average of 6.6.

The Bottle Count average of 55 is slightly higher, as compared to a 41 average for the same month in the previous year and a 12-month average of 40, with Saturday nights being the predominant nights where excessive drinking is occurring in the inner-city carparks.

Preliminary reporting for April has seen a significant decrease in all areas with no assaults reported, however, there has been an increase in dishonesty and drunks, and an excessive bottle count on Saturday, the 6 April, when the Street Sprints were being held over that weekend and the Kora music event was held at the McKay Stadium in Kensington.

- *CitySafe Bylaw and Other Community Safety Monthly Totals & Three-Month View*

Total Bylaw and Other reporting for March has seen no change in overall reporting, however, there was a 31% increase in bylaw reporting with an increase in bikes and dogs, but a decrease on other reporting, despite increases in abandoned trolleys, homeless, mental health, and truancy. Preliminary reporting for April has seen a slight increase in bylaw reporting for bikes, dogs, and scooters; but a decrease in other reporting.

Homeless reporting for March has increased to 76, and associated ASB reporting increased to 41, which was predominantly for breach of the liquor ban, disorder, and drunks.

Three assaults and 1 fight were reported where two men were arrested by Police for their offending, with one being trespassed from the Rose Street Bus Stop and the other trespassed from the Central Library.

Preliminary reporting for April has seen a slight decrease in homeless reporting to 54, and a reduction in overall associated ASB reporting to 19, again, predominantly for breach of the liquor ban, disorder, and drug reporting. Two people continue to live under the Walton St Bridge, one under the Canopy Bridge, and a couple are living under the eaves at Manaia House. Outside of the CBD, approximately 7 people are reported to be living at the Okara Reserve, as well as others living in vehicles at the Hatea East Carpark and the Tikipunga Sports Park carpark; a couple continue to live in their extensively damaged vehicle at the Bascule Carpark, with others living on park reserves at Beach Road Onerahi, the Otaika Sports Park (Blue Goose), A H Reed Reserve and other diverse locations about the district, with the Parks and Reserves Department and the Health and Bylaws Departments monitoring these locations.

Although overall reported youth antisocial behaviours are reasonable low, there have been some youth fights occurring after school and other instances of antisocial behaviours are being reported about the inner city, with truancy becoming an issue, the number of truancy reports (66) were less than half for this time last year (155), when the truancy services were taken over by a new truancy provider. Preliminary reporting for April shows youth antisocial behaviour is continuing, there has been a significant reduction in the number of trancies being reported.

CitySafe Graphs

CitySafe Monthly Totals

The CitySafe Monthly Totals (Figure 1) are “Year-on-Year” reporting all monthly totals (apart from Patrol Logs) taken from the CitySafe Dashboard that commenced mid-October 2021.

CitySafe Monthly Totals

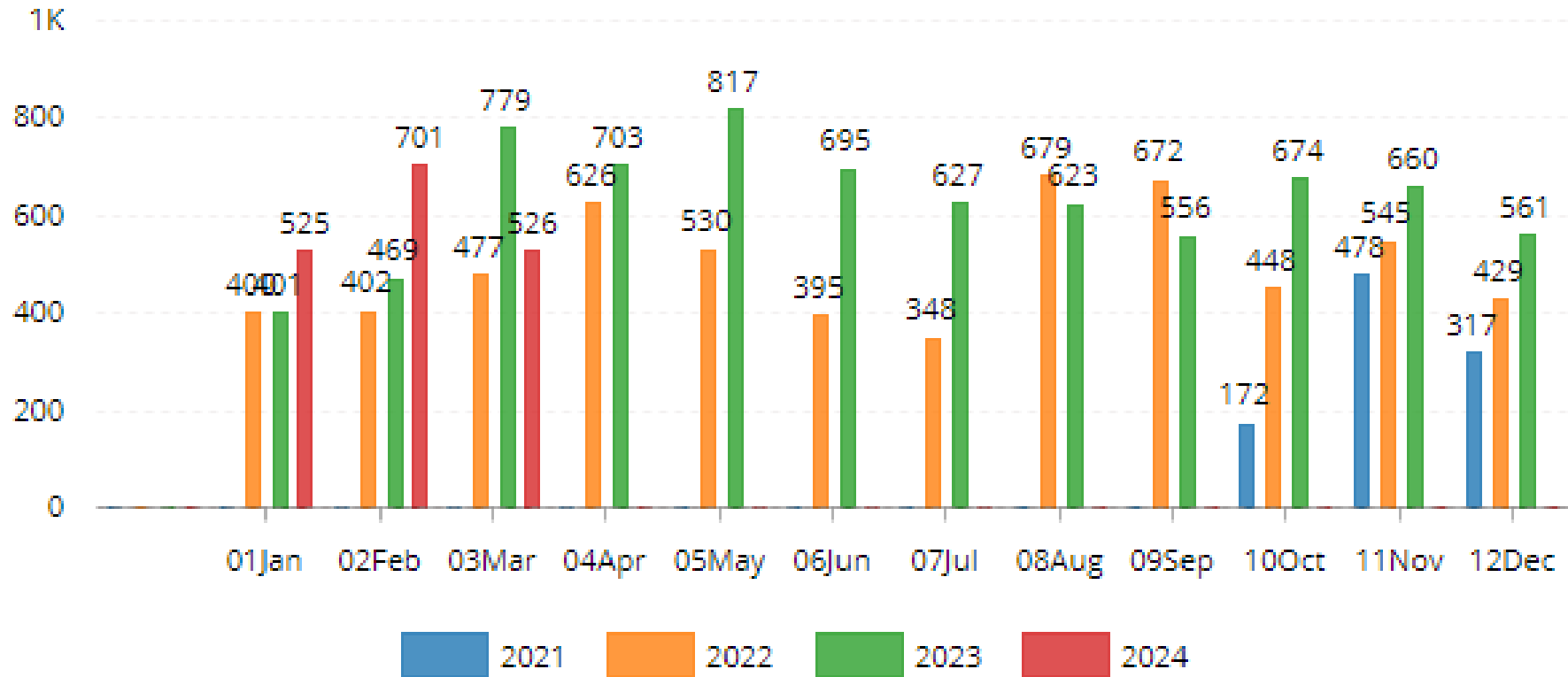


Figure 1. Monthly CitySafe Year on Year Totals: 15 October 2021 to 27 March 2024

CitySafe Anti-Social Behaviour (ASB) Monthly

This data is further broken down to report on anti-social behaviours (ASB) (Figure 2)

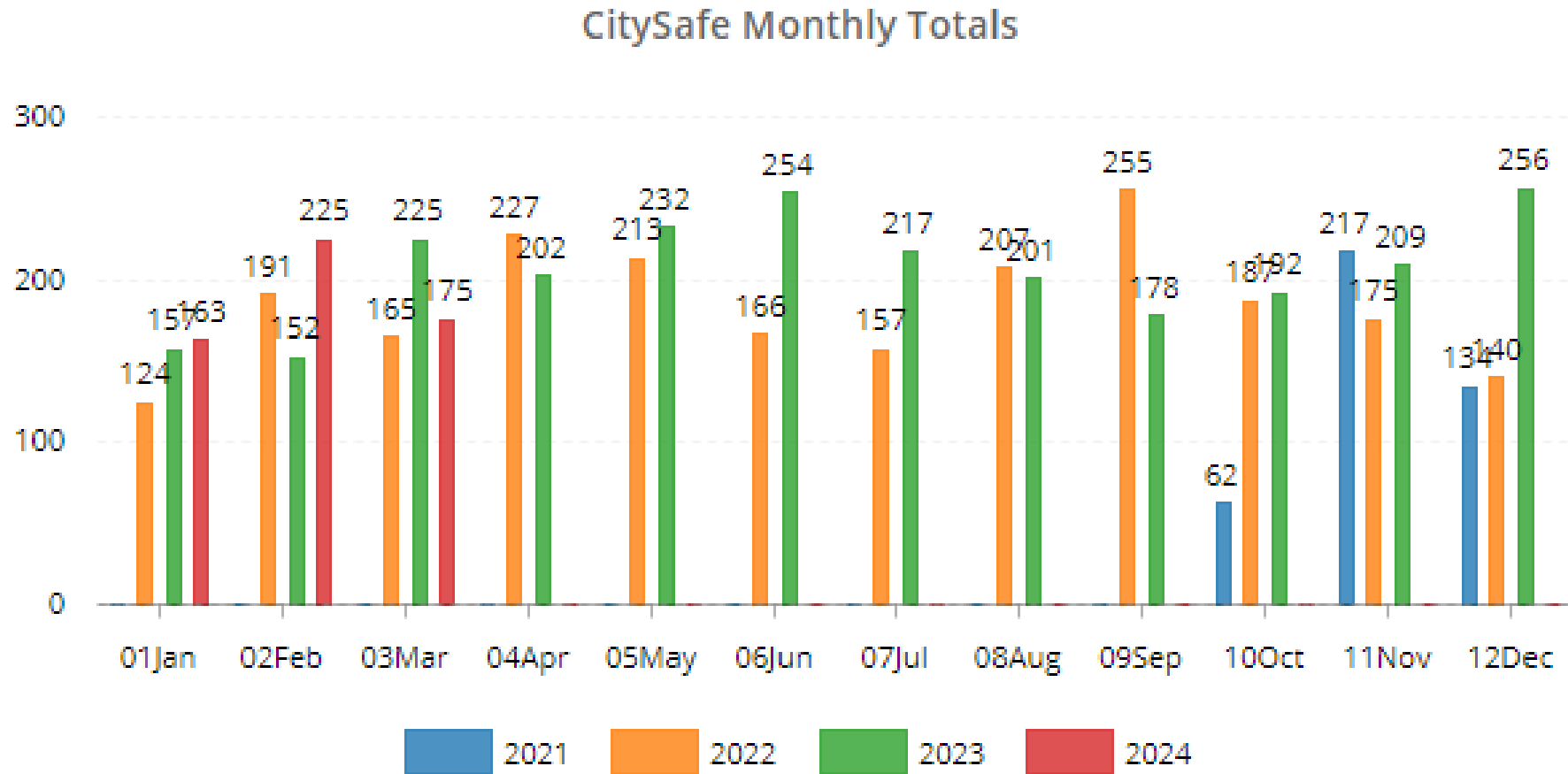


Figure 2. Monthly CitySafe Year on Year Anti-Social Behaviour Totals: 15 October 2021 to 27 March 2024

CitySafe Dashboard – Day ASB – Three-Month View

Now has the ability to report ‘Day ASB’ (Figure 3) .

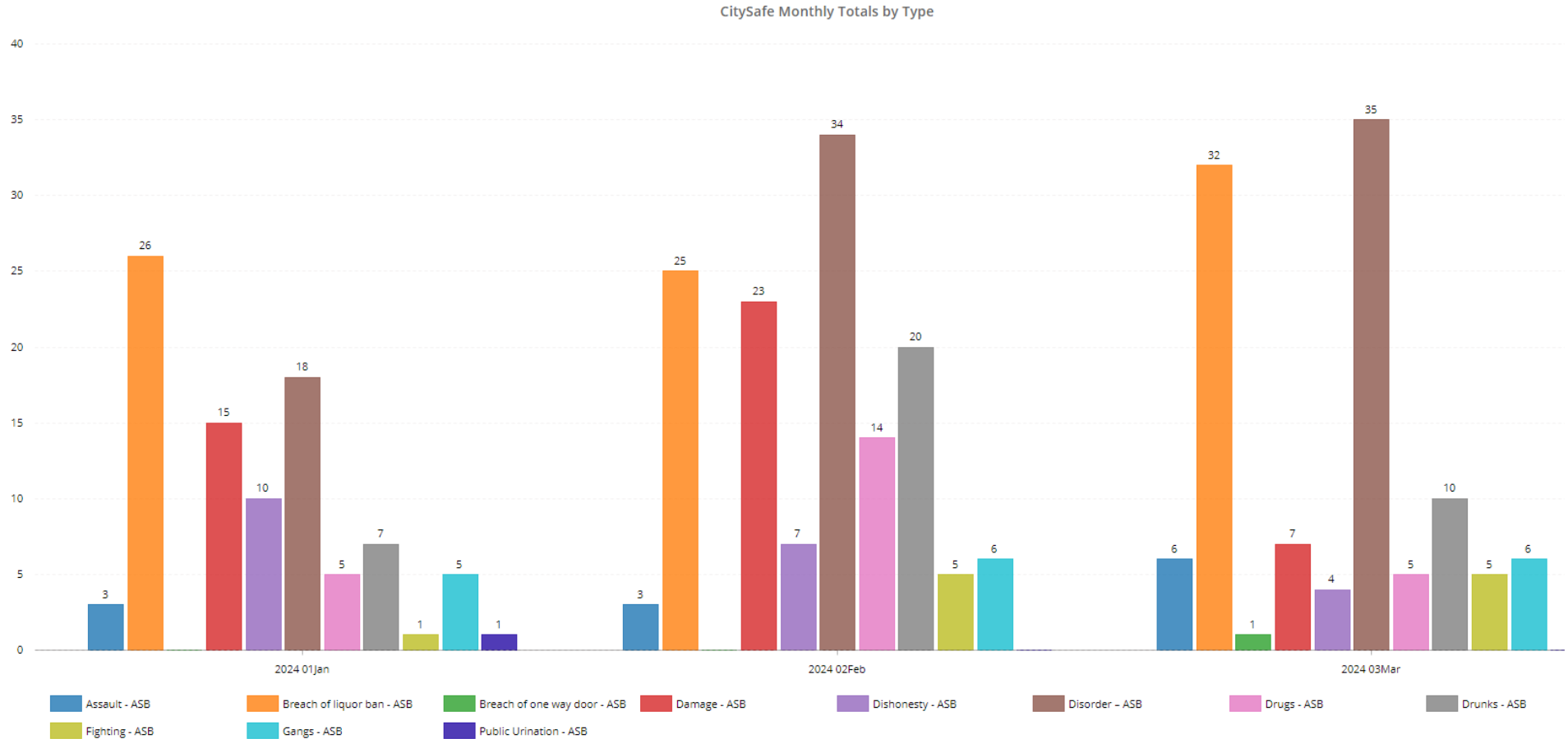


Figure 3. One-Month breakdown of Anti-Social Behaviour reporting by type: January 2024 to 27 March 2024

CitySafe Dashboard – Night ASB – Three-Month View

‘Night ASB’ (Figure 4);

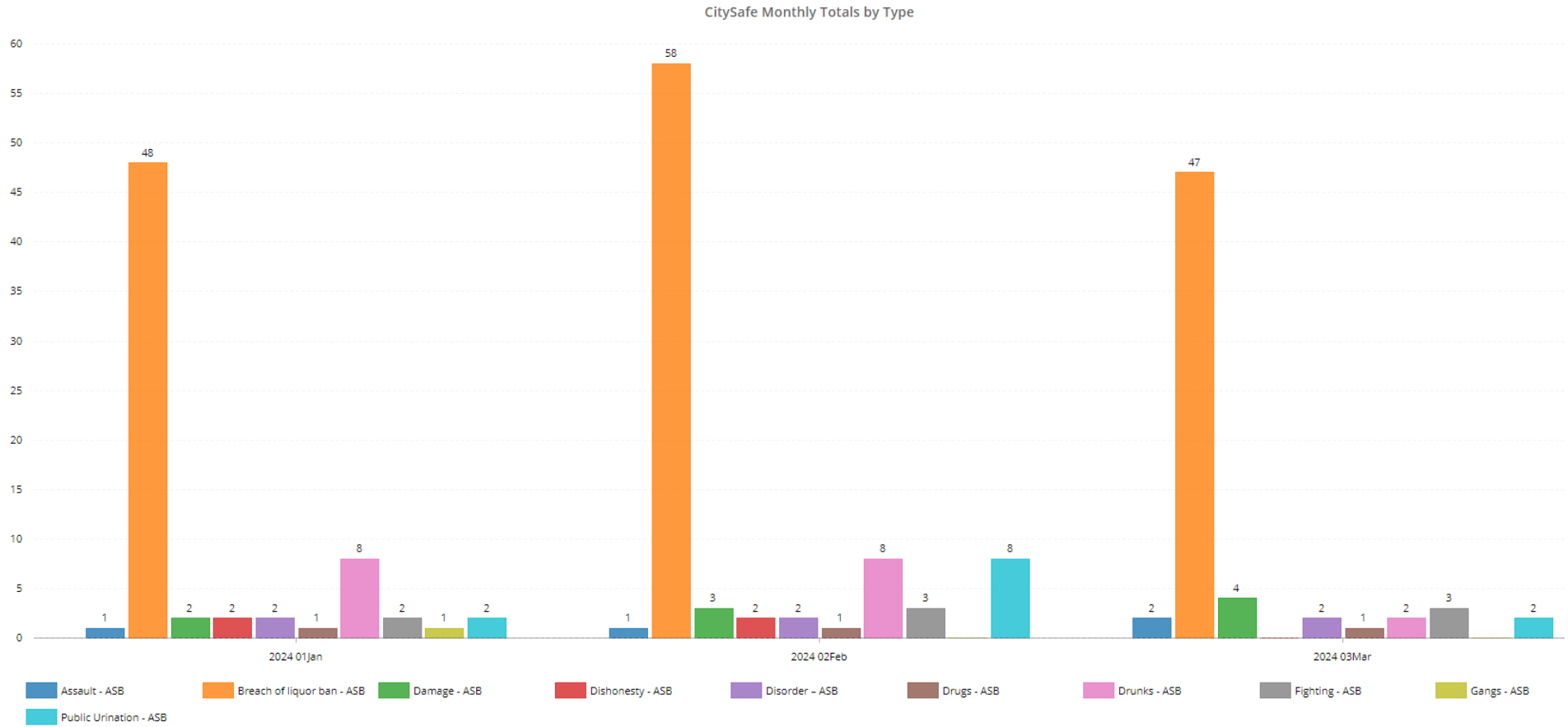


Figure 4. One-Month breakdown of Anti-Social Behaviour reporting by type: January 2024 to 27 March 2024

CitySafe Dashboard – CitySafe Night-time General Vibe

Night-time General Vibe (Figure 5) and Night-time Bottle Count (Figure 6)

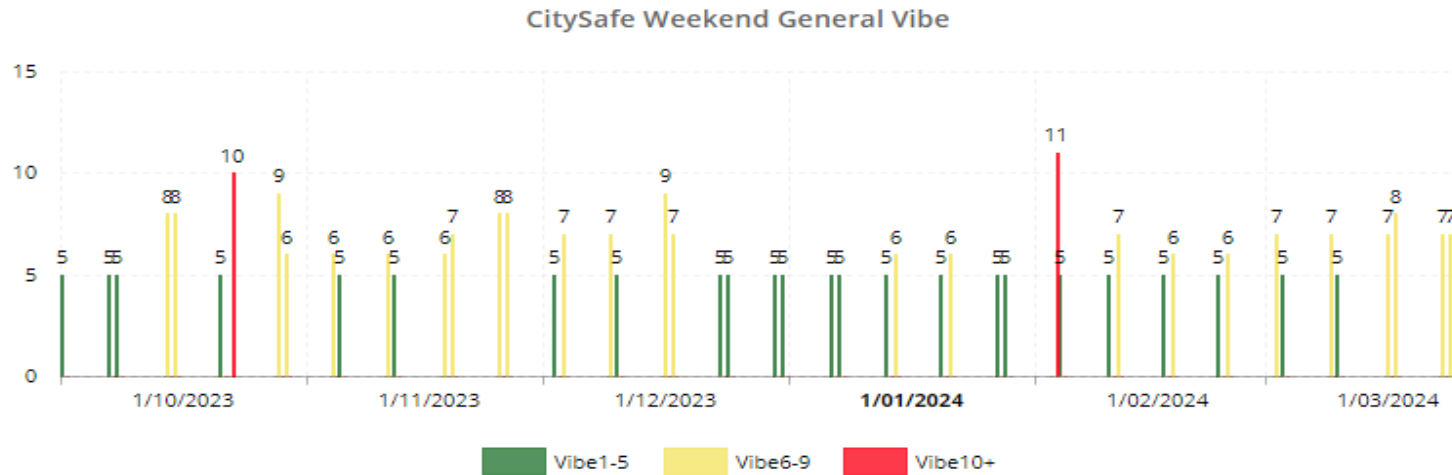


Figure 5. Six-Month overview of weekend night-time vibe: October 2023 to 27 March 2024

CitySafe Dashboard – CitySafe Night-time Bottle Count

CitySafe Weekend Bottle Count

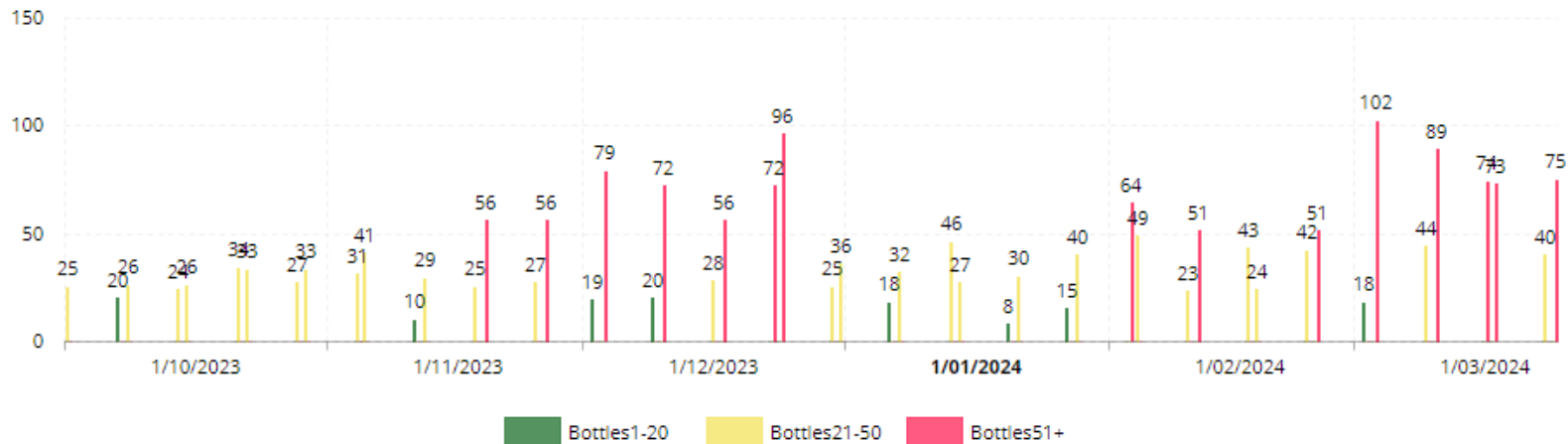


Figure 6. Six-Month overview of weekend night-time bottle count: October 2023 to 27 March 2024

CitySafe Bylaw and Other Community Safety Monthly Totals

“Year-on-Year” Bylaw and Other Community Safety Monthly Totals (Figure 7)

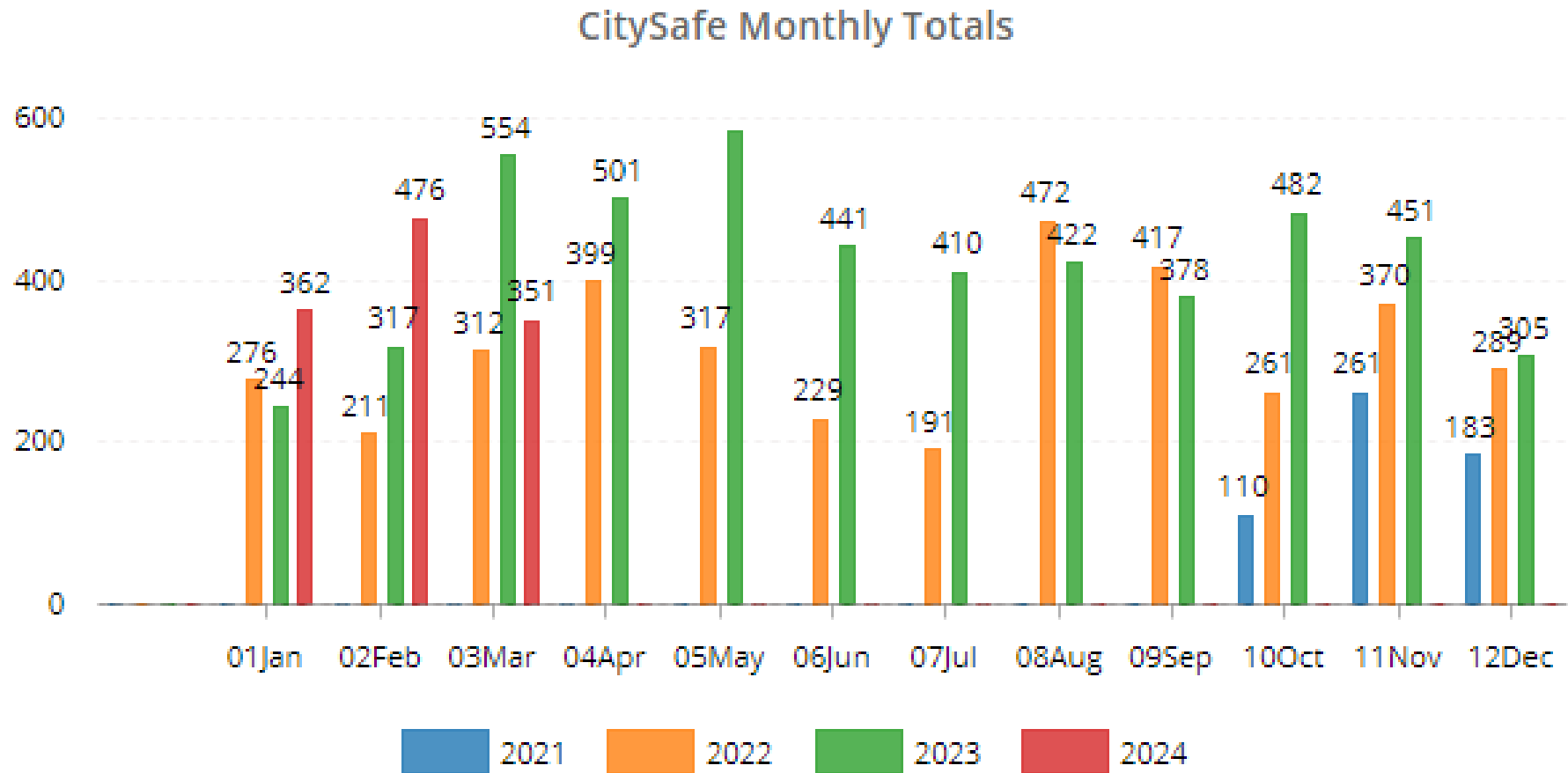


Figure 7. Monthly CitySafe Year on Year Bylaw and Other Community Safety Monthly Totals: 15 October 2021 to 27 March 2024

CitySafe Dashboard – CitySafe Bylaw and Other - Three-Month Totals

One-Month Bylaw and Other Totals (Figure 8). Note: The two additional part-time “Better Off” funded community officers commenced patrolling the Rose St Bus Stop from 1 May 2023 (2:30pm to 5:30pm, Monday – Friday) that will have an effect on the overall CitySafe reporting up until 30 June 2024. Patrol Logs have been removed from the data, in order to provide a more accurate reflection of reported activities

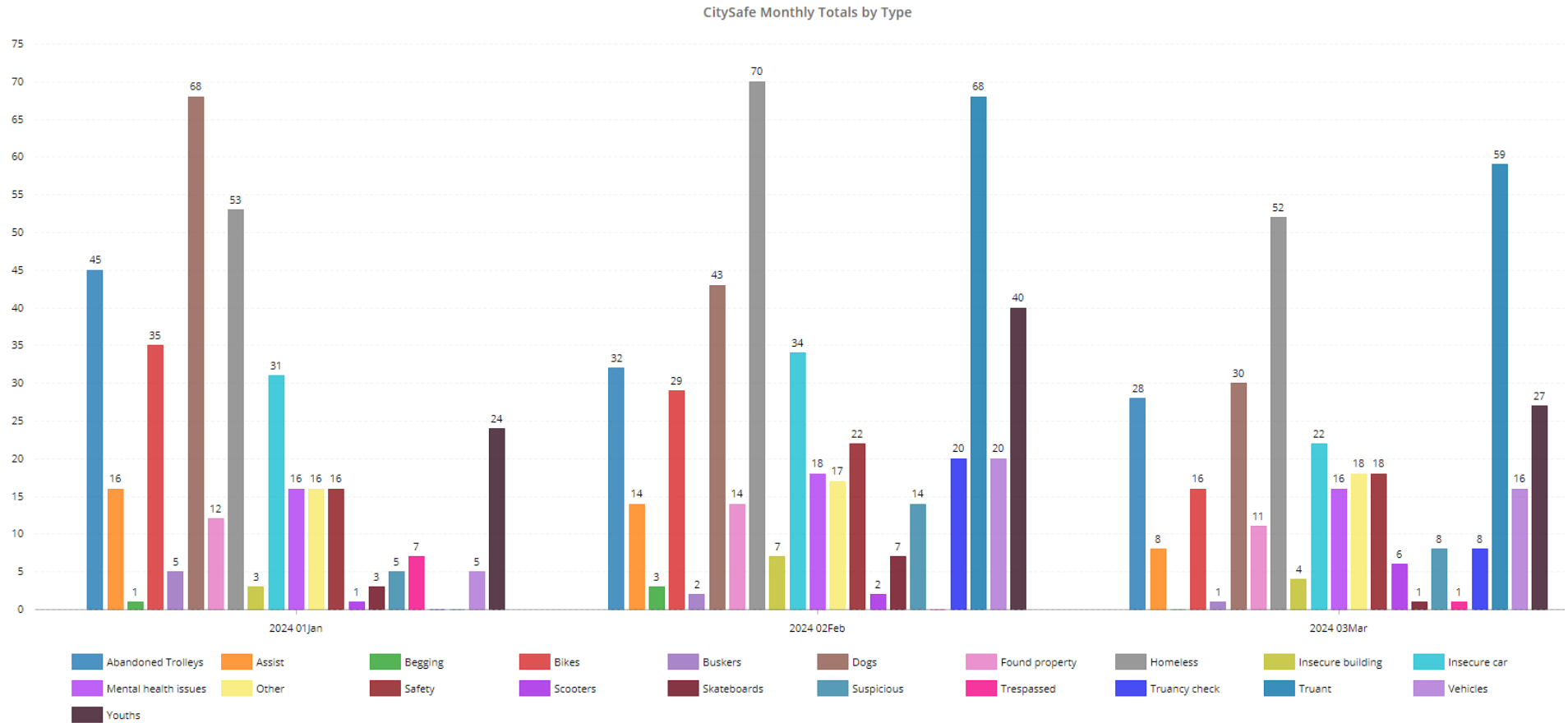


Figure 8. One-Month breakdown of Bylaw and Other Community Safety reporting by type: January 2024 to 27 March 2024

4.7 Risk to the Tiriti Relationship

Nothing to report.

4.8

4.9 Delegated Financial Authority Policy

Nothing to report.

4.10

4.11 Legislation changes or updates

Nothing to report.

4.12

4.13 Future Planning / What's coming next?

Community Development

- Te Tai Tokerau Regional Accessibility Strategy
- Community Led Projects list review

Community Funding

- Community funding model and policy implementation
- Grants management system business case and procurement
- District Amenities Fund multi-year funding round.

Community Property

- Progress on roof repair works to commence soon at Hikurangi war Memorial Hall so that an electrical power re-route plan has been approved by Northpower.
- Housing contracts are due for renewal before 30 June 2024, including tenancy management services, grounds maintenance services and heat pump maintenance services.
- Finalising the Asset Management Plan for the Community Property portfolio.

Community Safety

- Continuing to progress CCTV installation at Whangarei, Kamo and Hikurangi for Year 2 of the Proceeds of Crime funded programme.
- Awaiting the NTA cameras from Stage 5 of the Kamo Shared Pathway to be connected to the CCTV network, and the commencement of the Rose Street Bus Stop upgrade that will have a diminished camera capability of the area during the removal and construction of the new bus terminus.

Welcoming Communities

- The Welcoming Communities coordinator is working on preparing a stocktake analysis report to be presented by the middle of this year.
- The Statement of Commitment Ceremony is being organized again. The purpose is to submit the signed document and send it back to MBIE, so that Whangarei District Council gets Stage 1 accreditation for the program.

4.14 Capital Works

Major Projects – Community Development	Current Stage	Estimated Construction Start Date	Estimated Completion Date
Old Municipal Building (OMB)	Construction	17/7/2023	Start of 2025
<p>Summary:</p> <p>No change to previous month. The seismic strengthening of the building is scheduled to be completed by mid-April, following this the roof reconstruction will begin. The clock tower is planned to be installed in May followed by the Roof cladding.</p> <p>The project is still currently scheduled to be complete early January 2025, however, there has been additional strengthening tasks added by the engineer that could extend the programme.</p> <p>The project is on Budget.</p> <p>Contractor: Arco</p>			

5 Customer Services

5.1 Health and Safety

Te Iwitahi

- Several agents from the Contact Centre received calls from a person that has been trespassed from Te Iwitahi. The phone calls were very abusive, and calls were terminated. Working with our Legal department for the best way of communicating with person moving forward.
- Team taking advantage of flu vaccines
- Workplace assessment for team member experiencing wrist pain with new mouse supplied

Recent “Armed Robbery” drill highlighted some ongoing security issues and risks to frontline staff in Te Iwitahi.

- The blue flashing light that alerts the Customer Service staff that the duress alarm has been activated is not in the line of sight for the Coordinators or Customer Services Reps.
- After entering the secure area during an incident, one of the team has to then go out of the secure area into the reception area to lock the front doors once the offender/s has left the building.

isite

There were 2 incidents reported for the isite in April.

- Two men in front of isite smoking marijuana, with the smell being strong in the centre.
- Static guard discovered a person in the carpark drinking alcohol, when approached the guard was threatened so called the police who advised they cannot arrest or remove the person because there is no alcohol ban at this location.

5.2 Current Priorities

Customer Services – Te Iwitahi, Ruakākā

Distribution of recycling bins from the library has become difficult to manage. Customer Services has been working with Waste to try and provide accessible solutions for bin distribution around the district. From July 1st, there will be an option to order a bin online (with a delivery cost). New pick up locations have also been introduced so that bins are now distributed from;

- Te Iwitahi
- Tarewa isite
- Ruakaka Service Centre
- Tikipunga library
- All rural transfer stations

These additional locations should take some pressure off CBD distribution and parking.

Contact Centre

Continuing to work with our temporary afterhours provider to lift quality and timeliness of service.

isite

- HAC Supplier Agreement – isite to sell merchandise and tickets on behalf of Hundertwasser
- Bellwether Visitor Counting system – installation next month
- Café – continuing to work with District Development to source tenant
- iPads and software – sourcing for customer feedback, instant feedback mechanism
- Staff familiarisation and training – new operators (on-going)

Claphams Clocks

- Relocating museum cabinets to support shop and museum displays; allowing for required changes in some clock displays. These are necessary to assist during the redesign and replacement of the Front of House counter/desk. Planning is underway for the eventual movement of longcase/birdcage clocks to new positions for stage 1 of the project that involves relocating an interior wall. Logging all move locations on our E-hive museum software.
- Installation of built-in shelving for the office/storeroom to support museum operations and stock storage occurred at the end of April.
- Scheduling transfer of CCTV wiring from underneath the front counter to new IT 'blackbox' in office/storeroom for May.
- Scheduling photography/videography of clocks and tours with Communications Team for public relations use (e.g. targeted winter marketing campaign and website/social media) in April and May 2024.

Property Assessment Team

- Tightly managing and prioritising our workloads and processes with staff absences and Kete search issues to ensure timeframes are met and clear communication is provided to any impacted customers or our supporting teams.
- PIM role advertised with good number of internal and external applicants, moving to interview stage. Secondment to cover upcoming maternity leave in LIM team for 6 months advertised internally.
- Continuing to manage and prioritise workloads to meet timeframes with the additional search times from the Kete issue.
- Keeping across updates to GIS Maps, new Manu Whenua layers to be advised in LIMs if relevant and e-Plan testing.

5.3 Performance measures and compliance

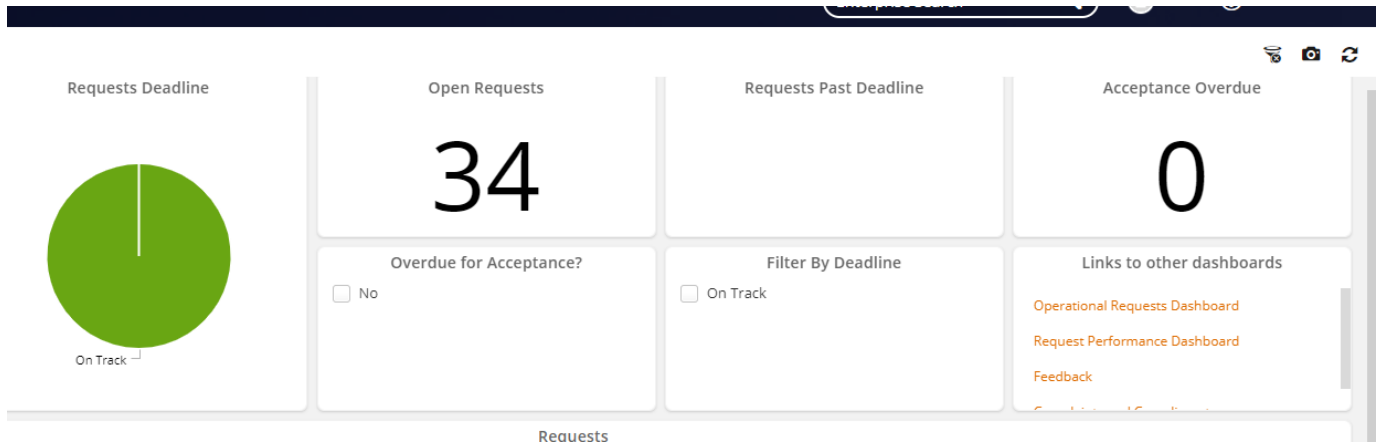
The community accesses Customer Services activities through our service centres and contact centre, which provide a 'first point of contact' service.

Performance Measure	2022 – 23 target	Compliance
Contact centre service calls answered in under 20 seconds.	≥85%	81.79
Wait time for walk-in customers	No more than six mins	Exceeded

An accurate booking and information service which influences more visitors to stay longer and spend more will be provided.

Performance Measure	2022 – 23 target	Compliance
Visitors' satisfaction with the service provided by the information consultants at our information centres.	≥80%	Exceeded

5.4 Request system dashboard update



5.5 Current challenges/issues

Claphams Clocks

Focus on ensuring minimum staffing levels while there is always one team member on annual leave (to reduce large annual leave balances) – this situation will continue into 2025.

Contact Centre

Working hard to get our temporary After-Hours provider, Armourguard, up to speed. It has been quite challenging as they are based in Auckland and have needed to provide a reasonable amount of support and training.

Isite

- As per last few months – complaints that café is closed.
- Huckleberries not operating (since early April) – currently no coffee/food offering at isite.
- Homeless sleeping in cars, most are transient. Two are staying in carpark long term.
- Members of the public drinking in and around the carpark (no liquor ban).
- Liquor Ban application – in discussions with Bylaws team.

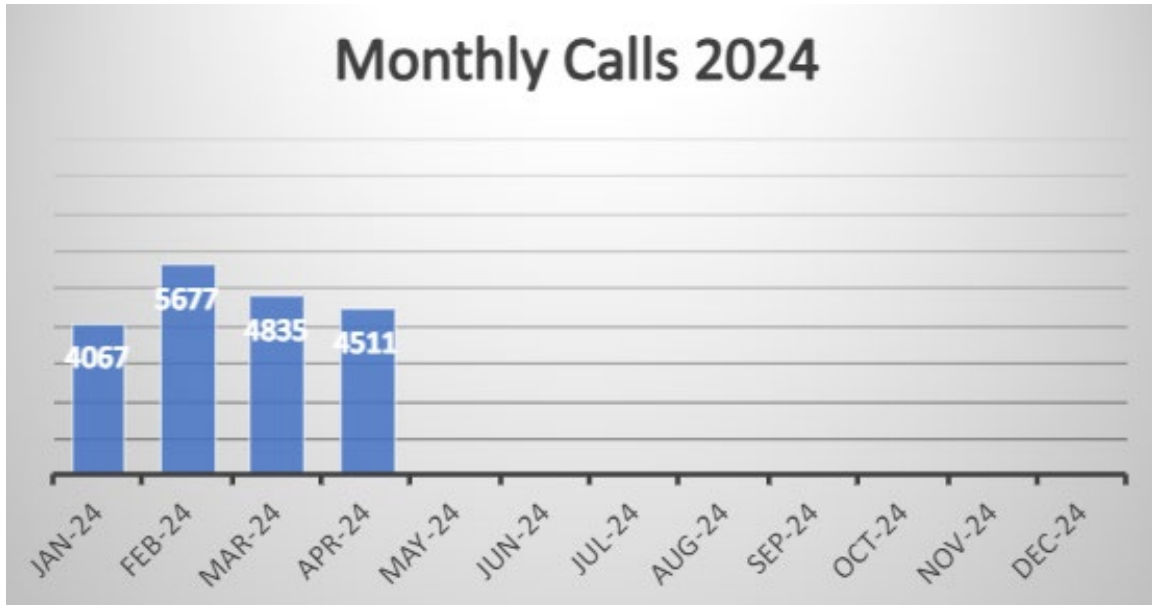
Property Assessment Team

- Continuing to work closely with the Records team to manage searches with Kete issue, Microsoft fixes starting to show improvement but risk management a priority until fully resolved and tested.
- Building exemption applications with District Plan infringements have increased along with building consent applications received prior to subdivision completion. These can be challenging to assess, working with RMA team to ensure consent conditions are monitored and enforced.

5.6 Overview of Operational Activities for April

Contact Centre

Increase of calls from ratepayers regarding the condition of the roads in the district. With the rates notice having gone out, this has generated a few extra calls.



Clapham Clocks

So far this year, Claphams National Clock Museum is bucking the downward trend of visitation being experienced nationally by Museums Aotearoa members. Despite the closure of the Brynderwyns, the Clock Museum has welcomed high visitor numbers throughout April, with the majority being international tourists. The Easter period (Brynderwyns open) resulted in the usual high number of Auckland origin visitors.

Note our figures below were taken from early on 29th when we were closed for maintenance work and thus do not include 2 days of the month.

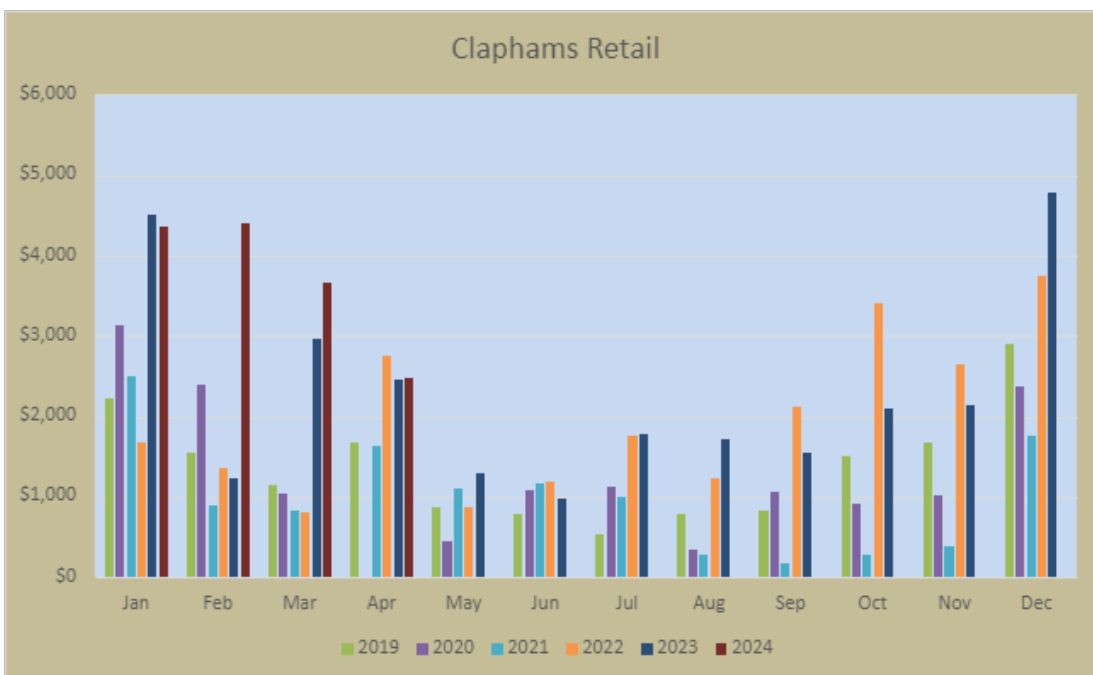
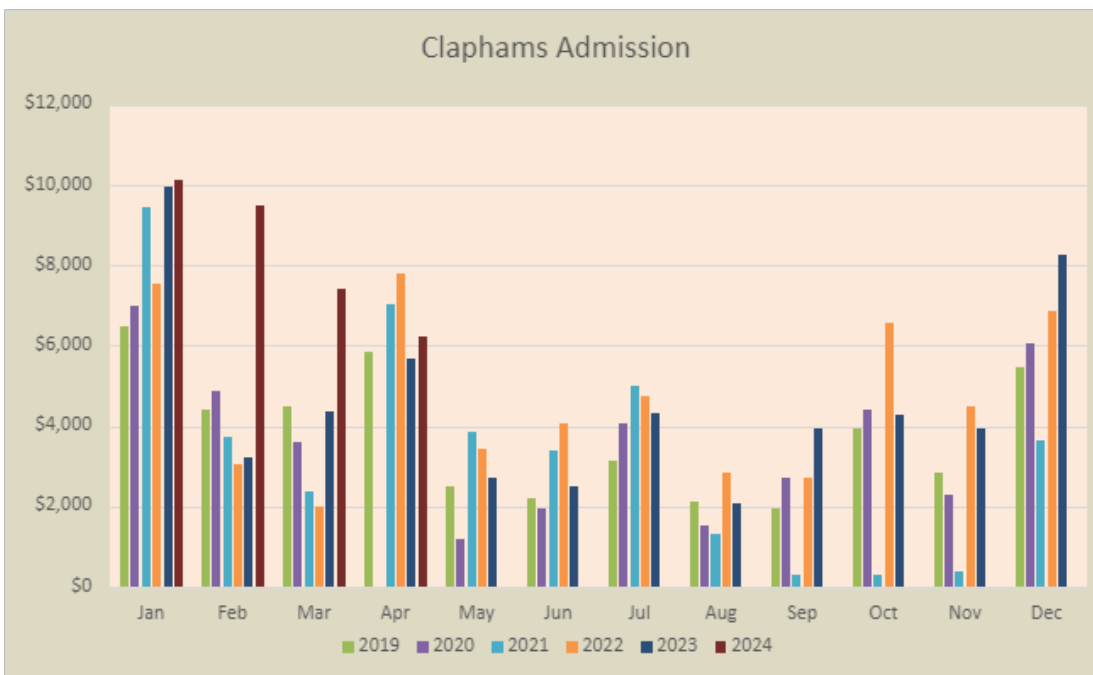
Visitor numbers (door count) – 3632 (down 8% on April 2023)

Admission numbers – 868 (down 9% on April 2023)

Admission revenue - \$6228 (up 9% on April 2023)

Net retail revenue - \$2472 (up 1% on April 2023)

Total revenue for April 2024 - \$8700 (up 7% on April 2023)

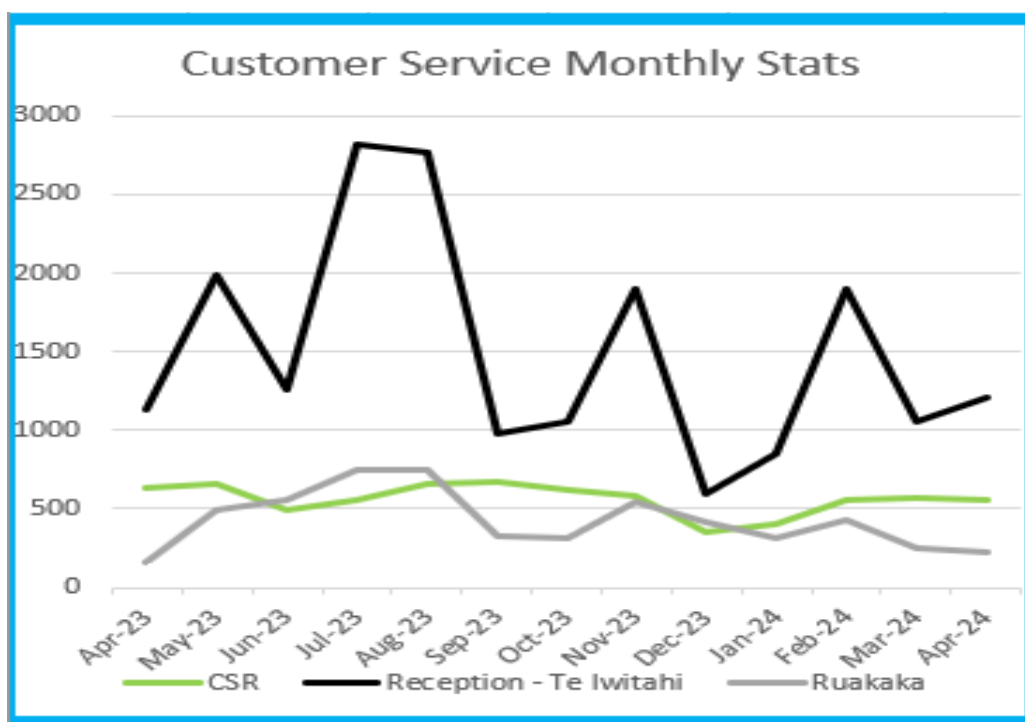


Customer Services – Te Iwitahi Civic Centre and Ruakākā

The graph below shows the activity for Customer Services Representatives and Coordinators.

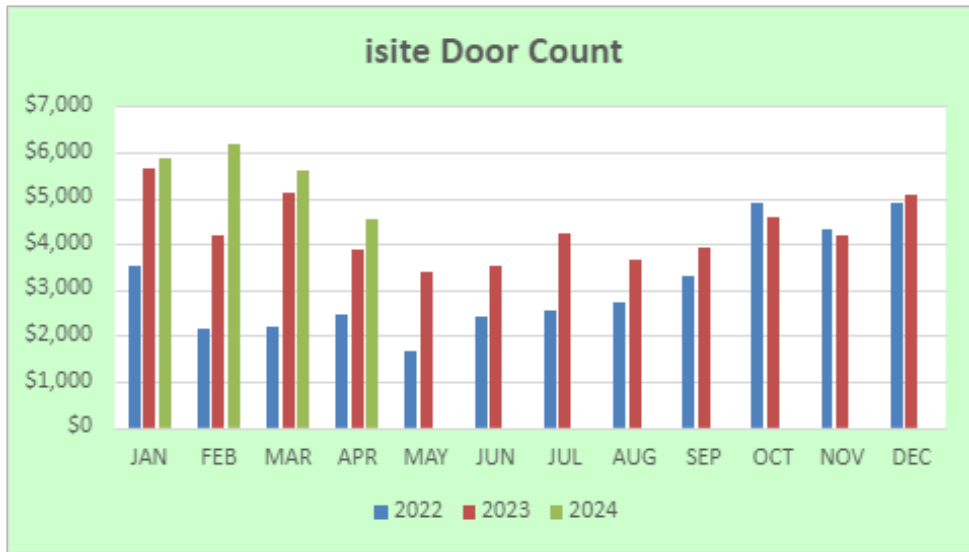
The black line is the number of applications received at the front counter which includes over 70 parking, LIM requests and any other over the counter applications. The volume of over-the-counter applications is gradually declining, partly due to the decentralising recycling bins initiative together with efforts to encourage customers to book appointments.

The green line is the number of applications dealt with by the Customer Services Representatives at the Civic Centre such as building consents, vehicle crossings and public utility applications. The grey line is the number of applications handled by our satellite Service Centre at Ruakākā.



isite

Visitor numbers were 4,525 up 17 % on April 2023



Booking revenue was \$350 down 13% on April 2023



Retail revenue was \$2,608 down 31% on April 2023

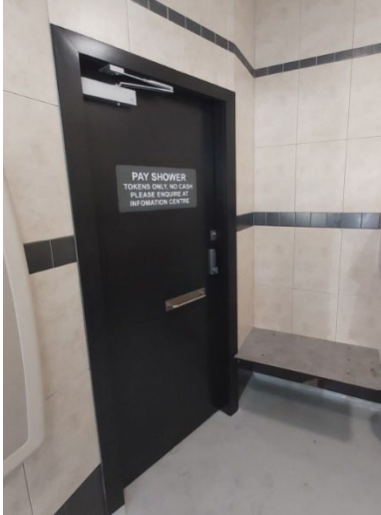


Facilities (toilets and showers) as recorded by NDS static guard 9 am – 4.30 pm daily

Toilets – 8,042 total for the month.

Shower users – 292

Doors and panels have been painted, and deep clean of all areas also carried out this month.



Council Customer Services – isite

i site Visitor Information

Council customer services now available

The isite visitor centre at Tarewa Park, on Otaika Road, now offers Council customer services as well.

A customer representative will be available to help with all Council enquiries and payments, excluding dog registrations.

Whether applying for an over 70s parking permit, picking up a recycling bin or seeking property information, the friendly staff will be there to help.

Our operating hours will be Monday to Friday (not weekends) from 9am – 12pm, and 12:30pm to 4:30pm.

Contact us to find out more!
09 438 1079 - info@whangareinz.com



Both isite and CSR teams are enjoying this new move. Whilst the community are still learning Council services are now available at the isite, the teams are getting to know more about what each does, with the ability to assist each other in the future with new knowledge gained.



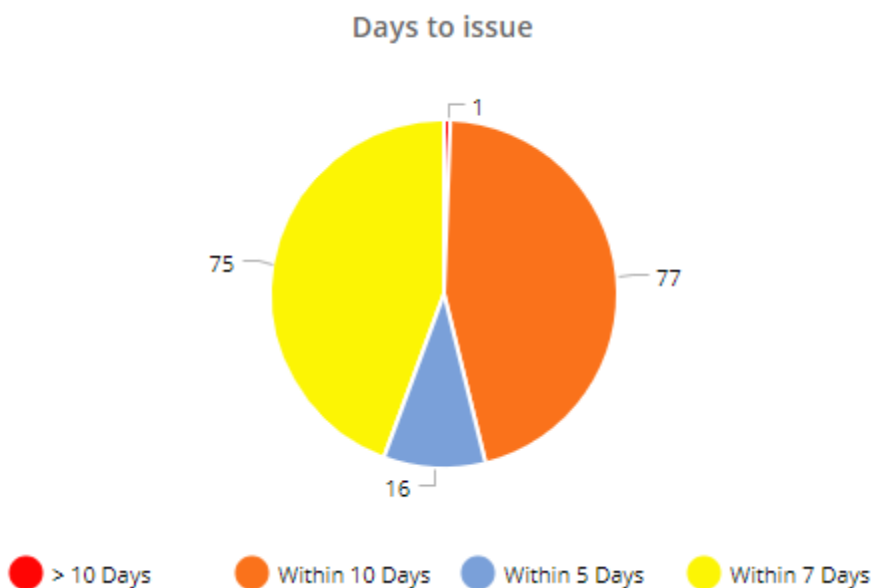
Cuckoo Clock at isite

To make way for new counter and workspace at Clapham's Clocks, the iconic Swiss Cuckoo Clock has been moved to the isite foyer.

Raising the profile of Claphams, attracting visitors, and making use of space until café tenant is found, the Cuckoo Clock is a welcome addition to the isite.

Property Assessment Team

- PCS saw a small decline this month with the team focussed on issuing last months applications. LIM report applications increased slightly, with steady activity in the property market. LIM online application option continues to await capacity in the Web Team.
- Building consent numbers (PAs and PIMs) applications steady with an increase in exemption applications this month at 26. These applications can require advice that whilst works meet Building Act definition they do not meet District Plan rules.
- Kete search issues continued with resolution looking to be imminent with more testing required as we enter week 8. The additional time required to ensure all records located saw an increase in LIM issue days to 7, which is still well within the 10 day timeframe.
- Project Information Memorandums (PIMs): 4
- Planning checks of Building consents: 105
- Total PIM, Building Consents Exemptions and amendments, CoAs *received* – 126
- Potential Contaminated Site Reports: Received 10. Completed: 12, 100% <20-day internal target
- LIMs received: 136. Completed: 169, average days to report 7, 99% <10 days
- LIM Summary report:



5.7 Risk to the Tiriti Relationship

5.8

5.9 Nothing to report

5.10 Delegated Financial Authority Policy

Nothing to report

5.11 Legislation changes or updates

- Local Government Amendment Act 2023, work will be commencing in second half of 2024.

5.12 Future Planning / What's coming next?

Contact Centre

The after-hours procurement is now in full swing. Shortlisting has been completed and the RFP will be sent out to shortlisted parties shortly.

Customer Services – Te Iwitahi Civic Centre and Ruakākā

- Implementing the emailing of receipts to customers rather than always defaulting to a printed receipt. Customer Services printed out 13,000 paper receipts between April 2023 to April 2024. This will reduce waste and cost. This should go live on 2 May.
- Developing a plan to train and support all Business Units with the request system, with a view to increasing the level of service to our customers, and for internal and external users to have the confidence to use the system to its full capacity.
- The Customer Services team have several team members already seconded to various business units aiding in CiA Request management.

Isite

- Brochure and Digital Display - TL to visit Whangārei operators.
- Familiarisation to be organised due to coming into quiet season.
- isite sales training with Raylene Innes – scheduled 26 June.
- NZQA – enroll new staff.

Property Assessment Team

- Recruitment to fill vacant FTE and continue to develop competency in the team to future proof for workloads.
- Working with web team on Online LIM application form which is currently in test and refreshed LIM report branding.

5.13 Request Remedial Plan Update

Issue	Solution	Timeframe	Status
Historic requests	Additional resources to deal with these in departments with the highest number	All 2022 requests closed and communicated by end 2023.	2021 requests cleared 2022 requests in progress 2023 requests in progress
	Remove requests that do not require a response		
Closure messaging to customers when work not complete or scheduled	Refresher training and new training on use of automated messaging.	When Customer Requests Analyst is in place.	Training programme currently being developed
Systems Analyst role and lack of system management	Use funding now available from customer services role to fund this Customer Requests Analyst role to achieve governance and system configuration. Business Analyst role recruited to fill a vacancy in ICT, will work with CRA to develop training programme and provide required configuration based on individual departmental need.	Incumbent in place by August 2023.	Completed
Training programme and lack of ongoing training for staff	Utilise the Customer Requests Analyst to deliver training and support to existing and new staff.	January 2024.	Started CRA meeting with high volume users and contractors to assess needs
Subject Matter Experts (SME's) and staff support for high volume requests and business as usual	High volume users around the organisation will be identified as part of the SME training programme. This SME group will include many of the Customer Services team who will be able to support the rest of the organisation with specialist assistance.	January 2024	Progressing Customer Services staff seconded to NTA, Parks, Heath, and Bylaws, Waste and RMA to assist with historical requests.

Issue	Solution	Timeframe	Status
Lack of oversight of staff and contractors' management of requests	Incorporate dashboard checks every fortnight through Strategic Leadership Team meeting.	Immediate and ongoing.	Progressing Began 30 May
	Chief Executive to communicate remedial plan to staff at All Staff.	July 4 th All staff meeting	Completed
	General Managers to inform their managers to ensure staff are managing requests effectively and check in during one-on-one meetings with their staff.	Current and ongoing.	Ongoing monitoring
Gap in reporting to elected members	Groups to include a dashboard overview of their departments in relevant Committee Operations reports	June / July 2023.	Completed
	Customer Services to report monthly to the Community Development Committee on progress of the remedial plan	June 2023.	Ongoing

6 Libraries

6.1 Health and Safety

Continuing concern with inappropriate behaviour by members of the public with two more trespass orders issued.

6.2 Current Priorities

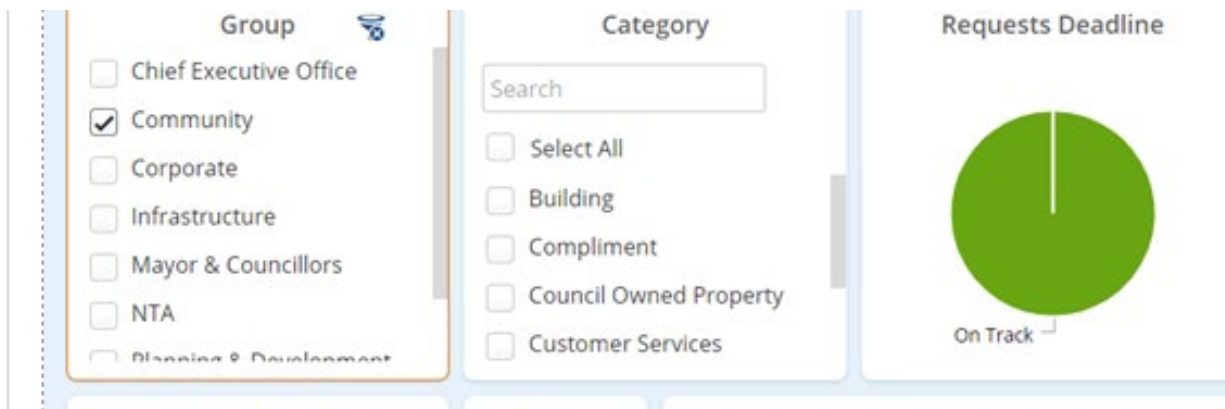
- Finalising book supply contract
- Installation of new photocopiers

6.3 Performance measures and compliance

These are reported annually.

6.4 Request System dashboard update

No outstanding requests



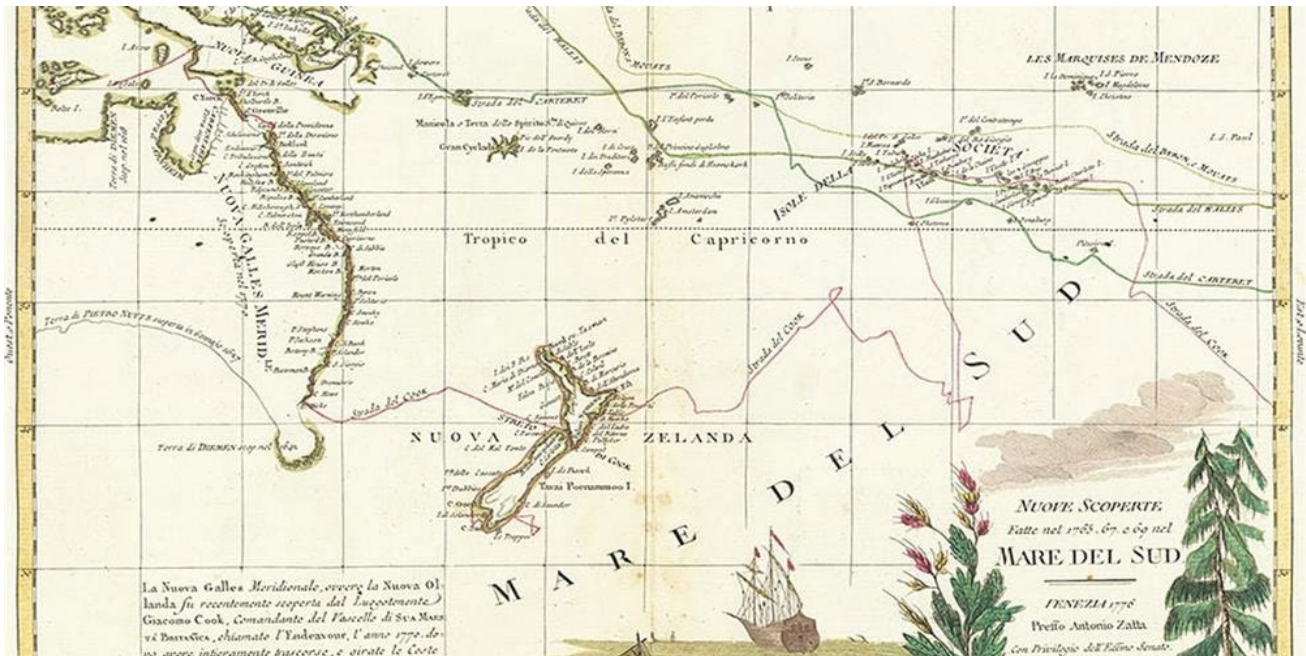
6.5 Current challenges/issues

- Working around external construction sites
- Book supply contract

6.6 Overview of Operational Activities for April

Heritage Talk

The latest in the Heritage Talk Series was Bill Edwards' talk *Seascapes of Encounter* which focused on the role of the French in early European history of New Zealand.



Raranga Tonu – Carry On Weaving

This hui, which is a free drop-in group for experienced flax weavers, will meet fortnightly to work on kete, muka etc. with participants asked to contribute toward a shared lunch for all to enjoy.



Beagle Radio

On our podcast "The Shelf" we had a great chat to Vaughan Gunson about poetry, music, vinyl records and his latest book "Lunchtime thoughts of a gallery attendant at the end of the world". The full episode of "The Shelf" is available on our YouTube channel.

"The Shelf" is live every 2nd Wednesday 2-3pm on Beagle Radio 88.1FM Whangarei and streaming at <https://www.beagleradio.co.nz>

Online Author Event

In this exclusive online author event Kate Morton, the award-winning and worldwide bestselling author, has in-depth discussion and Q&A session with BorrowBox.

Her latest novel, Homecoming, spans continents and generations asking what we would do for those we love, how we protect the lies we tell and what it means to come home.

BORROWBOX PRESENTS...

KATE MORTON

Tuesday, 9th April 2024 at 7pm AEST
Register via the link




An epic novel with a thrilling mystery at its heart, tracing a shocking crime whose effects are felt across continents and generations.

Borrow Box.
Your library in one app.

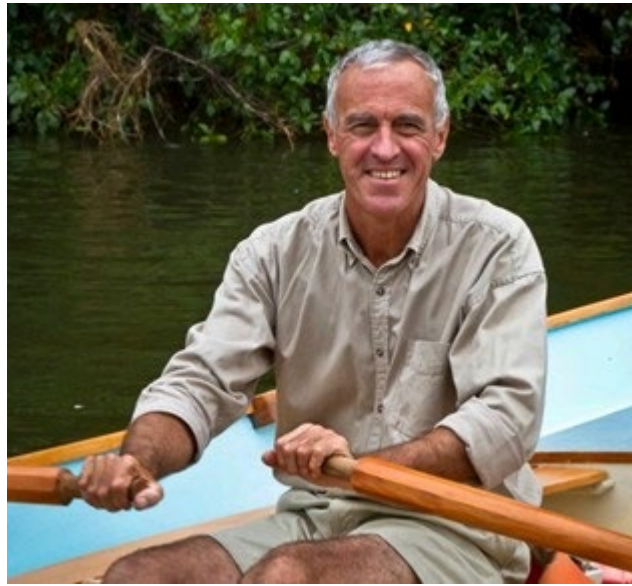
Earth Day 22 April 2024

The theme for Earth Day 2024 was "People v Plastics".



Optimising Your Healthy Longevity

Time is not toxic; the influence of beliefs about ageing and death" presented by Jefferson Chapple. Another in the series Optimising Your Healthy Longevity



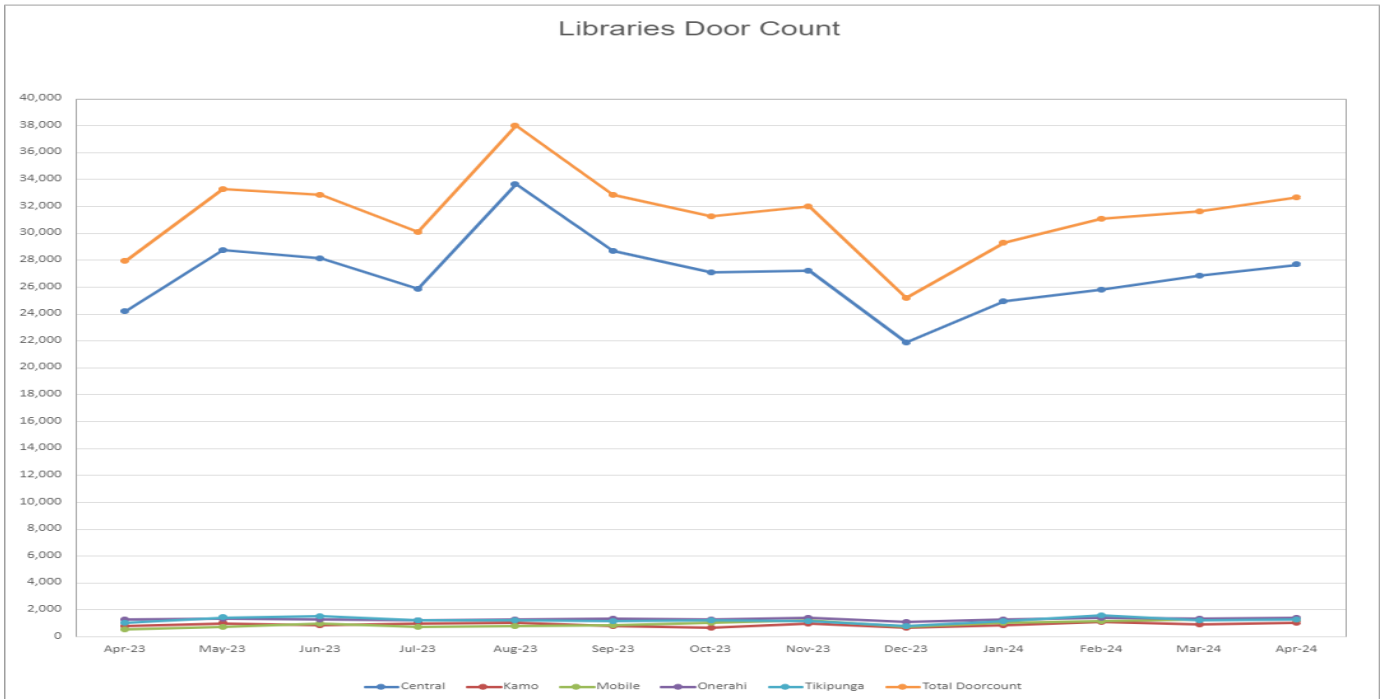
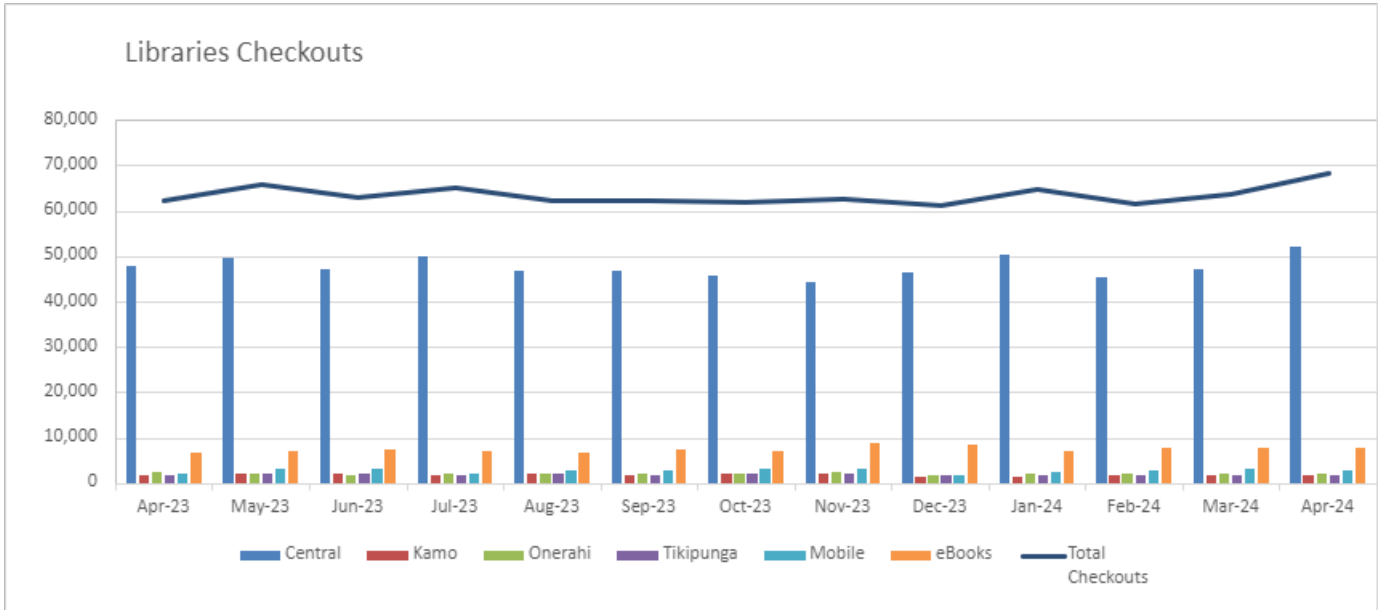
School Holiday Programmes

The school holiday programmes once again were very popular with all age groups. An average of over 120 children attended each of the 'All Things Cute' programmes.



Statistics

The number of visits recorded at all libraries increased by 4,378 compared to April 2023 while the number of items borrowed increased by 5,776 to 68,275 over the same period. An average of 2 items were borrowed per visit.



6.7

6.8.1 Risk to the Tiriti Relationship

6.9 Nothing to report

6.10 Delegated Financial Authority Policy

Nothing to report

6.11 Legislation changes or updates

Nothing to report

6.12 Future Planning / What's coming next?

- Silent movie screening
- Te Mana o Te Ha – Smokefree Science Showcase
- New Zealand Sign Language Week
- Puanga Matariki

7 Venues and Events

7.1 Health and Safety

The ongoing issue of the Forum North roof and the leaks into the concourse are front of mind as winter approaches. An indication of cost to fix this part of the roof has been sought from ARCO. However, this work feeds into the bigger picture of Forum North's future and the decisions around that future. To fix the leaks will be costly and needs to be considered in the longer plan for Forum North as a whole.

Whangarei Central Anzac Parade/Commemorations: two people were treated at the event by St Johns Ambulance staff.

- 1 x moderate condition, Syncope (faint), was treated onsite by the St Johns team.
- 1 x serious condition, Cardiac problem or cardiac collapse, was treated onsite by St Johns team and then transported to hospital via Ambulance for further treatment.

7.2 Current Priorities

The Venue and Events teams current priorities focus on Forum North, our Puanga Matariki Festival. Working with community and looking to the future for Major events.

Our demonstrated focus on enhancing community engagement and cultural celebration through the prioritisation of the establishment of a streamlined events process is a testament to the effective teamwork ensuring that even with a small team, all event requirements are managed with precision and efficiency. The bi-monthly Events round table meeting stands as a pillar of cross-departmental collaboration, fostering a network of support and communication among essential services such as the Police, Fire and Emergency NZ, and Health departments.

This initiative not only strengthens the operational aspects of event management but also reinforces the community's safety and well-being during such events. This proactive approach in event planning and support, coupled with resources like event management templates and checklists, provides a solid foundation for delivering successful and memorable events that resonate with the spirit of Whangarei.

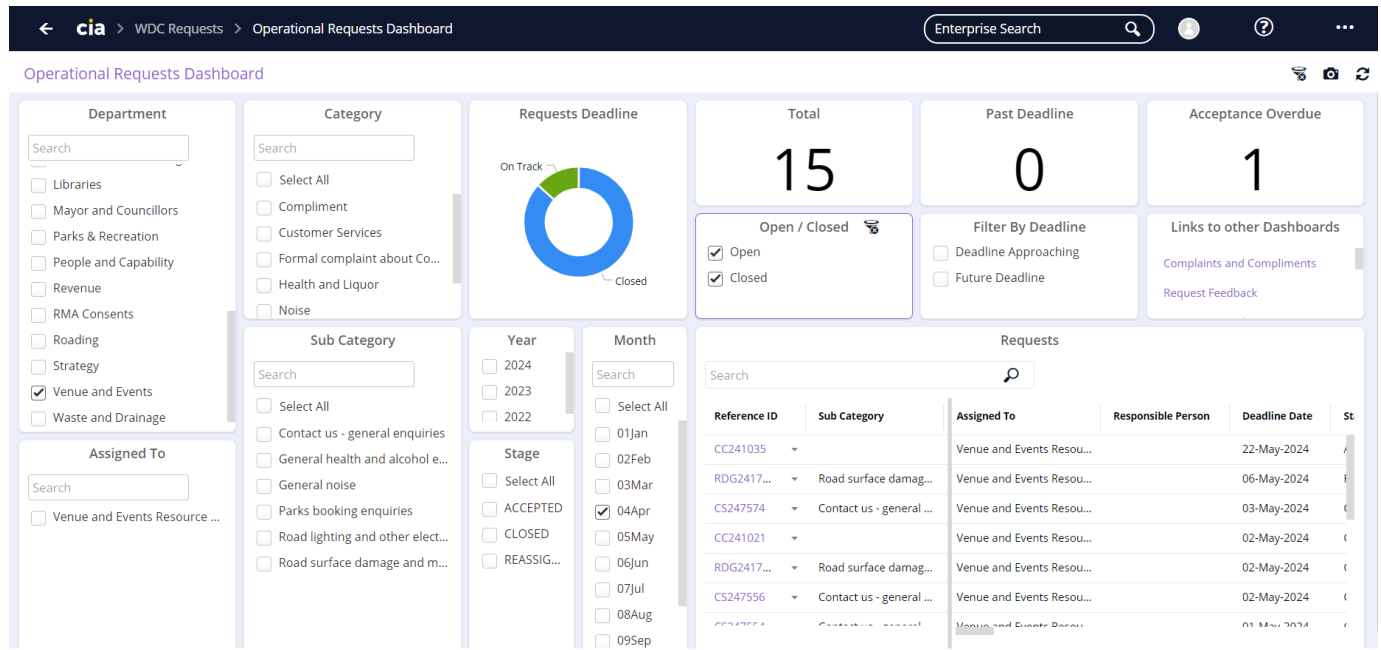
The "WoW 'What's on Whangārei' social media page is experiencing significant traction, becoming a central hub for local businesses and the community to discover and engage with the growing number of activities in the area. The introduction of e-newsletters represents a strategic move to further enhance communication within the district.

These newsletters, tailored for specific interests such as Forum North events and broader community happenings, offer a direct and personalized way to keep subscribers informed and connected. These marketing initiatives not only strengthen the bond within the community but also supports the vibrant culture and economy of Whangārei by promoting local events and activities.

7.3 Performance measures and compliance

These are reported annually

7.4 Request System dashboard update



7.5 Current challenges/issues

The current landscape of venue and event management is indeed a complex one, with staffing being a pivotal aspect. Ensuring that events are adequately staffed not only guarantees the safety of attendees but also enhances the overall experience. Building robust community relationships is a strategic move, albeit time-consuming, it is essential for meeting collective expectations and maintaining fiscal responsibility.

The transformation of Forum North is an exciting endeavour which we have completed minor refurbishment of our Cafler suites, by recent painting and lino replacement which are significant steps towards creating spaces that resonate with conference organisers' needs for aesthetics and functionality while creating a welcoming space where groups can come and engage in conference and meeting activities.

The progression towards the completion of the Stadium Roof project is another milestone that underscores the importance of collaborative efforts within council frameworks. It's a testament to the forward-thinking approach and commitment to delivering projects that serve the community's interests and contribute to the region's development.

A Current challenge is gathering strategic event data. This can be a very high-cost exercise but is a crucial aspect of modern analytics, providing insights into user interactions with our services and the events we support within our district.

With a focus on collecting event data we aim to capture the dynamics of user behaviour which can lead to more informed decision-making and strategic planning. As well as leveraging event data to optimize user experiences, improve product design, and enhance engagement strategies. It's also used in broader context when looking at what events drive the best economic benefit and track social and cultural impacts of events over time and out into the future. We are currently looking at what is available on the market to support us in capturing this information better.

Operational Activities for April

Forum North

A new high spec projector (20 thousand Lumens) has been ordered for the theatre. It is hoped that this will help attract boutique film festivals to Forum North.

Community Events

This month's community events focus was on Anzac, V&E teamed up with the Whangarei RSA and supported both the Central Anzac and Waipu Parade/Commemorations events.

Waipu Anzac Parade/Commemorations

V&E supported this event by providing funds to cover the events TMP costs, as well as attended meetings and supported with discussions between NTA, Waka Kotahi and T8 re this year's parade route due to SHI running through central Waipu because of the Brynderwyn's closure.

Feedback from David Wistrand (President Waipu RSA):

"(event) went really well thanks to all who helped with funding" "Waipu appreciated it very much"

Whangarei Central Anzac Parade/Commemorations

V&E supports the Whangarei Central Anzac Parade/Commemorations through funding and event management support (both leading up to the event and on the day). We also support the RSA to navigate the event on council land permit and event temporary road closure processes.

This year's annual event was a success with thousands of people attending and initial feedback from the RSA, Veterans and attendees has been positive.



ArtBeat 2024

Full Post Event Report has been provided by Creative Northland and is attached to this report.

Cultural Events

Northland Pasifika Fusion Festival

Post Event Report submitted.

“The Northland Pasifika Fusion Festival (NPPF) in 2024, was held successfully on March 2nd, 2024, at Hihiaua Park, Whangarei.

The 2024 festival exceeded expectation and allowed for increased participation, inclusion, and funding from numerous sources, including the continued support with Whāngarei District Council. Despite only confirming the total funding figures in the final stretch of planning (end of January 2024) – we utilised those 5 weeks of certainty before the scheduled festival date to smoothly deliver an event, with Fale Pasifika Te Taitokerau, that was the recipient of much acclaim by our peers.”

Event Participation numbers:

- 90 registrations (11 out of Whangarei)
- 6-8000 pax audience



Puanga Matariki Festival – May 31- June 30



Puanga Matariki 3 community Hui saw a total of 48 in attendance. Sunday April 14th was the deadline for support requests seeing 9 requests submitted. Sunday 28th April was the cut-off day for submissions for the Festival Booklet, and currently we have 33 Events registered.

Venues and events have 7 supported community events happening during the festival:

- Ūkaipō
- 'A wish upon a star'
- Whakakahangia Te Wairua
- Lantern Parade
- Te Urumatariki
- Mana Wahine
- Town Basin Matariki Exhibition

And have one V&E initiative

- Puanga on a Plate

Major Event

NAZCAR - The successful Northland Mega Street Sprints took place on the 6th and 7th of April 2024 – Whangarei District Council is sponsoring the event with the sum of \$30,000

The crowds came out in their thousands with an estimated 22,000 over the weekend in attendance and comments online are around 95% positive. Bringing drivers and attendees to Whangarei with the Brynderwyns closure brought over a million dollars in revenue to the city.

With only a one minor incident and the city buzzing after the event the organisers are looking to return in 2025 with a much longer lead in time needed and more restrictions put in place.

A full report is finalised with all the learnings from the event as a separate agenda item.



Events on Council Land Permits issued in April

- Anzac Dawn Service - Laurie Hall Park (25th April)
- St John Whangarei Light the Way – Hatea loop and Pūtahi Park (21st June)

Temporary Road Closure Applications processed in April:

- Northland Car Club – 21 April



Operational Activities

- Over the month of April 2024 Forum North Hosted
- 9 Community Events over 11 days
- 5 Commercial Event over 6 days

Forum North tickets issued in April: 1640 (up 4.82% from last month)

Ticketed shows in April:

- Land of the Long Long Drive
 - Total tickets issued: 129
- Kaylee Bell - Nights Like This Tour – 11 April
 - Total tickets issued: 312
- The International Grand Magic Show – 27 April
 - Total tickets issued: 554 (three shows)



Land of the Long Long Drive



The International Grand Magic Show

Other public events in Forum North during April:

- Whangarei Film Society
- Puanga Matariki Community Hui – 8 April
- Library Heritage Talk Seascapes of Encounter – 24 April

Current Marketing Underway:

- Forum North Theatre Shows (on going for venue and incoming events)
- Puanga Matariki Festival
- CommUnity After 5 event series



7.6 Future Planning / What's coming next?

Forum North Upcoming Events

In May there are 15 events

- 10 Commercial and 5 Community events
- 15 days of events in the Theatre
- 10 days of events in the Conferencing Area

Upcoming public events/shows at Forum North

- Heath Franklin's Chopper 2024 – 2nd May
- 1999 The Ultimate Prince Experience – 6th May
- Film Society – 09th, 16th, 23rd & 28th May
- Kelvin Cruickshank Live – 10th May
- Mind, Body, Spirit Expo – 11th & 12th May
- Wilson Dixon – Love don't live here anymore, you do – 14th May
- Banff Mountain Film Festival World Tour – 22nd May
- Northland Ballet & Dance Annual Dance Competitions – 24th, 25th & 26th May
- Dirty Work – An Ode to Joy – 30th & 31st May

Upcoming Events on Council Land Permitted Events – May 2024

- Wayne Taylor & Band – Pūtahi Park (4th May).

- NTA Road Safety Week Hero Relay - Hatea Loop Walway, Canopy Bridge + Pūtahi Park (24th May).

Future Temporary Road Closure Applications:

- Northland Car Club – 19 May, 16 June, 14 July

Future Community Events

- CommUnity After 5 2024 Series:
 - 14th May - Topic: Event Marketing.
 - 16th July - Topic: Event Permit's, Bylaws & TMP's.
 - 24th September - Topic: Event Funding/Sponsorship.

Future Cultural Events

- Supporting Welcoming Communities with Statement of Commitment Ceremony on May 17th.
- Supporting Multicultural Whangarei with a Latin American Festival to happen at Forum North during the Matariki Festival June 1st.
- Supporting Welcoming communities with Soil of Culture Event to happen during Puanga Matariki festival.

7.7 Risk to the Tiriti Relationship

None to report

7.8 Delegated Financial Authority Policy

Nothing to report

7.9

7.10 Legislation changes or updates

Nothing to report

7.11 Capital Works

Major Projects – Venues & Events	Current Stage	Estimated Construction Start Date	Estimated Completion Date
Stadium Roof	Planning	TBC	TBC
<p>Summary:</p> <p>The business case that outlines the construction options is complete. The Council briefing on these options occurs later in May.</p> <p>Consultant: BECA</p>			

8 Civil Defence Emergency Management (CDEM)

8.1 Health and Safety

No Health & Safety issues to report.

8.2 Current Priorities

Emergency Operations Centre (EOC) Refresh

- Continuation of a review of the Whangarei District Council Emergency Operating Centre (EOC) is underway, regarding a review of procedures, policies and documentation. All laptops have been formatted and labelled and checked for phone and email function.

Tsunami Resources

- Tsunami Information Board annual checks are completed.
- The new inundation modelling is still to happen and once completed the boards will have the new inundation maps installed – last quarter of the calendar year. It has been agreed by NEMA that it will be the 'blue' modelling same as Tauranga.
- Tsunami Siren Replacement Project underway.

Community

Community and Organisational engagement, with specific attention to meeting Iwi Māori and isolated communities to continue developing strong relationships.

- Community Response Group engagement continues through the sharing of information, reviewing and developing response plans. Looking to establish more community response groups where communities have expressed an interest.

Multi Agency Coordination Centre (MACC)

No further updates for this reporting period (since April report).

8.3 Performance measures and compliance

Assessment of the Northland CDEM Group Plan 2021-2026 will be undertaken by the Northland CDEM Group office staff at intervals. The next reporting is to the Northland CDEM Group Joint Committee in April 2024, then again June 2024.

8.4 Request System dashboard update

Nothing to report

8.5 Current Issues and Challenges

Ongoing community engagement on the installation of the new tsunami sirens

8.6 Overview of Operational Activities for March reporting period:

Responses

No adverse weather events or other events requiring a CDEM response or monitoring.

Emergency Operations Centre (EOC):

- Work is continuing to further develop the WDC EOC operations with a review and update of all EOP's, documentation and laptops.
- Three Welfare courses were run in April and were well attended by WDC.
- Three Function courses are scheduled for May; Logistics, Operations, Intel/Planning.

Ru Whenua

A National exercise is planned for 12th June; Ru Whenua, based on the Alpine Fault earthquake. The WDC will not need to set up an EOC, but an ECC will be set up and 'tabletop' discussions will be held with WDC.

Civil Defence Forum

The Northland Civil Defence Forum was held on 1 May and well attended by over 280 people.

National Controller Visit

In April the National Controller (Wendy Wright) and NEMA visited all the Councils and met with CEO's, CEG Chair and Mayors.

Community Engagement Activities:

Community engagement and response planning continues. This engagement is to develop a better understanding of the risks, and concerns in communities.

Community engagement activities for the month of April include,

- Attended Community Response Group (CRG) and community meetings in:
 - Oakura CRG
 - Whananaki CRG
 - Tutukaka Coast CRG
 - Whangarei Heads CRG
 - Te Waiariki CRG
 - Pipiwai CRG
 - Parua Bay CRG
 - Onerahi CRG
 - Māori Women's Welfare League
- Community Led Centre Workshops delivered to,
 - Oakura CRG
 - Kaikou/Pipiwai CRG
 - Onerahi CRG
 - Parua Bay CRG
 - Hikurangi CRG
 - Whananaki CRG
 - Whakapara CRG
- Initial engagement with Marae for the Flood Resilient Māori Communities and Marae,
 - Mokau Marae
 - Otetao-Reti Marae
 - Ngatiwai Marae

Tsunami Siren Replacement Project:

The current Northland tsunami siren network is made up of over 200 sirens located along Northland's 3200km coastline. The network is an initial warning system to alert coastal communities of tsunami threats. The tsunami siren upgrade project will see over 90 new sirens installed along Northland's coastline, **46 of which will be in Whangarei District**. The purpose is to help provide more effective warnings to Northlanders and to meet the new tsunami guidelines, and the joint project was initiated and partially funded by all four Northland councils as well as the National Emergency Management Agency.

What the project is and the reason for it

The current siren network is over 10 years old and needs replacing. The new sirens will provide more effective tsunami warnings to Whangarei's coastal communities.

The new sirens: provide wider coverage, can play a voice programmed message and a multi-tone siren sound, can be activated via the cell phone network or satellite, are true multi-directional, report failures back automatically, and each siren has a back-up solar power supply. This gives them full operational capability even when power or the cell phone networks are out.

The added complexity of the sirens is required to meet the standard brought out after Northland had committed to the previous models currently in use. It also means a considerably larger unit than the existing sirens, that is not able to be hidden on pre-existing poles and is much more visible. Where possible, location has been aligned with other similar structures, or disguising features to reduce the visible impact, however this is not always possible in the highly limited coastal locations.

The current indoor sirens will continue to be activated simultaneously with the new outdoor sirens in the foreseeable future.

We will continue to use the old sirens until all the new sirens are in place (there is currently no plan for use of the old sirens but discussions are underway with some communities who may utilise them for other purposes).

New sirens will continue to be tested twice a year at the change of daylight savings, although the new testing routine will only be for one cycle (approximately one minute).

Site considerations

Each site has been worked through with the following considerations:

Consideration	Detail
Best sound propagation	This was determined by acousticians from the supplier (and through the tendering process back in 2020) who mapped all sirens as a region wide network. Sirens that overlap are done so strategically, and any movement of one siren needs to consider the impact on other sirens propagation lines. The network design is done to cover the areas that the previous network covered. Good sound propagation is the primary consideration of the project.
Located on council/public property	The sirens are assets of each council. Where possible, the asset is on council property. If not possible, crown/central government agency land or a shared community property (such as Marae/Iwi land) is chosen. The sirens shall not be located on land that is privately owned to ensure the longevity of the site (20 years +).
Distance from infrastructure or significant objects	The sirens must reside more than 2m from the nearest power lines, suitably setback from the road edge, setback as far as practical from neighboring property boundaries, must not impede the growth of significant plant life (differs from council to council), and must avoid culturally significant areas (where possible). The base size is considered under this requirement.
Proximity to power source	Must have a nearby transformer with available capacity. The closer to the transformer the better (from a cost perspective)
Suitable ground stability	Although engineering can overcome some issues, the site must be mostly level or capable of being levelled without significant re-engineering. Some sites require minimal disturbance, whereas other sites require the base to be no higher than flush with the ground. This is determined by the landowner.
Suitable vehicular access	The site needs to be accessible by a truck with a crane for installation, and a vehicle with a scissor lift, cherry picker, or similar for maintenance.

Construction Underway

Construction has begun on the **Whangarei CBD based sirens**, and *inadvertently* two sirens have been erected ahead of schedule in Waimahanga Road and Parua Bay, along with other sites where temporary fencing was erected early. These two sirens were not due to begin construction until 28th May and 4th June respectively. This has meant that they were installed ahead of the planned community notification process based on the engagement plan for Whangarei. Work and engagement is being done to rectify this shock to those residents.

Construction will now begin in Mangawhai, working its way up the East coast to Te Hapua, and then back down the West coast to Ruawai.

Further information is available at www.nrc.govt.nz/sirenproject

For anyone who has **further questions about the project or concern about a particular site**, they can email their enquiry to info@nrc.govt.nz with the subject 'Northland Tsunami Siren Replacement Project'.

Communications and community engagement to date:

Communications on the project to date have consisted of media releases, social media, print ads/public notices and website updates.

Due to the number of sites and amount of information, all communications are geared towards providing general information about the project, while also sending people to the webpage so they can get any specific information they want to know about their area or the sirens.

Community Engagement

In terms of community engagement this has been mainly done by the Civil Defence team at NRC, with support from the district councils. This has been focused on landowners, leaseholders, the local CD groups, local hapu, and other community groups in our networks.

Brochures have been provided to the team, dispensed at local libraries, and are given out by our Civil Defence team members at any events they have attended – these brochures also include a link to the webpage to ensure they are still relevant.

3D printed models of the sirens were also produced to help people picture the size of the new sirens when we engage with communities. The team bring them to all their engagements and have some stationed in libraries too – including the Whangarei central library and Kawakawa library.

Website:

The webpage: www.nrc.govt.nz/sirenproject is kept up to date with the latest information on the project including the new siren locations and the criteria around why sites are chosen, which was added ahead of the latest media update.

Social:

In terms of social media, the [Civil Defence Northland](https://www.facebook.com/civildefencenorthland) Facebook page is our key channel, with the district councils also sharing our posts to help amplify the message. We have done a number of posts about the project but here's the latest post:

<https://www.facebook.com/civildefencenorthland/posts/pfbid02SX2cMngjUcc3ND8RgLpgpsfNLtU6h97Vsax21guF2SFSaybpwtYfeXb7kRpugMvBl>

Media:

The project as a whole has been covered in previous articles but here is the Advocate article published on the project (also on RNZ): <https://www.nzherald.co.nz/northern-advocate/news/new-zealands-biggest-tsunami-siren-replacement-project-underway-in-northland/3UUR4DRU6FDXHAKWFJFECK6JT4/>

Print and flyers:

Print ads and public notices have all gone out.

Northern Advocate: 8/04

Northern Age: 09/04

Kaipara Lifestyler: 09/04

Whangarei Leader: 10/04

Northern News: 18/04

Mangawhai focus: 10/04

We have also produced flyers to be used in maildrops to neighbouring properties – with the goal of these being delivered at least two weeks prior to install.

District Councils:

All the latest updates are provided to the district council comms teams so that they can help share and amplify our messages through their channels. To date, both WDC and KDC have shared key information in their council news updates, on their social media, and on their website – with FNDC to follow closer to the install time in the Far North.

8.7.1 Risk to the Tiriti Relationship

Nil

8.8 Delegated Financial Authority Policy

Nothing to report

8.9 Legislation changes or updates

The Emergency Management Bill has been postponed until November 2024 (due to new government).

8.10 Future Planning / What's coming next?

- Marae Preparedness Plan and Māori Engagement within the Whangarei District.
- EOC staff training – 18 courses planned for 2024.
- EOC process and documentation review.
- SLA (Service level Agreement) review for 30 June.
- Tsunami Siren Replacement Project community engagement.
- Tsunami Board new inundation modelling.

- Flood Resilient Māori Communities and Marae Project
 - CDEM are supporting this Northland Regional Council (NRC) project to provide flood readiness planning to 35 Marae throughout Te Taitokerau. Whangarei district EMS will support 6 Marae in the Whangarei district through this process.

Upcoming Training Courses:

20th May

Intel/Planning

22 nd May	Logistics
24 th May	Operations
14 June	(Welfare) Needs Assessor
22 nd & 23 rd July (Mon/Tues)	CIMS 4
24 th July	Planning
25 th July	Intelligence

Upcoming Training Courses Continued:

26 th July	Operations
29 th July	Needs Assessor (Welfare)
9 th & 10 th Sept (Mon/Tues)	CIMS 4
11 th September	Welfare
12 th September	Logistics
13 th September	Intelligence
11 th & 12 th Nov (Mon/Tues)	CIMS 4
13 th Nov	Logistics
14 th Nov	NRC Staff Exercise
15 th Nov	Planning

RESOLUTION TO EXCLUDE THE PUBLIC

That the public be excluded from the following parts of proceedings of this meeting.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

1.	The making available of information would be likely to unreasonably prejudice the commercial position of persons who are the subject of the information. {Section 7(2)(c)}
2.	To enable the council (the committee) to carry on without prejudice or disadvantage commercial negotiations. {(Section 7(2)(i))}.
3.	To protect the privacy of natural persons. {Section 7(2)(a)}.
4.	Publicity prior to successful prosecution of the individuals named would be contrary to the laws of natural justice and may constitute contempt of court. {Section 48(1)(b)}.
5.	To protect information which is the subject to an obligation of confidence, the publication of such information would be likely to prejudice the supply of information from the same source and it is in the public interest that such information should continue to be supplied. {Section7(2)(c)(i)}.
6.	In order to maintain legal professional privilege. {Section 2(g)}.
7.	To enable the council to carry on without prejudice or disadvantage, negotiations {Section 7(2)(i)}.

Resolution to allow members of the public to remain

If the council/committee wishes members of the public to remain during discussion of confidential items the following additional recommendation will need to be passed:

Move/Second

"That _____ be permitted to remain at this meeting, after the public has been excluded, because of his/her/their knowledge of Item_____.

This knowledge, which will be of assistance in relation to the matter to be discussed, is relevant to that matter because_____.

Note:

Every resolution to exclude the public shall be put at a time when the meeting is open to the public.