

## Community Development Committee Agenda

**Date:** Thursday, 19 September, 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.

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<b>1. Declarations of Interest / Take Whaipānga</b>	
<b>2. Apologies / Kore Tae Mai</b>	
<b>3. Confirmation of Minutes of Previous Community Development Committee Meeting / Whakatau Meneti</b>	
3.1 Minutes Community Development Committee 15 August 2024	6
<b>4. Decision Reports / Whakatau Rīpoata</b>	
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<b>5. Information Reports / Ngā Pūrongo Kōrero</b>	
5.1 Community Safety Update June -August 2024	15
5.2 Community Group Operations Report September 2024	23
<b>6. Public Excluded Business / Rāhui Tangata</b>	
<b>7. Closure of Meeting / Te katinga o te Hui</b>	

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, 15 August, 2024

**Time:** 11:00 a.m.

**Location:** Civic Centre, Te Iwitahi, 9 Rust Avenue

**In Attendance**

**Cr Carol Peters (Acting Chairperson)**

**Cr Gavin Benney**

**His Worship the Mayor Vince Cocurullo**

**Cr Nicholas Connop**

**Cr Ken Couper**

**Cr Phil Halse**

**Cr Deborah Harding**

**Cr Patrick Holmes**

**Cr Scott McKenzie**

**Cr Marie Olsen**

**Cr Simon Reid**

**Cr Paul Yovich (Teams)**

**Not in Attendance**

**Cr Jayne Golightly**

**Cr Phoenix Ruka**

**Scribe**

**C Brindle (Senior Democracy Adviser)**

**1. Declarations of Interest / Take Whaipānga**

Item 4.2 – Community Funding for August 2024

**2. Apologies / Kore Tae Mai**

Cr' s Jayne Golightly and Phoenix Ruka

**Moved By** Cr Scott McKenzie

**Seconded By** Cr Deborah Harding

That the apologies be sustained.

**Carried**

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

**3.1 Minutes Community Development Committee Meeting held 18 July 2024**

**Moved By** His Worship the Mayor

**Seconded By** Cr Simon Reid

That the minutes of the Community Development Committee meeting held Thursday 18 July 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. Decision Reports / Whakatau Rīpoata

##### 4.1 Welcoming Communities Stocktake Report 2024

**Moved By** His Worship the Mayor

**Seconded By** Cr Nicholas Connop

That the Community Development Committee:

1. Receives and notes the Welcoming Communities Stocktake report.
2. Acknowledges the findings of the stocktake and endorses next steps in developing a Welcoming Plan.

**Carried**

##### 4.2 Community funding for August 2024

The motion was taken in parts.

**Moved By** His Worship the Mayor

**Seconded By** Cr Marie Olsen

That the Community Development Committee approves community grants totalling \$55,609 as follows:

- |   |          |
|---|----------|
| 1. Parent to Parent Northland – Delivery of one whanau workshop                     | \$4,000  |
| 2. Whangarei Agricultural and Pastoral Society – Free shuttles for A&P Show 2024    | \$3,972  |
| 3. Oakura Reserve Board – Oakura Hall stage ceiling repairs and medical room carpet | \$4,130  |
| 4. Waipu 2000 and Beyond Community Chest – Basketball half-court                    | \$13,262 |
| 5. Mata Public Hall Society – Community hall repairs                                | \$11,226 |
| 6. CCS Disability Action Northland – Te Whare Taonga town waters connection         | \$14,000 |

**Carried**

7. Volunteering Northland – Mentoring programme \$5,019

**Carried**

*Declaration of Interest:*

*Cr Connop declared a conflict of interest as a member of the Board of Volunteering Northland. Cr Connop took no part in discussions or voting on the grant to Volunteering Northland.*

**5. Information Reports / Ngā Pūrongo Kōrero**

**5.1 Puanga Matariki - Post Festival Report**

**Moved By** His Worship the Mayor

**Seconded By** Cr Deborah Harding

That the Community Development Committee notes the Puanga Matariki Festival post event reports and feedback from the community.

**Carried**

**5.2 Community Group Operational Report August 2024**

**Moved By** Cr Simon Reid

**Seconded By** Cr Marie Olsen

That the Community Development Committee receives the operational report for the August 2024 Committee meeting.

**Carried**

*Cr Halse requested his vote against be recorded.*

*Cr Yovich joined the meeting at 11.59am during discussion on Item 5.2.*

**6. Public Excluded Business / Rāhui Tangata**

There was no business conducted in public excluded.

**7. Closure of Meeting / Te katinga o te Hui**

Cr Couper closed the meeting at 12.11pm with a prayer/karakia.

Confirmed this 19<sup>th</sup> day of September 2024

Councillor Carol Peters (Acting Chairperson)



## 4.1 Community funding for September 2024

**Meeting:** Community Development Committee  
**Date of meeting:** 19 September 2024  
**Reporting officer:** Cindy Fields, Community Funding Coordinator

### 1 Purpose / Te Kaupapa

To consider grant applications received for September 2024.

### 2 Recommendation/s / Whakataunga

That the Community Development Committee approves community grants totalling \$44,599 as follows:

1. Hikurangi Mountain Lions Charitable Trust – Hikurangi Christmas Festival 2024	\$6,000
2. Kamo Community Inc – Community Coordinator wages	\$9,900
3. Marsden Yacht and Boat Club – Roof replacement	\$2,866
4. Maungakaramea Bowling Club – Chiller	\$2,500
5. Maungatapere Village Inc – Community Coordinator wages	\$9,828
6. Tutukaka Landcare Coalition Trust – Community weed control programme 2024-25	\$6,005
7. Waipu Caledonian Charitable Trust – Celtic Barn alarm system upgrade	\$4,000
8. Whangarei Community Connect (under Pūmanawa Āwhina) – Kensington Games	\$3,500

### 3 Background / Horopaki

The new community funding model and policy came into effect 1 July.

Under this model, grant applications can be made at any time and will be triaged by staff before going forward for decision.

### 4 Discussion / Whakawhiti kōrero

In this period, ten applications are presented for the Committee's consideration, of which two are recommended to be declined.

Applications and recommendations are detailed in the attached document.

#### 4.1 Funding priorities

The following provides a breakdown of applications received and allocations made (or currently recommended) against the four funding priorities in the financial year to date.

**Allocations and current recommendations by funding priority since 1 July 2024:**

Arts, Culture and Heritage	Nothing received nor allocated
Environment	\$6,005 allocated/recommended (6%)
Recreation and Sport	\$19,262 allocated/recommended (19%)
Community Wellbeing	\$76,941 allocated/recommended (75%)

**4.2 Financial/budget considerations**

This month's recommendations total: \$44,599

This includes \$35,233 classed as general funding and \$9,366 classed as facilities funding.

Under the new funding model, approximately \$970,000 in contestable grant funding is available under Flexi-Fund 1, of which approximately 75% is reserved for facilities funding. Flexi-Fund 1 has been budgeted out across the year to manage funding allocations in monthly rounds.

The rolling budget is shown below. The budget figures (orange) are revised as actuals/recommended (black) are updated.

	Flexi-fund 1 - (General)	Flexi-fund 1 - (Facilities)
<b>Starting budget</b>	\$ 240,000	\$ 730,000
<b>Budget / allocation</b>		
July	\$ -	\$ 2,000
Aug	\$ 12,991	\$ 42,618
Sep	\$ 35,233	\$ 9,366
Oct	\$ 25,000	\$ 200,000
Nov	\$ 25,000	\$ 40,000
Dec	\$ 25,000	\$ 25,000
Jan	\$ -	\$ -
Feb	\$ 25,000	\$ 115,000
Mar	\$ 25,000	\$ 200,000
Apr	\$ 25,000	\$ 40,000
May	\$ 25,000	\$ 30,000
Jun	\$ 15,000	\$ 25,000
	\$ 238,224	\$ 728,984

NB. The starting budgets are pre-LTP confirmation figures and may be revised once the final financial envelope is confirmed.

**4.3 Policy and planning implications**

The Community Funding Policy, revised in June, was applied in the consideration of all applications, and is reflected in the recommendations made.

#### **4.4 Risks**

No risks were identified for the recommendations proposed.

However, some of the new criteria may have some negative impacts on some community facilities. The new policy rule on requiring building insurance to be eligible to apply for grants over \$10,000, as well as the new rule restricting operational funding for facilities, may mean some difficult choices for some.

### **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**

Community funding requests received for September 2024

## Community funding requests for September 2024

Total recommended: \$44,599 (\$35,233 from General budget and \$9,366 from Facilities budget).

In this round, \$32,594 recommended under Community Wellbeing, \$6,005 under Environment, and \$6,000 under Recreation and Sport.

Applicant	Project Title	Priority	Application assessment	Recomm.	Budget
Helping Paws Charitable Trust	Operating costs	Community Wellbeing	<p>Seeking \$15,000 to contribute to their overall operating budget for the care and desexing of Whangarei cats. The Trust is in Mangawhai, outside of the Whangarei district. The new funding criteria states that only those organisations based within the district are eligible to apply.</p> <p>The Trust is one of three cat rescues that the animal bylaws team works with (but does not fund them to do so).</p> <p>Given the pressure on our funds (particularly under Community Wellbeing), and that this applicant does not meet eligibility criteria, it is recommended that this application is declined. Noting that Council currently supports the SPCA.</p>	Decline	n/a
Hikurangi Mountain Lions Charitable Trust	Hikurangi Christmas Festival 2024	Community Wellbeing	<p>Seeking \$6,000 for this year's Christmas parade and festival at Hikurangi. Regularly attracts good crowds and includes market stalls and entertainment stage. Total event cost is \$16k. This request is for stage and tech, signage, St Johns, and marketing.</p> <p>Recommend supporting from general funds.</p>	\$6,000	General (FF1)
Kamo Community Inc	Community Coordinator	Community Wellbeing	<p>Seeking \$9,900 for continued wages for their Community Coordinator. This is for a six-month period, September 2024 to February 2025 at 15 hours per week. Good evidence of projects the coordinator supports and the progress the role continues to make for the community.</p> <p>Declaration of interests: The person who submitted the application is the direct beneficiary of these funds and is known to Council through her role as a grants assessor for the Creative Communities Scheme.</p> <p>Recommend supporting in full, with the expectation that a further six months funding will be sourced from elsewhere, where possible.</p>	\$9,900	General (FF1)
Marsden Cove Fishing Club	Courtesy van purchase	Community Wellbeing	<p>Seeking \$20,000 to contribute to the purchase of a courtesy van (estimated value \$45k). Application needs development. It appears they already have a van, so unclear on the need. The club has \$150k in the bank but have not stated reason for needing funding. They propose contributing \$9k but have not clarified how the balance would be funded. Insufficient details on usage and hire rates.</p> <p>Given the pressure on Council's funds, this may not be a good project to proceed with at this time. It is recommended to decline this application. The applicant could try again when most of the needed funds have been secured, if this is something the committee was keen to support.</p>	Decline	n/a

Marsden Yacht and Boat Club	Roof replacement	Community Wellbeing	Seeking \$2,866 to contribute to the clubrooms roof replacement. The total project cost is \$29k of which the club have raised the balance of the funds needed. Recommend supporting this modest request from facilities funding.	\$2,866	Facilities (FF1)
Maungakaramea Bowling Club	Chiller	Recreation and Sport	Seeking \$3,738 for a new drinks chiller. The Society has raised \$1k towards this but did not adjust the figure requested accordingly. No details provided regarding state of existing fridge, but depreciated value is under \$400. No details on club patronage but bar income suggests well patronised.  Adjusting for fundraising noted and cash reserves on hand, recommend supporting to \$2,500 from facilities funding.	\$2,500	Facilities (FF1)
Maungatapere Village Inc	Community Coordinator	Community Wellbeing	Seeking \$9,828 for six months' equivalent wages for community coordinator. This role has proven very effective for this community from the start of their Community-Led Projects (CLP) journey. The coordinator actively supports the community's CLP project, community civil defence planning, market days, community events, and communications. Good endorsement from Mangakahia Sports Complex.  They are also seeking funds from other sources to fund the role for a further 6 - 12 months. Council's previous support for this role was \$8k in Feb 2023 and \$7k in May 2022 - strong grant reports received.  Recommended to support this request from general funding, with the expectation that the trust will fund a further six months from elsewhere.	\$9,828	General (FF1)
Tutukaka Landcare Coalition Trust	Community weed control programme 2024-25	Environment	Seeking \$6,005 to support their yearly invasive weed control programme on the Tutukaka Coast. This includes use of a contractor for spraying in council reserves, public education, and tools/rubbish removal.  The Trust received most of their needed funding from NRC this year. Letters of support provided by NRC and Kiwi Coast. A good application and supported by our Parks department.  Recommend supporting in full in line with funding priorities for Environment.	\$6,005	General (FF1)
Waipu Caledonian Charitable Trust	Celtic Barn alarm system upgrade	Community Wellbeing	Seeking \$6,724 for a new alarm system as recommended by security firm to comply with NZ standards. Current system is no longer compatible with monitoring stations. Annual monitoring will be paid by the Trust.  The applicant received \$10k in December for operating costs and makes a small profit most years. Recommend a partial contribution considering this and to stay within budget.	\$4,000	Facilities (FF1)

<p>Whangarei Community Connect (Pūmanawa Āwhina)</p>	<p>Kensington Games 2024</p>	<p>Recreation and Sport</p>	<p>Seeking \$8,000 towards an inter-regional festival for young people and their families - multisport and free to enter, anticipating 500 participants and 2000 spectators. The teams will represent their Community Connect areas, and Whangarei Community Connect is hosting. Sports include ki orahi, volleyball, wheelchair turbo touch, and touch rugby.</p> <p>Whangarei Community Connect is a community initiative that seeks to provide free participation opportunities using sport, art &amp; culture as an engagement tool. They run sporting modules delivered in the community by the community with the goal of providing consistent positive participation opportunities.</p> <p>The request is to cover the cost of hiring McKay Stadium and Kensington Park, first aid, waste management, and wages for youth leaders. Actual costs of these items are \$3,500 as evidenced by quotes.</p> <p>The applicant is local to Whangarei but not a legal entity on its own and is therefore applying under the umbrella of the national body, located out of the district. Supports Recreation and Sport funding priority, and health outcomes.</p> <p>Recommend support of \$3,500 from general funds.</p>	<p>\$3,500</p>	<p>General (FF1)</p>
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## 5.1 Community Safety Update: June - August 2024

**Meeting:** Community Development Committee  
**Date of meeting:** 19 September 2024  
**Reporting officer:** David Palmer – Community Safety Officer

### 1 Purpose / Te Kaupapa

To provide an update on community safety operations from June to August 2024.

### 2 Recommendation / Whakataunga

That the Committee receives and notes the Community Safety quarterly operations report for June - August 2024.

### 3 Background / Horopaki

Through its community safety function Council oversees a range of activities that promote and support community safety in the district. Programmes include CitySafe Community Officers, Summer Safe Carparks, CCTV network and CitySafe Community Safety Network.

To provide elected members with up-to-date information on community safety activities, including:

- trends relating to anti-social behaviour, breach of council bylaws and general incidents.
- trends relating to homelessness and youth.
- CCTV Network overview
- graffiti vandalism issues.

### 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

Community Safety Report September 2024.

# Community Safety Quarterly Update

## June 2024 – August 2024

Community Development Committee Meeting

19 September 2024



0800 258 258  
[report@citysafe.co.nz](mailto:report@citysafe.co.nz)

# CITYSAFE

[www.citysafe.co.nz](http://www.citysafe.co.nz) 0800 258 258



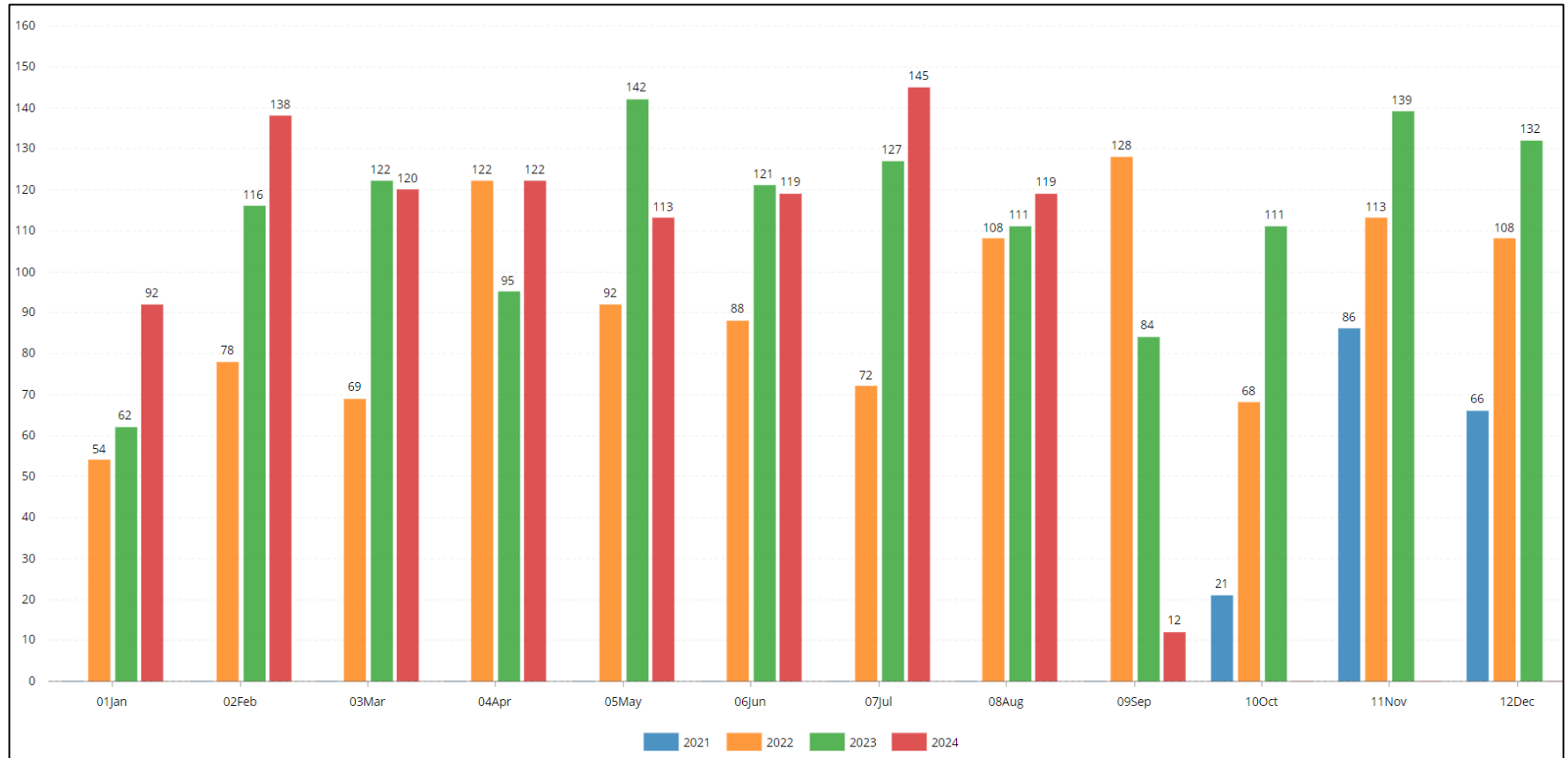
# City Safe Anti-Social Behaviour Reporting <sup>17</sup>

## Daytime trends and issues

### Top 4 issues:

- ▶ Breach of Liquor Ban
- ▶ Disorder
- ▶ Drugs
- ▶ Dishonesty

## Year-on-year Monthly Anti-Social Behaviour totals (daytime)



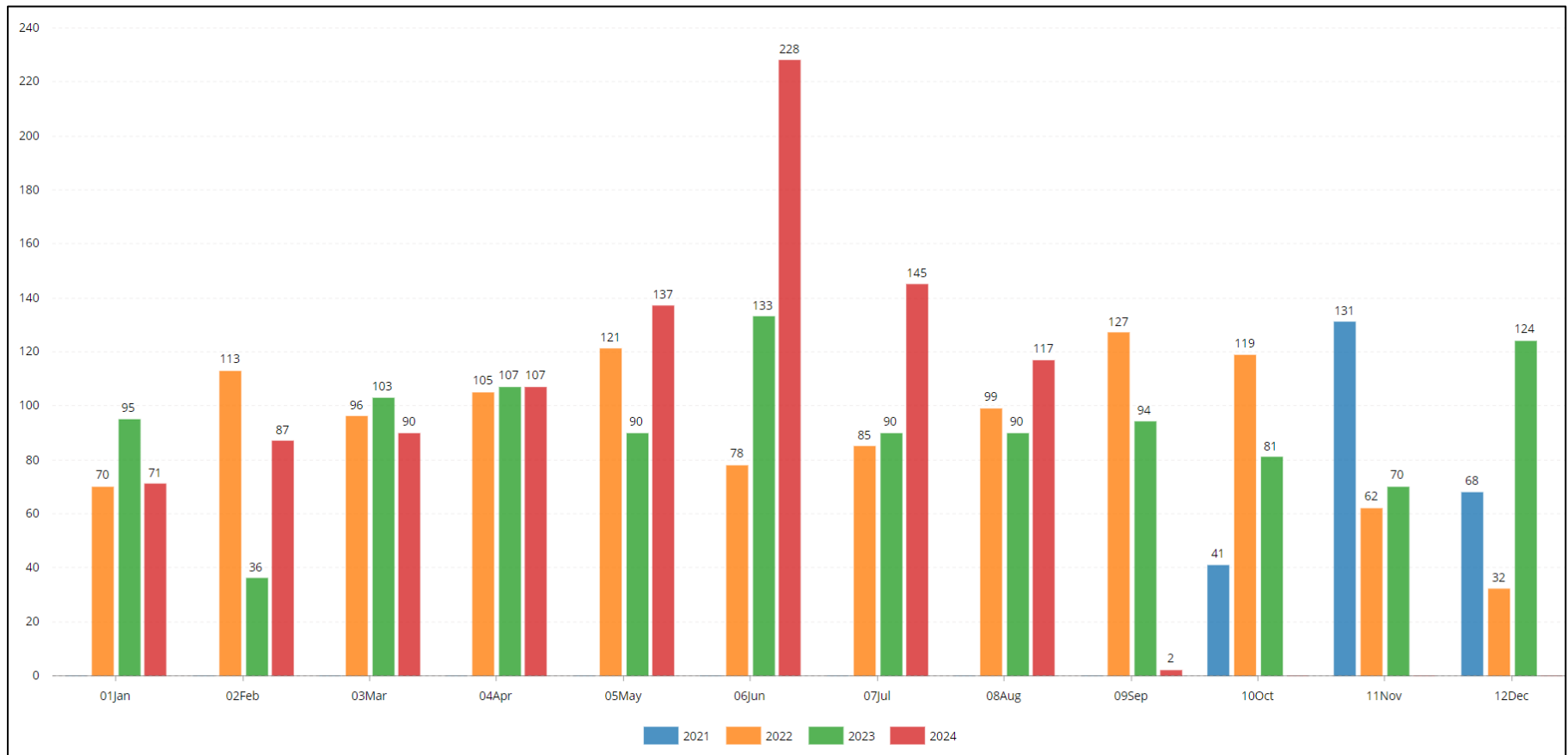
# City Safe Anti-Social Behaviour Reporting

## Night-time trends and issues

### Top 4 issues:

- ▶ Breach of Liquor Ban
- ▶ Public Urination
- ▶ Disorder & Fighting
- ▶ Drugs

## Year-on-year Monthly Anti-Social Behaviour totals (night time)

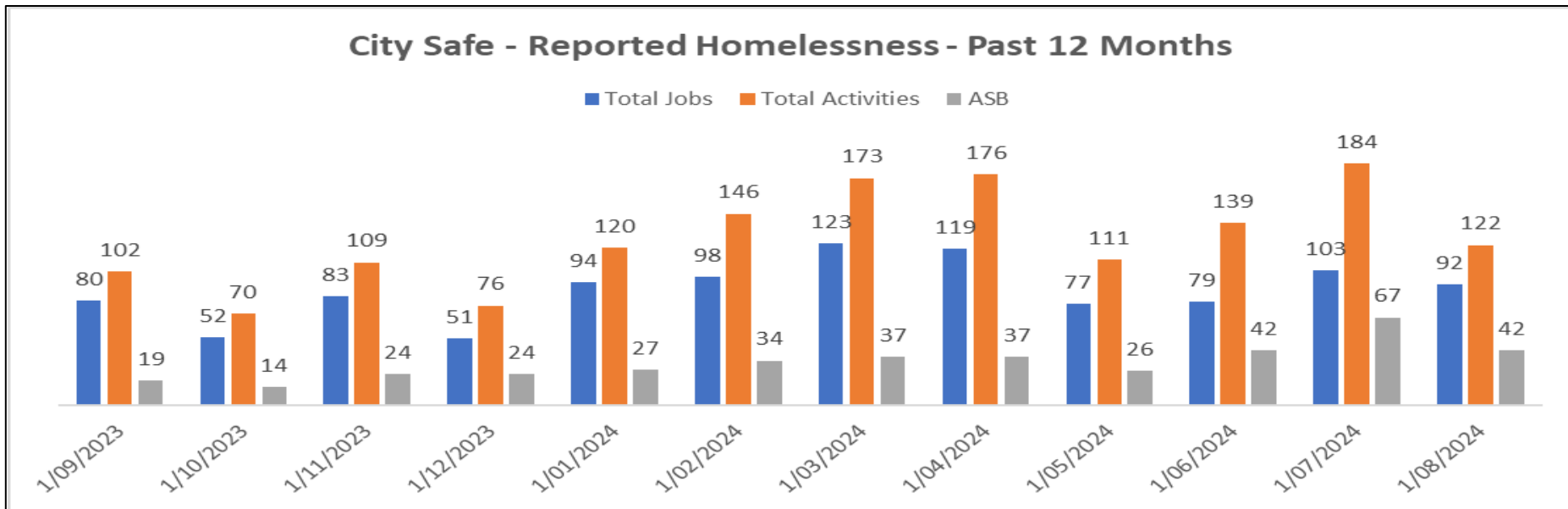


# City Safe Homelessness and Mental Health Reporting

## Key issues:

- 2024 tracking higher than 2023
- Increase in anti-social behaviour this quarter
- Change in Police Policy for Mental Health Response – no longer attending minor incidents involving mental health
- Implications for CitySafe when dealing with minor anti-social behaviour

City Safe - Reported Homelessness - Past 12 Months



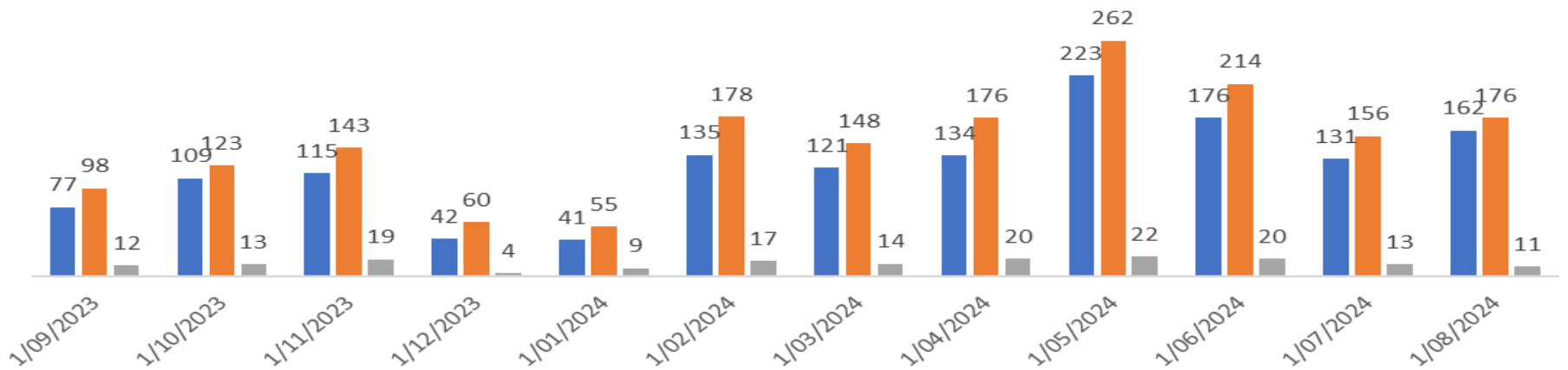
# City Safe Truancy and Youth Reporting

## Key issues:

- 2024 tracking higher than 2023
- Decrease in youth anti-social behaviour this quarter, correlates with both SchoolLink bus service and less CitySafe reporting.
- Correlation between high activities and truancy

City Safe - Reported Youth - Past 12 Months

■ Total Jobs ■ Total Activities ■ ASB



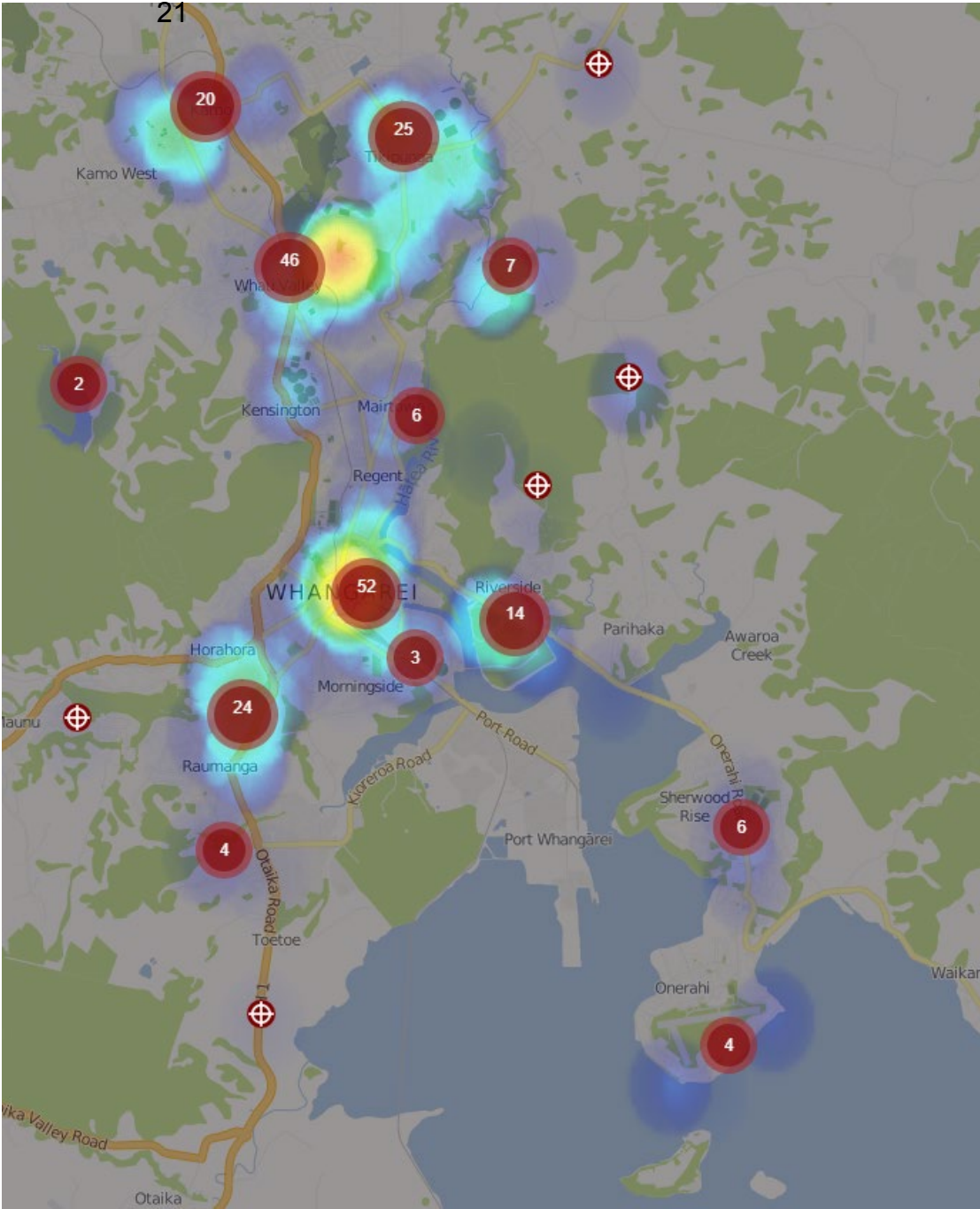
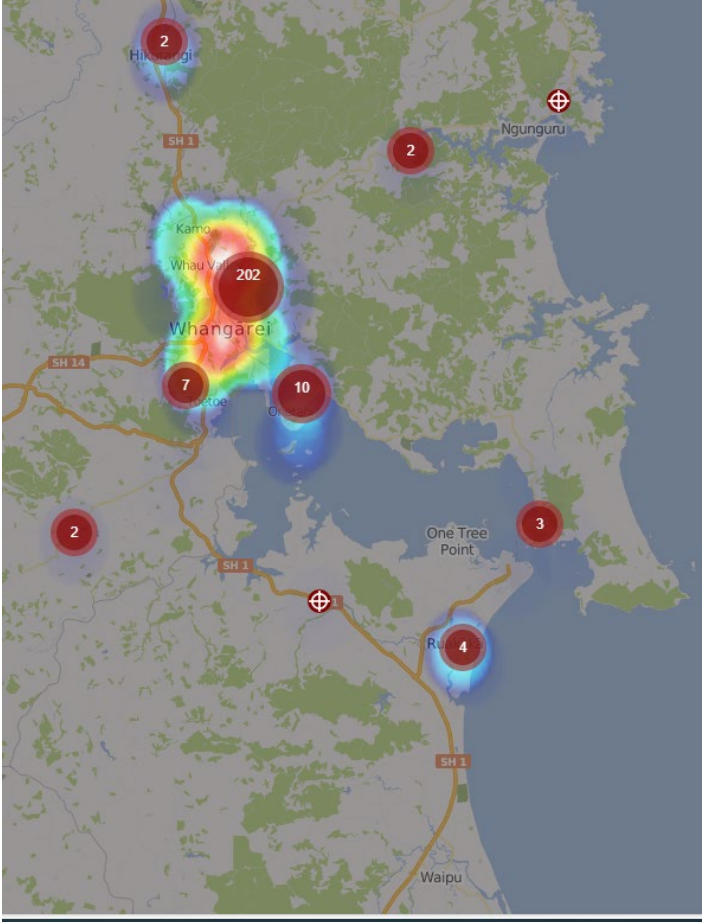
# Stop Tags database 3-month overview

Right: Whangarei City

Below: Whangarei District

▶ 234 Jobs

▶ 399 Tags

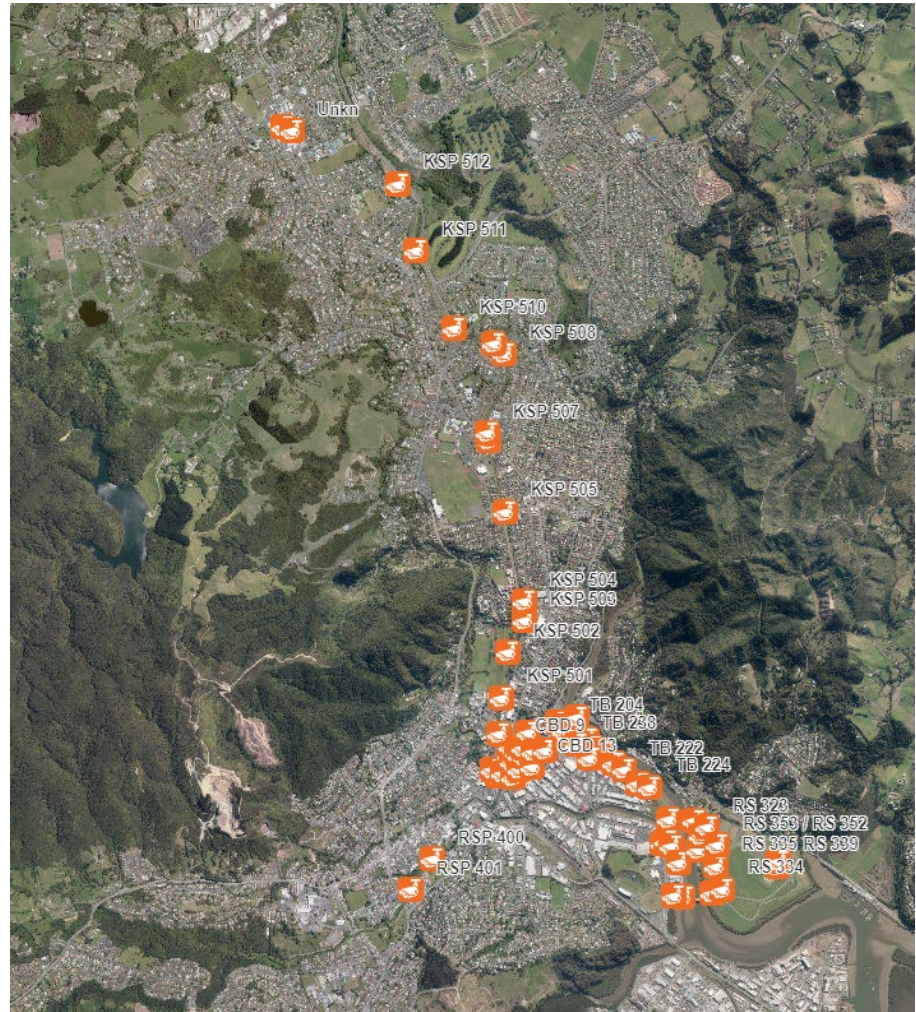




# CCTV Update:

## What we're working on:

- ▶ Asset register and maps
- ▶ Improving quality of cameras and servers
- ▶ Network backbone
- ▶ Network security
- ▶ Community CCTV (funded by the Proceeds of Crime Fund).
- ▶ Kamo Shared Path – Stage 5
- ▶ Reviewing where CCTV asset management sits.



## 5.2 Community Group Operational Report September 2024

**Meeting:** Community Development Committee  
**Date of meeting:** 19 September 2024  
**Reporting officer:** Victoria Harwood, General Manager - Community

### 1 Purpose / Te Kaupapa

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

### 2 Recommendation / Whakataunga

That the Community Development Committee receives the operational report for the September 2024 Committee meeting.

### 3 Background / Horopaki

This report provides an overview of operational activities and highlights that occurred during August 2024, include 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 this Agenda publication and through the public meeting.

### 5 Attachments / Ngā Tāpiritanga

Operations Report Community Group, September 2024 for operational activities in August 2024.

# Operations Report Community Group

September 2024



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## 1. Community Group Overview

### 1.1 Health and Safety

Current Community Group Focus:

- Proactive in mitigating anti-social behaviour impacts towards front line staff and addressing H&S issues raised by staff.
- Continue to monitor staff wellbeing.
- Health & Safety staff supporting Council Controlled Organisations in H&S arrangements and responsibilities.

### 1.2 Current Priorities

GM Community Group current focus areas:

- Delivery of Key Priority Projects as per list within Ops report Section 3.
- Northland Events centre 2021 Trust relationship management.
- Northland Events Centre, Stadium Asset Management Plan review.
- Whangarei Art Trust relationship management.
- Whangarei Art Trust changes in operations – Finance and ICT arrangements. Board Trustee Recruitment.
- Five council departments staffing and operations.
- Long-term plan 2024-2034 –work programme delivery 2024-2025.
- Community Group Department strategies completion.
- Procurement and contracts for service – Library roof repairs, library carpet and aircon, Library Books, Forum North roof repairs, Pensioner Housing Management.
- Pensioner housing new, independent review for future development and delivery model.
- Infrastructure Projects – Old Municipal Building restoration, Stadium Roof replacement, new tsunami siren network.

#### *Agenda items outside the Community Development Committee*

- Te Karearea Standing Committee – Punga Matariki Festival report
- Council Briefing September – Warriors NRL and Trial Games update and Community Led Projects Review
- Council meeting September – Whangarei Art Museum Rent Concession
- Council Workshop October – Pensioner Housing Review

#### *Other Operations*

- Request system continual improvements and reporting.
- Recruitment of Local Recovery Managers.
- Support District Development staff in the isite café procurement and upgrades to 91 Dent Street information area.
- Support Transport in lighting for Butter Factory Lane.
- Support Police with anti-social behaviour challenges in Whangarei.

#### *Northland Justice of the Peace Association Service Desk Update*

The Northland Justice of the Peace Association have approached council for spaces to deliver their service desk support for the community. Historically JP service desks have been held at the Whangarei Courthouse five days per week.

The Association was recently informed there would be no available space for JP services from late August at the Whangarei courthouse moving forward. Therefore, the Northland JP Association were seeking new locations for service desks for the district.

JP's deliver services from Central Library on Saturday mornings from the Leonard Room, this service has been extended at Central Library to include two additional mornings each week and a further two mornings and one afternoon at branch libraries. At this stage no further spaces on other days within the libraries can be utilised due to other community bookings. Therefore, a service desk opportunity at Te Iwitahi Civic Centre has also been offered to the Association for a JP service desk for two mornings each week.

The schedule for Justice of the Peace Service Desk provision supported in council locations are as follows:

**Monday – Tikipunga Branch Library 9.30am – 12.00pm**

**Tuesday – Te Iwitahi (Start date TBC) 9.30am – 12.30pm**

**Wednesday – Tikipunga Branch Library and Central Library 9.30am – 12.00pm**

**Thursday – Central Library 9.30am – 12.00pm / Onerahi Branch Library 2.00pm – 4.00pm**

**Friday – Te Iwitahi (Start date TBC) 9.30am – 12.30pm**

**Saturday – Central Library 9.30am – 12.00pm**

There is no cost to council as the support provided is the room to deliver services from, a waiting area, some comms and advertising support online and a small secure storage area. The service at Te Iwitahi is planned to start on 17<sup>th</sup> September 2024.

### **1.3 Current challenges/issues**

- Group budgeting for unexpected repairs and maintenance.
- Low interest in Whangarei Art Trust Trustee roles (recruitment).

### **1.4 Future focus areas**

- Working with the Knowledge Precinct Project Advisory Board and the Forum North Trust
- Advisory Group Review
- Cruise ship planning

## 2. Council Controlled Organisations – Monthly reporting

**Whangarei Art Trust including the Hundertwasser Art Centre (HAC) with Wairau Māori Art Gallery and the Whangarei Art Museum (WAM).**

### 2.1 Hundertwasser Art Centre

#### *Admission and shop sales*

##### **Admission and shop sales**

Admission sales and shop sales in July were at 52% and 51% of budget respectively:

<b>1-31 July 2024</b>		
<b>Hundertwasser Art Centre</b>	<b>Admission sales</b>	<b>MuseumShop sales</b>
Budget	\$62,740	\$37,440
Actual	\$32,477 (52%)	\$19,038 (51%)

Admission sales and shop sales in August so far are at 45% and 52% of budget respectively:

<b>1-22 August 2024</b>		
<b>Hundertwasser Art Centre</b>	<b>Admission sales</b>	<b>MuseumShop sales</b>
Budget (full month)	\$35,928	\$29,626
Actual (until 22 August)	\$16,290 (45%)	\$15,432 (52%)

#### *Marketing campaign*

Level ran a marketing campaign from 20 June to 31 July. The campaign mainly ran through Facebook and Instagram *and was directed at Northland and Auckland audiences, who received different messaging.*

Two offers were available: a 2-for-1 ticket and a 25% discount on family tickets. The campaign was high performing, with a very strong number of impressions, views, clicks, reach and traffic to the website across all ad sets. The campaign worked through promocodes, so *it could be tracked which paying visitors had been reached by the campaign. Despite the campaign being online, only around 15% of all tickets sales using the promocodes came from online sales. This indicates that there is a blockage with booking online tickets, a similar finding to the conclusion of the BDO Information Systems review.*

Level monitored comments from the public on the social media posts and responded to issues that were brought up in line with *pre-agreed responses. This led to less negative comments over the course of the campaign. Level is currently finalising the first draft of the marketing plan for the Hundertwasser Art Centre. This plan will include further guidance on how to respond to negative comments online. It will also include advice on changing ticket prices for locals.*

#### *Wairau exhibition*

The new Wairau Māori Art Gallery exhibition, titled Te Mōteatea a Maumahara, opened on 10 August followed by an artist talk with Tia Barrett, one of the exhibiting artists, the next morning. Wairau Director Larissa McMillan organised different training sessions for Hundertwasser Art Centre staff to familiarise themselves with the themes of the exhibition.

*Exhibition Check*

The Conservation Collective NZ completed their six-monthly check of the Hundertwasser exhibition on 2 August. The assessor commented: "I would like to re-assure you that I did not notice any signs of recent condition change. The team looks very well after the artworks and overall, the exhibition continues being in great condition and in a stable environment". She also suggested that we could have yearly rather than six-monthly exhibition checks. This was discussed with the Foundation, who asserted the need for a six-monthly check but agreed that one could be a thorough check and one could be a light check.

*Temperature and humidity readings*

Temperature and humidity readings for the Hundertwasser exhibition for July were sent to the Hundertwasser Non-Profit Foundation in early August. All but a couple of readings were within the target range (target range temperature: 20-22 degrees; target range humidity: 45-55%). On two occasions the temperature went slightly over 22 degrees. We told the Foundation we made manual adjustments to the HVAC system to keep the temperature under 22 degrees and that we will keep monitoring.

*Festivals*

September and October will be busy months for the Hundertwasser Art Centre with Wairau Māori Art Gallery. We have organised activities for a range of festivals: Conservation Week, Silver Festival, Fringe Festival and Maritime Festival. I am very pleased with the efforts of my team, these activities show that we are part of and support local communities in Whangārei.

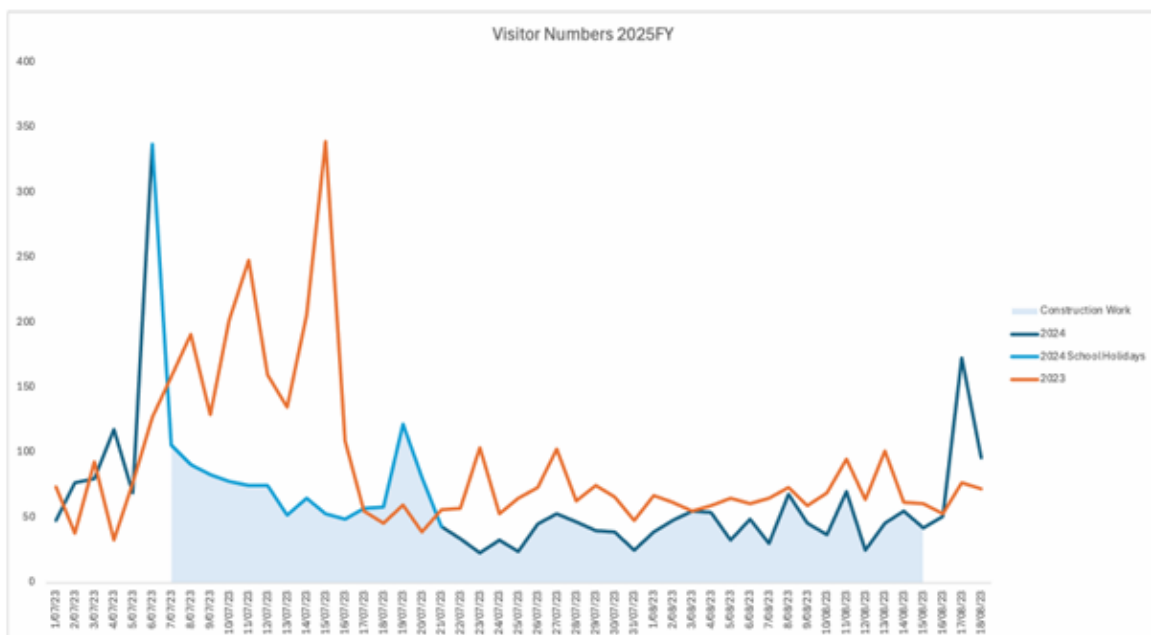
**Conservation Week featured in The Listener Magazine online (The Herald) on Monday 1 September 2024.**

**2.2 Whangārei Art Museum**

*Visitor Numbers*

1,226 visitors so far in June as of 22 August. This represents a 17% decrease compared with August last year. This decrease is due to the 6- 21 July school holidays historically being our busiest month of the year. This year, construction work to improve the outside of the building unfortunately made WAM appear closed during this period.

Now that the construction work is complete, visitor numbers have picked up to be in line with the previous year, which the graph below illustrates:



### *Collection*

Three paintings from the Whangarei Art Museum Collection have been borrowed by the Auckland Art Gallery for their exhibition Modern Women: Flight of Time. These works were also included in a publication that they published alongside the exhibition, which are now stocking in the WAM Retail Space.

Auckland Art Gallery paid WAM \$1,240.00+GST toward the work associated with this loan.

### *Exhibitions*

Studio Paranoia + The Studio Paranoia Expansion Pack, ended 1 September.

Installation of Peter Robinson's exhibition, Charcoal Drawing, will take place from September 2-6. During this time, both galleries, and the self-directed children's activity area will be closed. The rest of the foyer, and the WAM retail space, will remain open.

The Gallery will reopen on Saturday 7 September at 6pm with a new exhibition across both gallery spaces and a new activity in the self-directed children's area.

A pair of ambitious technology-heavy exhibitions are being developed for our Summer period: One of these, by Sean Kerr, features a real-time AI-driven projection of two avatars in conversation, active only when other works are not, with potential audience interaction; a chicken coop suspended from the ceiling, where occasional bursts of noise and falling feathers disrupt the projections; a pneumatically-driven drum solo that darkens the projections when active; and a final piece that synchronises the gallery's lighting to create the effect of the room "singing," using an intricate system of relays to control the lights.

This exhibition will require two 4k projectors, which we do not currently have at WAM, a recommendation for a resolution to apply for a grant from Grassroots Trust to purchase these has been submitted. These projectors will also be very useful for future exhibitions.

### *Property*

WDC is progressing the plan for installation of a new HVAC system at WAM. It is expected that this work will start around April/May/June 2025. The WAM galleries will have to be closed during this period.



## 2.3 Northland Events Centre 2021 Trust

### Health and Safety

- Establishment of Annual Health & Safety workplan.
- Annual review of prequalified contractors.
- Implementation of safer systems for patron arrival and departure through carpark.

### Current Priorities

- NPC/FPC Rugby season underway with two home game days held and two Northland Taniwha Captain's Runs with three primary schools in attendance at each.



- Working on three major potential sporting and two non-sporting event bookings for early 2025
- Whangarei Fireworks Spectacular planning.

### Performance measures and compliance

- Annual audit currently in progress.

### Current challenges/issues

- Major event set for January 2025 has been postponed due to 'logistics issues' and shipping time to get equipment from the United States to Australasia – negotiating new date.
- Juggling bookings with potential roof replacement. Looking forward to a confirmed date and time frame.

### Overview of Operational Activities for August

- August internal (lounges) bookings – 20 total spaces hired. 952 attendees. 45 days of upcoming internal events. 100% of hirers surveyed would use the venue again. 67% overall occupancy across all lounges.
- Safety upgrades to perimeter field fencing and car park bollards complete.
- 'Locky Dock' bike parking and digital advertising system underway – awaiting consent.
- Successful Northland Rugby League Club Finals including mini mods, North v South Disability Rugby League, Women's and Men's Grand Finals. Bad weather affected numbers, but a successful day had.

*Future Planning / What's coming next?*

- Working with Lions on the Whangarei Fireworks Spectacular.
- Three Northland Rugby NPC/FPC fixtures.
- Asset management plan with council.
- Planning for the 10<sup>th</sup> Anniversary of Fritter Festival.
- Funding application submitted to increase assessable seating, extra defibrillators, and work on stadium capacities.



### 3. Community Projects

Timeline 2024-25 Financial Year

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		
GM Community	Draft Long-Term Plan delivery	COMPLETED																		
GM Community	Community Group Strategies																			
GM Community	Community centricity																			
GM Community	Stadium Lease	COMPLETED																		
GM Community	Forum North – renovation and future																			
GM Community	NECT2021 Resource Consent additional large events																			
GM Community	Justice of the Peace Services to Te Iwitahi																			
Libraries	Recarpet & aircon procurement central library																			
Libraries	Central Library Roof Repairs																			
Libraries	Book Supplier Contract Renewal																			
Libraries	Asset Management Plan library				COMPLETED															
Customer Services	Town basin customer service area / isite																			
Customer Services	Afterhours call centre contract procurement	COMPLETED																		
Customer Services	isite café operator																			
Customer Services	Customer request system and remedial plan																			
Customer Services	Customer Service presence at isite	COMPLETED																		
Customer Services	Cruise Ship Season Planning																			
V&E	Events Strategy (External)																			
V&E	Canopy bridge lighting	COMPLETED																		
V&E	Arts Culture and Heritage Strategy 24 -29																			
V&E	Stadium Asset Management Plan AMP																			
V&E	Stadium Roof replacement																			
V&E	Painting Forum North Foyer																			

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	Garden Area transformation					COMPLETED												
V&E	Forum North Roof Repairs																	
V&E	Foyer furniture replacement	COMPLETED																
V&E	Painting Forum North – Cafler Suites	COMPLETED																
V&E	Art on Boxes																	
V&E	Replace all foyer Lights with LED Colour Changers	COMPLETED																
Com Dev	Community Funding Review	COMPLETED																
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	COMPLETED																
Com Dev	Old Municipal Building Confirm tenancy																	
Com Dev	Regional accessibility Strategy	COMPLETED																
Com Dev	CitySafe contract	COMPLETED																
Com Dev	Hikurangi Business Association proposal for King Street	COMPLETED																
Com Dev	Pensioner Housing Management Contract																	
Com Dev	Draft Welcoming Communities Stock Take	COMPLETED																
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.																	

## 4. Community Development

### 4.1 Health and Safety

#### Community Safety

CitySafe Community Officers have had three non-injury Health and Safety incident reports for July, with all incidences occurring during the day for:

- Verbal threat by an intoxicated homeless man with known mental health issues at the Rose Street Bus Stop after he had been denied entry onto the bus due to his state of intoxication.
- Verbal threat to kill by the same male when approached about his breaching the liquor ban at Putahi Park.
- Verbal threat by another homeless man after calling for an ambulance to attend to his intoxicated female friend who was unresponsive in Cameron Street.

At the time of reporting there had been four non-injury Health and Safety reports for August, with all occurring during the day for:

- verbal abuse by a known male with suspected mental health issues after being asked not to film the community officer - the male was known to have previously abused and assaulted security guards on the Kamo Shared Pathway.
- verbal abuse and being physically threatened with a café chair by a known homeless female who was having a mental health episode in the Mall.
- taking safety precautions after being advised that a homeless male had allegedly assaulted another male at an inner-city premise and was said to have a firearm in his possession.
- notifying Police of the presence of the male from the previous incident located outside the Central Library, with the male running off and being apprehend by Police after allegedly throwing an imitation handgun into the stream at Cafler Park.

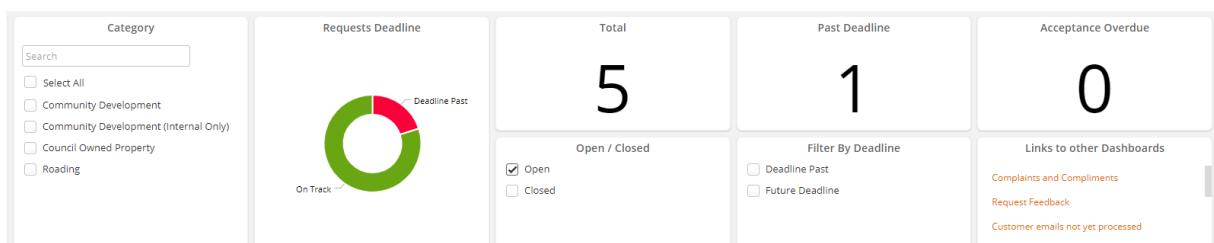
### 4.2 Current Priorities

- Implementation of new community funding model, software and portal.
- Progressing future growth and delivery options for Pensioner Housing.
- Community Led Projects Programme review.

### 4.3 Performance measures and compliance

Measured annually.

### 4.4 Request system dashboard update



### 4.5 Current challenges/issues

- Increased supply, labour, and materials costs, e.g. scaffolding to be used in exterior building maintenance painting works and pensioner housing refurbishments.
- Supporting Council's tenancy managers to work through complex pensioner housing tenancy issues.
- 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 August

### Advisory Groups

- The **Positive Ageing Advisory Group** (PAAG) put forward their questions on the Future Development Strategy (FDS) to Hamish Sykes (Strategic Planner, Strategy) as the members prepare their submission advocating for older adults needs.
- Whangārei's Silver Festival is bigger than ever this year, offering 68 events with many PAAG members supporting various groups in the district to deliver these activities. The group has teamed up with Alzheimer's Northland to put on "Cuppa for a Cause" a high tea event at Forum North event for the finale of the Silver Festival, which coincides with the International Day of Older Persons on 1 October. The members are starting to distribute posters and booklets to older adult communities across the district.

[Silver Festival 2024 event guide \(wdc.govt.nz\)](https://www.wdc.govt.nz)



- The **Disability Advisory Group** (DAG) participated in a Future Development Strategy (FDS) workshop with two members from the **Positive Ageing Advisory Group**. The group have made a submission stating their position regarding FDS priorities and focus areas. Other matters include the resignation of a DAG member, and the need for a deputy chair which has yet to be resolved.





- The **Youth Advisory Group (YAG)** hosted young people from the wider community for a Future Development Strategy (FDS) consultation evening at Te Iwitahi. This was very well attended, and feedback provided was greatly appreciated by the Strategy Department.



### *Community Led Projects (CLP)*

- **Onerahi CLP Lead Group's** leader met with CLM management to debrief on the school-community pool partnership in readiness for next season. Also, the fixed seating in the shopping area will be refurbished in agreement with Roding with new painting and new wooden seating.
- **Maungatapere Village Inc (MVI)** is drafting a scope for security cameras for the community with support from SaferCities. They are finalising their welcome signs and progressing planning for a ramp that will connect the Interdominational Church to the village.
- The Waipu Riverwalk track construction is almost complete. The contractor is awaiting drier weather before proceeding to completion. An opening ceremony is planned for early 2025, exact date to be confirmed.



- **TikiPride** have decided to proceed with signage projects. However, the Welcome to Tikipunga/Tukua o Punga sign, is unlikely to go ahead as planned as there are still naming issues with local hapū.
- The **Raumanga** Community Roopu have been granted some funding from the Māori Wellbeing Fund for the halfcourt next to the new playground. They have contracted Robinsons to do the construction, and a local artist to beautify it. The committee is interested in being a part of the opening of this community asset later in the year. The committee has through their umbrella organisation drawn down \$25K to deliver events and actions in line with their community plan.

- Community Development Advisors have completed the Community Led Projects programme review. The review will be presented at the September Council Briefing on the 11<sup>th</sup> of September, for feedback before going to the Community Development Committee for adoption.

### *Community Development*

- Currently planning Community Led Development workshops and training facilitated by Inspiring Communities for the next few months. The main workshop will be held at Te Ora Hou on 16 October.
- The Kai Ora Fund is looking to extend beyond funding growing kai to funding kai gathering activities. The intention is to fund community groups who are gathering kai moana and foraging from waterways and native bush. New media will be produced to reflect the wider scope of Kai Ora's funding intentions.

### *Welcoming Communities*

- New coordinator establishing relationships with key stakeholders and partners.
- An event for rangatahi planned at Hihiaua to further young newcomers' connection with te ao Māori and share their welcoming stories.
- Welcoming Week: programme developed with a range of public events planned (workshops, talks, and Multicultural Day) and internal activities for staff (potluck, newcomer staff profiles). The communications plan was designed with the communications team and includes a wide range of promotional pieces.
- Stocktake report made public on website and via Council News on Northern Advocate.

### *Community Funding*

- SmartyGrants grants management system configuration underway. This will be implemented in a gradual roll out over the remainder of this financial year.
- The interim Community Fund (while awaiting the grants management system) received eighteen applications in August, of which three were declined as ineligible.
- Opening funding rounds for Creative Communities Scheme and Youth Week Fund, and new Whangarei Communities Fund.

### *Community Property*

- Old Library, Rust Ave – working with Business Support to upgrade the main entrance steps with new tiles. Work has been delayed and will commence in September.
- Civic Centre landscaping and paving – Paving works between the two libraries are almost completed when the next phase will start in September from Lovers Lane to connect to the new bridge. The new boardwalk extension to connect Lovers Lane with Second Avenue will be completed but will remain closed until Lovers Lane is completed later in 2024.
- The outstanding stormwater connection works at the Old Library has been completed after the completion of the paving works.
- Pensioner Housing refurbishments are scheduled at 8/21a Otaika Road and 200 Corks Road. Interior painting at 5/21a Otaika Road has been completed.
- Pensioner Housing grounds maintenance has continued as per programme schedule and with a drier winter, no mowing access issues have been reported. Hedges and trees have been trimmed. Moss and mould spray and water blasting of pathways commenced and is expected to be completed before spring. Some residential gardens that tenants were unable to manage were replaced with weed mat and pebble to reduce maintenance issues for residents. A trip hazard/hole at Bloomfield Ave Pensioner Housing units in Onerahi was made safe.

### *Community Safety*

- *Overall anti-social (ADB) behaviour*  
Reporting for anti-social behaviour has seen a 16% decrease in July, despite a 22% increase in daytime anti-social behaviour, but there was a significant 56% decrease in night-time anti-social

behaviour. Daytime anti-social behaviour saw a significant increase in anti-social behaviours for breach of liquor ban, damage, disorder, drunks, fighting, public urination and vomit, but a significant decrease in assaults and moderate decreases for dishonesty and drugs. Nighttime anti-social behaviour has predominantly come from late night revellers who continue to congregate in the Laurie Hall Carpark, with no assaults or damage reported for the Friday and Saturday nights and a decrease in all other reported activities.

Preliminary reporting for August has seen a further decrease in both daytime and night-time anti-social behaviour, particularly, as one of our more problematic homeless people has been absent from the inner city for the last two weeks; and a new bar has opened in Vine Street that has brought more patronage back into the Vine Street and Bank Street areas at night that has seen less people congregating in the Laurie Hall carpark and breaching the liquor ban.

- *Homeless reporting:*

Reporting for homeless has seen a 60% increase in anti-social behaviour with 67 reported anti-social behaviour activities (up from 42). In total, there were 184 reported activities (up from 139), being a 32% increase that arose from 103 reported interactions (up from 79) being an increase of 30%. There are still a number of men and women reported to be rough sleeping or living in tents in the Inner City under the Canopy Bridge, in the vicinity of the Aquatic Centre, Forum North Events Centre, Whangarei Club entrance in Rust Avenue, in various shop entrances or loading bays, and under the Walton Street Bridge, as well as, at the Okara Reserve (old Old Boys Rugby Grounds), along with others living in vehicles or tents on Park reserves at Beach Road Onerahi, Whangarei Otuihau Falls, the Otaika Sports Park (Blue Goose) and other diverse locations about the district. All our homeless residents have been referred to Open Arms for assistance.

Preliminary reporting for August has seen a significant decrease (around 40%) in homelessness (and anti-social behaviour, due to the absence of the reported person above), however, several new people have arrived, with one male being arrested by Police for two alleged serious assaults on another homeless male and for allegedly presenting an imitation firearm at that person.

- *Mental Health reporting*

Reporting for mental health has significantly increased to 161 reported activities (up from 93, being a 73% increase) over 81 interactions (up from 48, being a 69% increase), consisting of 62 anti-social behaviour reports (72% increase), of which, only 6 of the anti-social behaviour activities were not associated with the homeless reporting above. Of note, one unwell woman, who has been sleeping rough in the inner city has accounted for 50% of the reported anti-social behaviour, and, as Police have been limited in their response to persons with mental health conditions, the CitySafe staff have had to maintain a presence for her continuous anti-social behaviour, that included daily breaches of the liquor ban, smoking cannabis, alleged shoplifting, public urination, shouting, abusing and screaming at members of the public, retailers and at CitySafe staff, to ensure that no members of the public were assaulted during her episodes.

Preliminary reporting for August has seen a significant decrease in mental health reporting with 88 reported activities (45% reduction) over 62 interactions, of which, 37 were anti-social behaviour; with 5 of the anti-social behaviour activities not associated with homeless reporting. This reduction is due to the absence of one unwell woman from the inner-city for two weeks that has significantly improved safety.

- *Youth reporting*

Reporting for youth has seen a 35% decrease in antisocial behaviour with 13 reported anti-social behaviour activities (down from 20). In total, there were 156 reported activities (down from 214), being a 27% decrease that arose from 131 reported interactions (down from 176), being a decrease of 26%. Truancy accounted for 76 reported activities with 295 truant reports (down from 124 activities with 395 truants reported). Preliminary Youth reporting for August has seen a slight decrease in anti-social behaviour, but a significant increase in truancy with 132 reports for 380 truant reports.

- *CCTV Network*

No new projects are planned. The focus is on maintaining Council's existing infrastructure and supporting the operational maintenance of community CCTV (funded through the Proceeds of Crime fund) in Hikurangi and Te Kamo.

- *Graffiti reporting*

Reporting for graffiti has seen a significant drop in graffiti removal reporting in the Stop Tags database, which showed 130 tags removed (down from 195) tags. This reduction has been due to technical issues in uploading the data to the database by the main graffiti removal contractor, where the data has not been uploaded since mid-July. This has carried through to August and it is expected that full reporting in the Stop Tags database will resume in September.



### CitySafe Trends Reporting

#### Trend Key:

Trend Key	
Significant increase over previous month's reporting	↑
Slight increase over previous month's reporting	↗
Similar to the previous month's reporting	→
Slight decrease under previous month's reporting	↘
Significant decrease under previous month's reporting	↓

#### • CitySafe Monthly Totals

12% decrease in overall reporting for the month	↘
16% decrease in Anti-Social Behaviour (ASB) reporting	↘
1% increase in Bylaw reporting	→
12 % decrease in other reporting	↘
August provisional overall reporting is marginally down on the reporting month	→

#### • CitySafe – Day ASB

22% increase in daytime ASB that comprises 50% of total reported ASB	↘
Breach of liquor ban, damage, disorder, drunks, fighting, public urination and vomit	↑
Gangs	↗
Nil	→
Dishonesty and drugs	↘
Assaults	↓
August provisional daytime ASB reporting shows slightly less reporting for the month to date but has seen a significant increase in the number of assaults and dishonesty reporting, but significantly lower reporting for breach of the liquor ban and fighting.	↘

#### • CitySafe – Night ASB

56% decrease in nighttime ASB that comprises 50% of total reported ASB	↓
Nil	↑
Nil	↗
Dishonesty	→
Breach of liquor, disorder, drugs, drunks and public urination	↘
Assault, breach of one-way-door, damage, fighting, gangs and vomit	↓
CitySafe nighttime General Vibe: 58 - average 7.3 per night	→
CitySafe nighttime Bottle Count: 490 - average 54.4 per night	↘
August provisional overall nighttime ASB reporting is significantly down in all areas, with the nighttime vibe being improved, however, the bottle count average is slightly up	↓

#### • CitySafe Bylaw and Other Reporting

9% decrease in general bylaw and other reporting this month	→
Bylaw Reporting: 1% decrease in total bylaw reporting but there have been significant increases in dogs and scooters, a slight decrease in bikes and skateboards, and a significant decrease in begging and buskers	→
Other Reporting: 12% decrease in overall activity reporting apart from abandoned trolleys, homelessness, mental health and truancy checks; a reduction in insecure vehicles, truancy and youths; and a significant reduction in suspicious behaviour and vehicles.	↘
CitySafe Maintenance Requests: 29, predominantly for rubbish and graffiti being 3.8% of total CitySafe reporting	→
August provisional bylaw and other reporting is slightly up, with bylaw reporting being on par with last month, and a slight increase in other reporting. Maintenance requests are slightly up on the reporting month, being 5% of total CitySafe reporting	↗

## 4.7 Risk to the Tiriti Relationship

Nothing to report.

## 4.8 Delegated Financial Authority Policy

Nothing to report.

## 4.9 Legislation changes or updates

Nothing to report.

## 4.10 Future Planning / What's coming next?

### Community Development

- Community Led Projects programme review.
- Development of Te Tai Tokerau Regional Accessibility Strategy implementation plan
- Silver Festival Tuesday 17 September - Tuesday 1 October (Ends on International Day of Older Persons).

### Community Funding

- SmartyGrants platform implementation.
- Creative Communities Scheme Round 2 and Youth Week Fund open.
- Annual rent concessions report.
- Annual community funding report.
- Community Associations Fund update and activation.

### Community Property

- Finalising the Asset Management Plan for the Community Property portfolio.
- Scoping processes to initiate condition reports of Community Properties, halls and buildings.

### Community Safety

- Continuing to progress CCTV installation at Whangarei, Kamo and Hikurangi for Year 2 of the Proceeds of Crime funded programme.
- Awaiting the Roding to install cameras on 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 during the removal and construction of the new bus terminus.

### Welcoming Communities

- Welcoming Week (6<sup>th</sup> - 15<sup>th</sup> September 2024).
- Preliminary work for Welcoming Plan
- Newcomers guide update

## 4.11 Capital Works

Major Projects – Community Development	Current Stage	Estimated Construction Start Date	Estimated Completion Date
<b>Old Municipal Building (OMB)</b>	<b>Construction</b>	<b>17/7/2023</b>	<b>March 2025</b>
<b>Summary:</b>			
The Project is around 52% complete.			
The Project is on Budget.			
The Project is schedule to be complete for hand over <b>March 2025</b>			
The roof reconstruction is 60% Complete due to be completed late September.			
<b>Contractor: Arco</b>			

Note: more details will be available in October due to delays in truss deliveries.

## 5. Customer Services

### 5.1 Health and Safety

#### *Te Iwitahi*

One incident when a member of the public made a threat to the mayor through the Customer Services team, over the increase of their rates. Police dealt with the matter after incident was logged.

#### *isite*

An eyewitness (sleeping in their van) saw two young men breaking glass panel of the isite entrance, with what looked like a metal pipe. Police in the area caught and arrested vandals. Repair was completed in following days; police have requested invoice for the damage caused in order to pass on to the vandal for payment.



*Isite front door*

#### *Ruakaka Service Centre*

Maintain security guard presence until security glass is installed at Ruakaka Service Centre and isite.

#### *Clapham Clocks*

No H&S incidents reported. Previously identified hazard from staff discomfort at old front of house counter eliminated with new multi-use counter installation August 2024. A Fire Evacuation drill was completed during August (via Building & Compliance).

#### *Contact Centre*

Bomb threat exercise planning and discussion held with H&S held on 27 August. The Contact Centre team will be discussing this next week at their meeting and reporting back to the H&S team.

### 5.2 Current Priorities

#### *Contact Centre*

#### **Afterhours Call Centre Contract Update**

The Afterhours contract has been the main priority for the Contact Centre. After a long procurement process, the contract was awarded to Palmerston North City Council Afterhours Service. They currently provide an afterhours service for just over 50% of all councils in New Zealand. They were the preferred (and cheapest) supplier. Unfortunately, there were no local companies who could meet our minimum requirements and ultimately only 2 providers New Zealand wide to choose between. The service was switched to PNCC at 4.30pm on Tuesday 27 August. This went smoothly and the evening was a quiet one. Staff look forward to a high-quality service being delivered which can confidently take customer calls over the Christmas closure without the Contact Centre needing to work between the stat holidays.

- It has been a busy month for the team with the first instalment of Rates due on 20 August.

### *Customer Services – Te Iwitahi, Ruakākā*

- Fantastic positive feedback was received from customers who are utilizing the ease of parking at the isite to conduct council business, particularly the elderly with their rates rebates. With continued advertising and a push through the Contact Centre the isite service centre should continue to see increased customer numbers. Forms will be updated to show isite service centre alongside Te Iwitahi and Ruakaka as a satellite office.
- New upgrade of our building consent software, Alpha One, now called Objective Build, went live on 24<sup>th</sup> August. Customers are being assisted with queries regarding access and user support.
- Working with Development Engineers to improve the vehicle crossing application form, to ensure quality applications are received.
- Filling our second Coordinator Site Support role, and cross training current staff.

### *isite*

- Customer satisfaction software – building of software in progress, hardware procured.
- Changes in staff responsibilities – training/handover in progress (H&S rep and Brochures)
- Café – District Development are leading this initiative and have confirmed that Registration of Interest documents, prepared by TPG, were distributed to potential café operators. Responses were accepted until Friday, 6 September, with the evaluation and finalisation process scheduled for the week of 9 September.

### *Claphams Clocks*

- Finishing up outstanding jobs after the new front counter install (e.g. lighting, shop shelving, cabling, general fit out) after the installation 12-16 August.

### *Property Assessment Team*

- A full review of the conditions and inclusions in our PIMs has been completed this month updating with consistent language and ensuring all references current.
- Working through competencies and supporting additional training of newer team members.

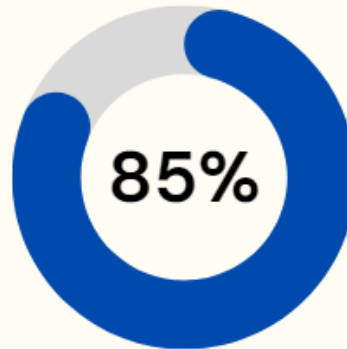
## **Customer Requests**

Each month, a report is provided to the Senior Leadership Team outlining requests that are overdue for acceptance. These are requests that have been logged, with departments or contractors, who are given two days to accept or reassign them. This initiative started two months ago, and we are already observing great improvement. With ongoing support and a shift in team focus, we can expect to see even more progress with requests accepted within these two days.

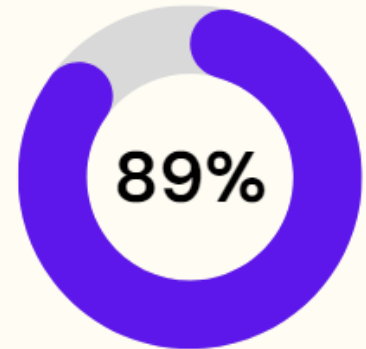
### 5.3 Performance Measures and Compliance

## CUSTOMER SERVICE CONTACT CENTRE AND SERVICE CENTRE PERFORMANCE MEASURES 2024-25

The community has access to Council's activities through our Service Centres and Contact Centre, both which provides a 'first point of contact' service



Contact Centre calls answered in under 20 seconds >85%



That the Service Centre teams action and close 'Request for Service' assigned to them within 3 working days > 80%

## ISITE PERFORMANCE MEASURES 2024-25

The isite team provide a welcoming and informative visitor information and booking service to our local and visiting communities



Visitor satisfaction with the service provided by Information Consultants at our Information Centre scores an Excellent or Very Good 90%

## CLAPHAMS NATIONAL CLOCK MUSEUM PERFORMANCE MEASURES 2024-25

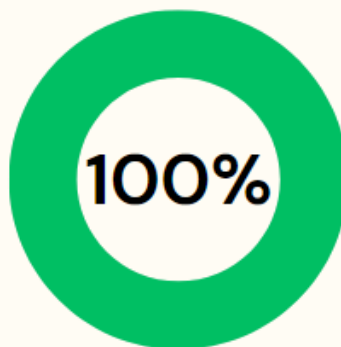
The bespoke Claphams Clock Museum team provide a welcoming and enjoyable museum experience for our local and visiting communities



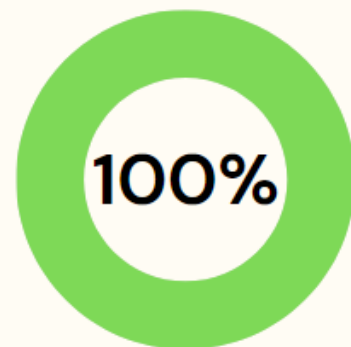
That visitor satisfaction with the Claphams Clock Museum experience scores an Excellent or Very Good 90%

## PROPERTY ASSESSMENT PERFORMANCE MEASURES 2024-25

Provision of Land Information Memorandums (LIMs) and Project Information Memorandums (PIMs) to the public within statutory time frames



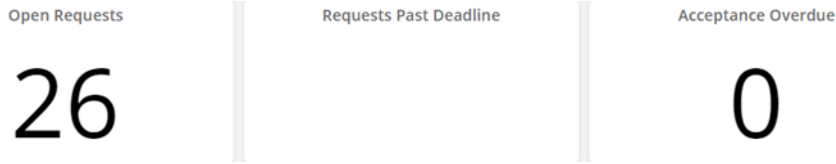
That LIMs are issued within 10 working days 95%



That PIMs are issued within 20 working days 95%

## 5.4 Request system dashboard update

Request system dashboard update for Customer Services



## 5.5 Current challenges/issues

### *Te Iwitahi/Ruakaka/isite Customer Services*

- Increase in customers who have not yet registered their dogs. Infringement notices will be sent out in September by Armourguard to owners who have not registered their dogs. Making sure that frontline staff can de-escalate known repeat offenders when they come in.

### *Claphams Clocks*

- Staffing the museum with two team members still overseas, and the remaining staff getting winter sicknesses.

### *Isite*

- Complaints that café is closed.
- Cleans of **public** toilets not being completed regularly.
- New supplier (Cleanscape) for the isite cleaning contract commenced this month, no issues currently.
- Undesirable MOPs.
- Graffiti on exterior
- Exterior doors have been sealed and repainted this month due to vandalism. Annual water blasting of the building has also been completed this month.







### New Zealand Cruise Association (NZCA) Conference 15 August

This was the largest NZCA conference to date, with over 240 attendees from a broad range of industries - reflecting the diversity of the cruise sector. Council staff alongside Northport and Northland Inc staff attended to hear the latest updates from over 20 key industry speakers including Tourism NZ, CLIA, Maritime NZ, IDNZ.

The key takeaway of the day was the importance of collaboration and partnership, and the need for stronger relationships with government agencies. NZCA have formed New Zealand's first-ever National Cruise Strategy: Cruise Aotearoa New Zealand 2040 to help guide the industry moving forward.

[www.newzealandcruiseassociation.com](http://www.newzealandcruiseassociation.com)



Back row: David Finch (Northport), Cheree Morrison (WDC), Ken Andrews (Northport)

Front row: Michelle Hunt, Karyn Pilcher and Reana Te Hei (WDC)



## Hundertwasser Retail at isite

After several weeks of planning and negotiation, Hundertwasser retail items are now available to purchase at the isite.

The isite also sells Hundertwasser admission tickets and receive a \$2 commission on each ticket sold.



The isite also provides other support to Hundertwasser including large billboard to the left of isite entrance, extra mention on permanent info boards plus two brochure pockets valued at \$230 per year, provided free of charge.

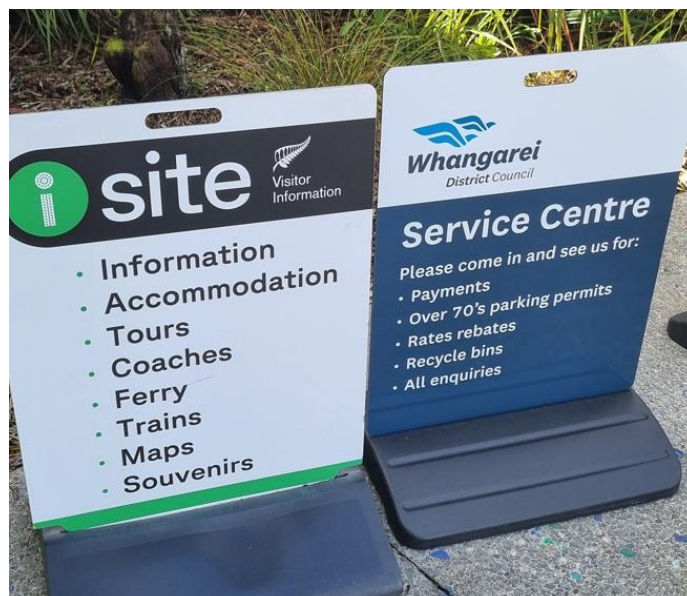


## Cross training isite and CSR teams

Now that we have a Customer Services satellite office at isite, we are cross training all staff who work at the isite i.e., all Customer Services Reps will learn the basic functions and services delivered by isite Consultants, and vice versa:

- Improved service delivery
- Build knowledge base
- One team focus
- Support over lunch breaks and/or sick/annual leave cover etc.

Isite Team Leader has arranged one on ones with CSRs and Service Centre Team Leader will provide training to isite team early next month.



## 5.6 Overview of Operational Activities for August

### *Clapham Clocks*

Closed for one week (12-16 August) for renovation work to the front of house area and shop and touch up painting in other areas of the museum.

New front counter installation: Old counter donated to Quarry Arts Centre. Contractors in museum 12-16 August. Claphams team removed and then put back everything back into the shop / front counter as old counter departed and new one was installed. External contractors worked really well together and met our five-day deadline. General tidy up paint jobs in shop and museum exhibition space. Ensuring cabling, IT, lighting and other issues tidied up the following week. Ensuring everything set-up for team to work and re-open for visitors on 17<sup>th</sup> August. Task completed!

The new counter has increased staff working space, enabled greater storage and ensured we meet H&S requirements.

### **Before:**



### **After**



### **Museum Displays**

Relocation of carriage clocks and set up for 'Watchdog' new display. Using the previous carriage clock cabinet and modifying it by painting mirror tiles matt black. New signage and two papier-mache dogs back on display (having been taken off display because of damage, as they were previously in the exhibition area). Local visitors remember the 'dogs' despite them not being 'clocks'- it seemed a friendly local touch to bring these two back out onto display in a protected environment.





**NB museum closed for 12-16 August inclusive to allow contractors to work on new counter/shop area.**

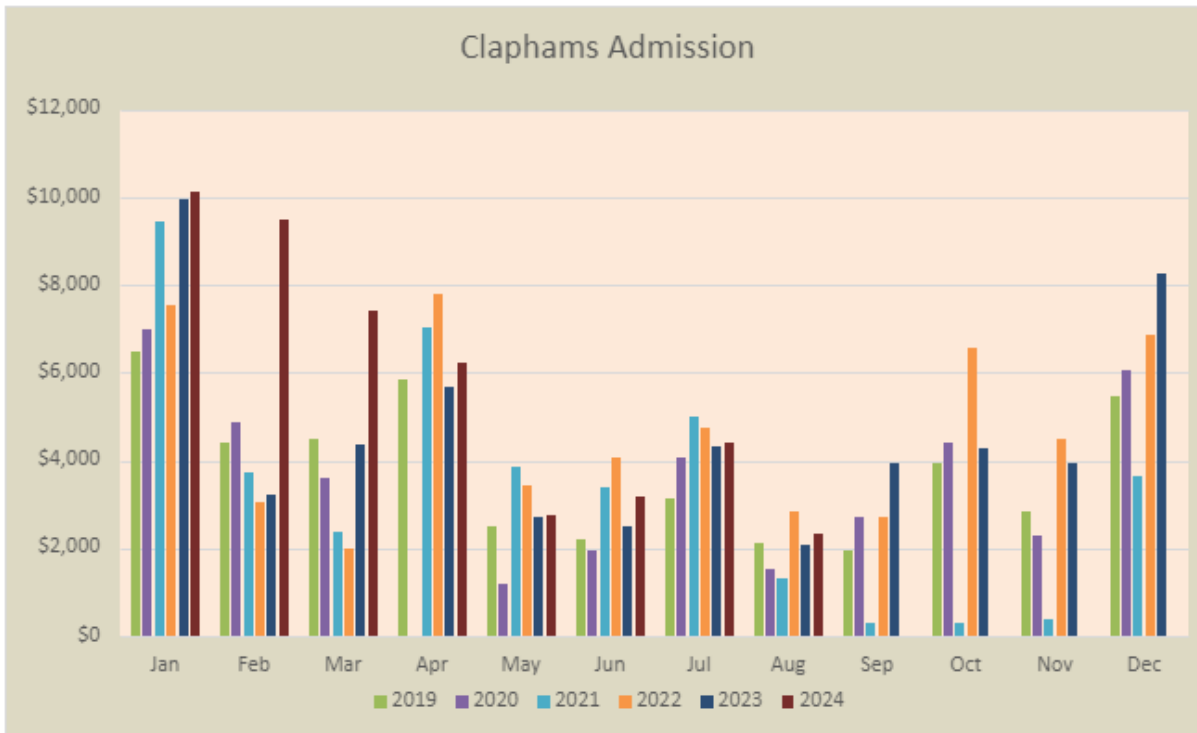
Visitor numbers (door count) – **1976 (down 2% on August 2023)**

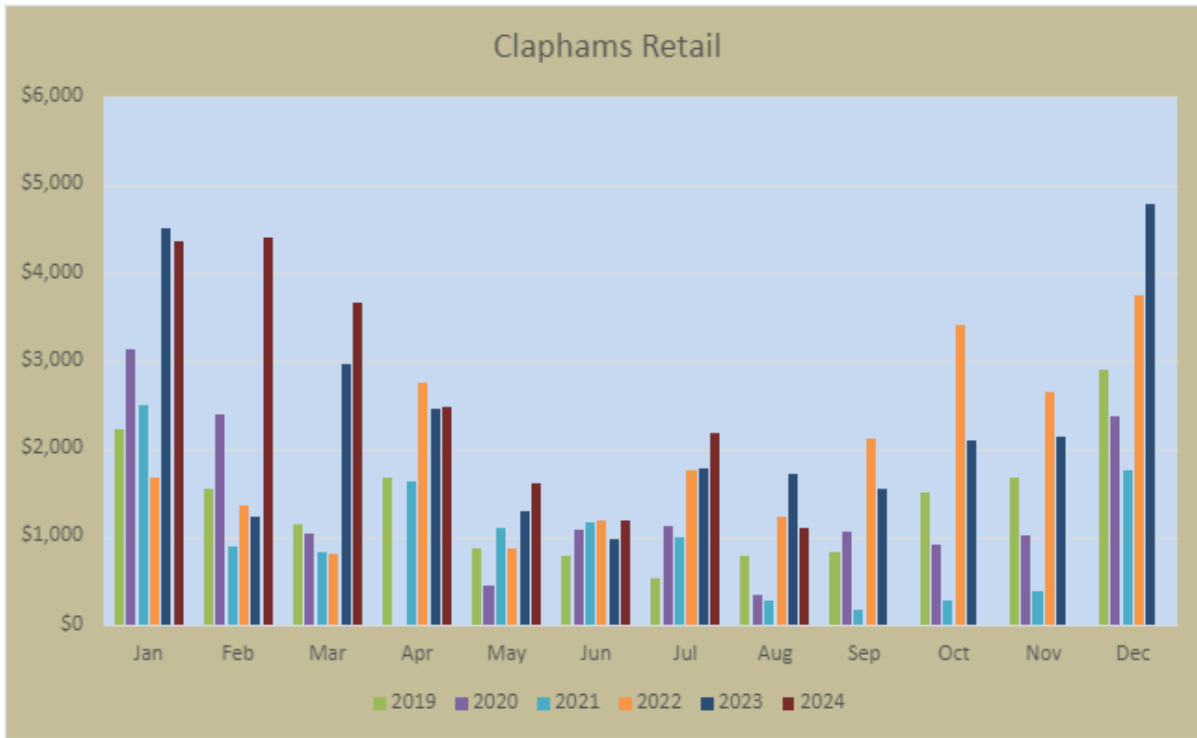
Paid admission numbers – **306 (down 1% on August 2023)**

Admission revenue - **\$2346 (up 12% on August 2023)**

Net retail revenue - **\$1111.34 (down 35% on August 2023)**

Total revenue for August 2024 - **\$3457 (down 9% on August 2023)**





*Contact Centre*

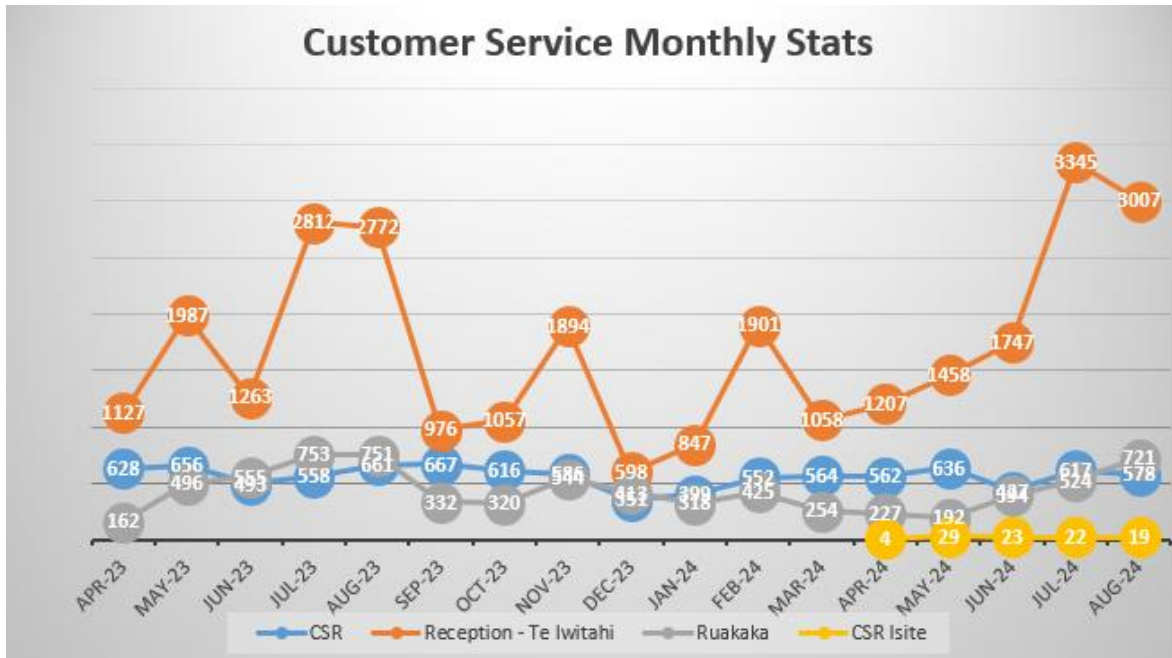
Monthly calls and monthly requests stats



*Customer Services – Te Iwitahi Civic Centre and Ruakākā*

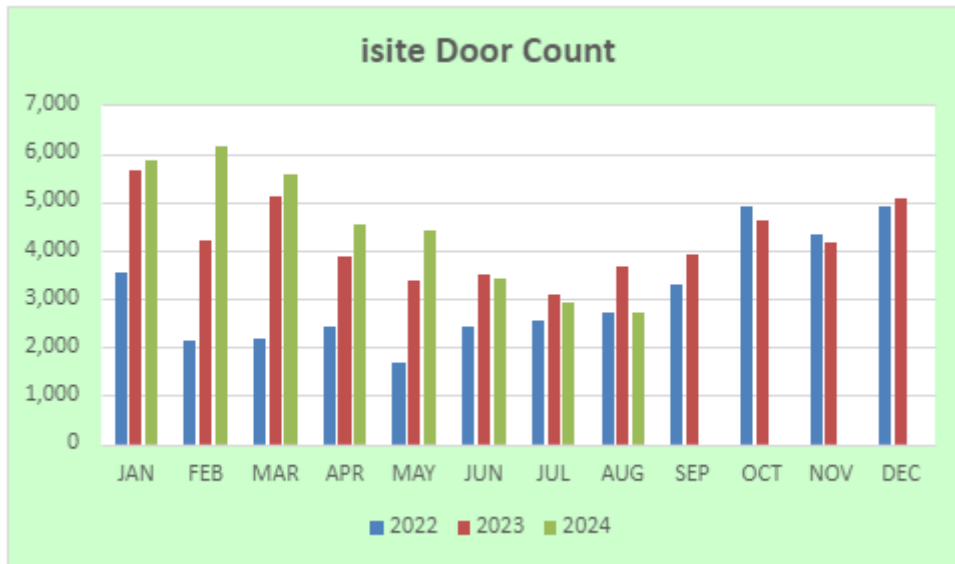
- The following graph shows the activity for Customer Services Representatives and Coordinators.

- The orange 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 blue 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.
- The yellow line is the new Customer Services desk at the isite.



*Isite*

Visitor numbers were 2,735 down 25% on August 2023



Booking revenue was \$314 down 42% on August 2023



Retail revenue was \$2093 down 29% on August 2023



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

Toilets – 7166 for the month.

Shower users – 269

### Property Assessment team

- PCS report requests saw a significant decrease in numbers received after a busy couple of months. LIM report applications continued to remain steady, with a couple of complex history properties this month.
- August saw a big increase in PIMs from 7 to 19, being a mix of privately owned properties and Kainga Ora developments. We continue to see a steady number of building consent applications across a range of projects, new dwellings, multi-units and alterations with less commercial projects for this month.
- Project Information Memorandums (PIMs): **19**
- Planning checks of Building consents: **105**
- Total PIM, Building Consents Exemptions and amendments, CoAs received – **137**
- Potential Contaminated Site Reports: Received **9**. Completed: **15**, **100% <20-day internal target**

- LIMs received: **140**. Completed: **141**, average days to report **4**, **100% <10 days**
- LIM Summary report:



### 5.7 Risk to the Tiriti Relationship

Nothing to report.

### 5.8 Delegated Financial Authority Policy

Nothing to report.

### 5.9 Legislation changes or updates

- Local Government Amendment Act 2023, work will be commencing in second half of 2024.
- District Plan PC1 change finalised later this year.

### 5.10 Future Planning / What's coming next?

#### *Contact Centre*

Focusing on staff wellness, due to a great deal of sickness within this team. Recognising that such a sedentary role requires accountability for own wellness. What can we do to help?

#### *Customer Services – Te Iwitahi Civic Centre and Ruakākā*

Investigate and plan for managing workloads where rates, rates rebates, and dog registrations are all due concurrently. With a view to best customer experience and pressure on staffing.

#### *isite*

- TL attending isite Conference in Queenstown 17-19 September
- Social media – working with District Development to increase isite presence on existing council platforms
- Cruise – future planning for coming season
- Brochure and digital display – TL to engage with Whangārei operators (on-going)
- Famils and on-going training
- NZQA accredited study is available through Service IQ free of charge to the isite members.

#### New Zealand Certificate in Tourism with Operations and Visitor Information



Visitor information centres are often the first stop for tourists exploring a region. The **New Zealand Certificate in Tourism with Operations and Visitor Information Endorsements – Level 4** gives staff the knowledge to help visitors enjoy a great experience, and the necessary business skills: from tourism knowledge, i-SITE systems and processes, relevant legislation, administration and sales, teamwork, social media, promotion and much more.

### *Property Assessment Team*

- Online LIM application form which is currently in test and refreshed LIM branding expected to go live in September.
- Working with RMA, Rates and Information Management team on internal process for improving property records, particularly with moving and associating applications at time of development.
- Updating content on WDC website

### *Clapham Clocks*

- Further review of graphic signage, small interior jobs and external logo, logged to tidy up a few interior and exterior graphics.
- Plan to bring the comms team back in for further photography and filming now the front counter is completed.
- TL planning to attend Interpretation Network of New Zealand (INNZ) conference in Auckland for 2 days in October, with the goal to expand network and find ideas for developing new signage in main Claphams exhibition hall in winter 2025.
- Silver Festival (17<sup>th</sup> September – 1<sup>st</sup> Oct); planned participation with V&E. Maritime Festival (weekend 12-13<sup>th</sup> October).



## 6 Libraries

### 6.1 Health and Safety

An incident at Kamo library where two customers were involved in a loud and abusive argument. Staff responded appropriately by pressing the duress alarm which alerted the security company who phoned the library to check on staff and sent a guard. There were problems with subsequently viewing the CCTV so the system will need to be checked.

### 6.2 Current Priorities

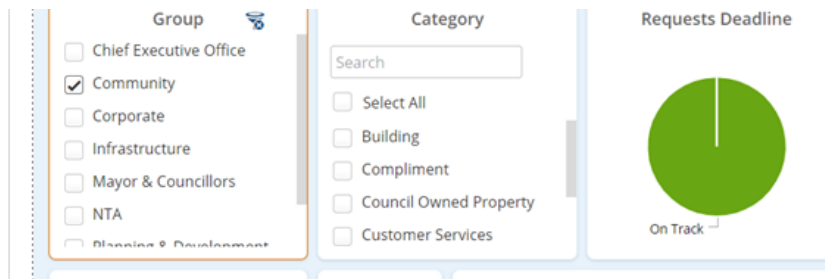
- Urgent roof repairs at Central
- Ongoing recruitment for Team Leader position and subsequent back filling
- Quotes for air conditioning for Central
- Library strategy

### 6.3 Performance measures and compliance

These are reported annually.

### 6.4 Request System dashboard update

No outstanding requests



### 6.5 Current challenges/issues

- Unexpected roof repairs
- Problems with CCTV

### 6.6 Overview of Operational Activities for August

#### Dying Matters

Whangarei Central Library was the venue for the talks and discussions held during the nationwide Dying Matters Week. This event featured workshops, presentations and resources on end-of-life and death-care including a curated collection of books on grief and dying. Topics ranged from making a will to assisted dying and natural burials. All sessions were very well attended, and we acknowledge Go with Grace for organising and facilitating the week.



## Book Talks

We were privileged to host a book launch for children's book author Kristin Kelly who was the winner of the Storylines Joy Cowley Award 2023. Kristin signed copies of her book and chatted with children and adults about her book and the inspiration behind the writing of the story



Sandra Russell discussed her autobiographical book *The Feeling of Cancer* sharing her own personal journey and the challenges she faced with living with incurable cancer.




AUTHOR TALK

**THE FEELING OF CANCER BY SANDRA RUSSELL**

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**WHEN:** 5:30 - 7:00pm Thursday 29 August 2024  
**WHERE:** May Bain Room, Whangārei Central Library  
**BOOK:** email [sandrarussell@gmail.com](mailto:sandrarussell@gmail.com)  
 or come along to the event.

Books will be available for sale.



MADE TO BE A MEMBER OF  
SOCIETY OF  
AUTHORS  
OF NEW ZEALAND

[thefeelingofcancer.com](http://thefeelingofcancer.com)



Whangarei District  
Libraries

## Stories From the Sub-Antarctic

A large audience of all ages were fascinated by explorer Kaitlyn Martin's tales of her adventures in the Sub-Antarctic.

**STORIES FROM THE SUB-ANTARCTIC**  
 Sunday 11 August | 10:30 am  
 Whangarei Central Library






ANTARCTIC HERITAGE TRUST



MetService



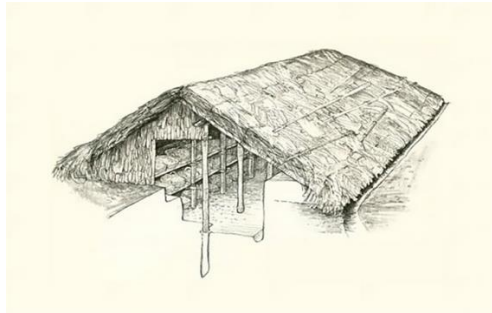
SOCIETY OF  
AUTHORS





**Heritage Talk**

Archaeologist, Dr James Robinson spoke about the archaeological evidence of Maori gardening practices in New Zealand and how gardening techniques were adapted and used in Te Tai Tokerau.



Picture above of a rua kūmara - a kūmara storage pit. Credit: Peter Addis - Te Ara, The Encyclopedia of New Zealand.

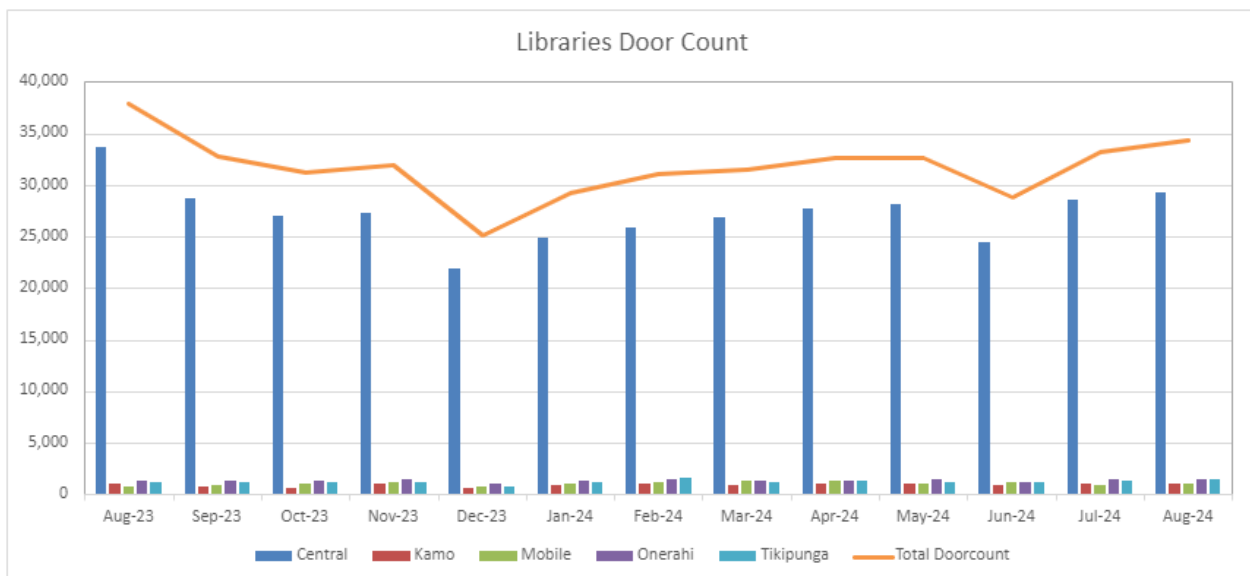
**Flash Fiction Awards**

Whangarei District Libraries hosted the first Flash Fiction Competition back in 2011 and have continued to give the event their support annually since. The number of entries continues to increase every year and prizes are awarded in both youth and adult categories. Below are the winners of both sections pictured with the Mayor.

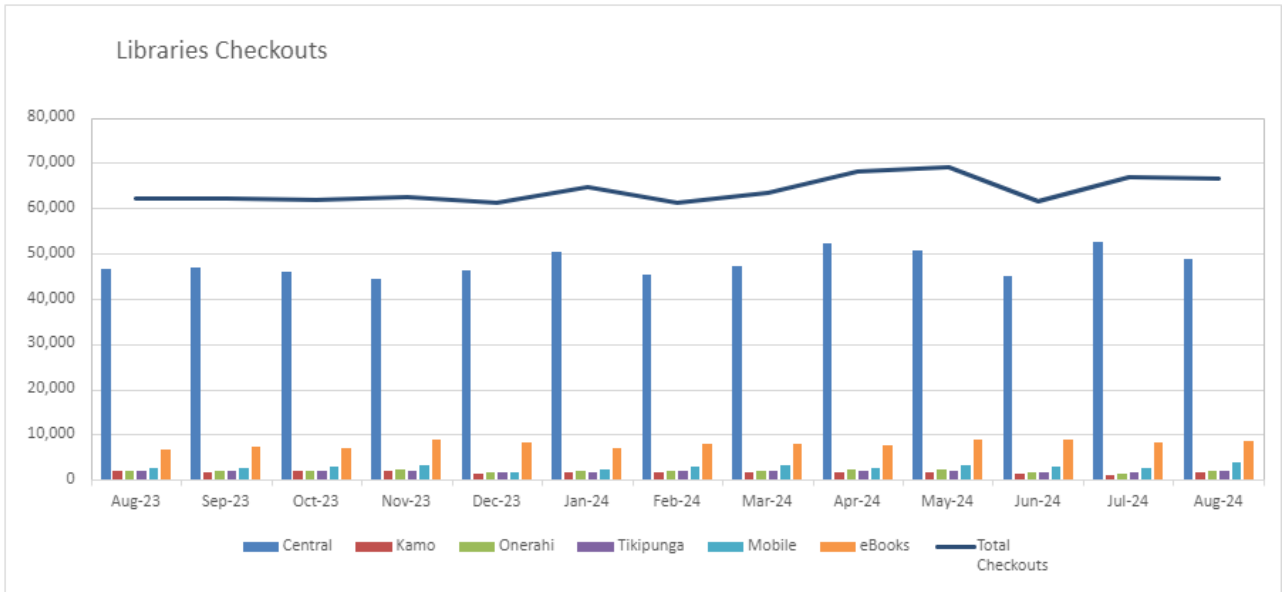


**Statistics**

Library usage statistics for August continue a positive trend with the total number of visitors to all libraries 34,320 the highest since August 2023. The number of visits to Central 29,258 is the highest since February 2020. The average number of check outs per visit was 1.9 items which is within the recommended guideline for public libraries.

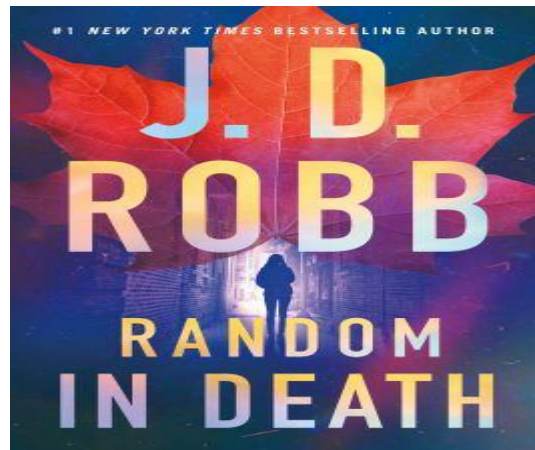
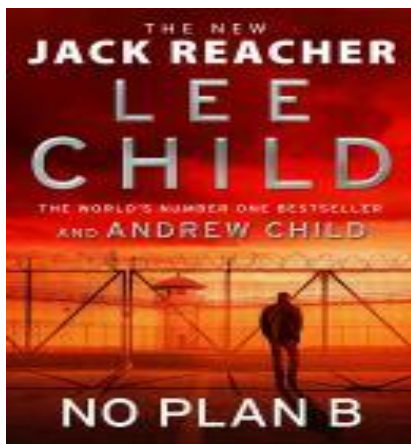






### Most Popular Titles

The two most popular titles in August for adult readers were:



By a huge majority the most popular non-fiction book was the story of World War 11 undercover spy Pippa Latour as told to Jude Dobson. Latour died in Auckland at the age of 102.



### **6.7 Risk to the Tiriti Relationship**

Nothing to report.

### **6.8 Delegated Financial Authority Policy**

Nothing to report.

### **6.9 Legislation changes or updates**

Nothing to report.

### **6.10 Future Planning / What's coming next?**

- Welcoming Week
- Raranga Tonu – hui for flax weavers
- Extended JP services in Central
- Dementia friendly book club

## 7 Venues and Events

### 7.1 Health and Safety

Members of the team attended a fire extinguisher training course in August.



### 7.2 Current Priorities

#### Up Coming Major Events Programme

Venues and Events current priorities focus on delivery of the Major events budget for 2024 –2025, with the team currently working on Fringe, Savour Northland, Māori Hockey Tournament, Rally NZ, The Kiwi Art Trial, local community events and working towards our major Warriors event in July 2025.

The bi-monthly Events round table meeting our cornerstone for interdepartmental communication within the council, fosters strong relationships with key community services such to enhance operational efficiency and reinforce community safety and preparedness and is going well with nothing of significance to report this month.

Our first quarterly catchup events and marketing meeting between, interdepartmental (Comms, District Development, V and E) and external stakeholders Northland Inc, Creative Northland, North Chamber, Sport Northland and NECT2021 have gone well and with each group Venue and events have plans in place for continued support. These meetings enable better marketing strategies cross the district events sector and assure regional and local audiences are being utilised and informed in the most effective way possible.

#### Silver Festival

The Silver Festival is a series of events across the Whangārei District happening between Tuesday 17 September to Tuesday 1 October 2024 to celebrate older adults and acknowledge their important role and contribution to our District.



#### Fringe Festival

Whangārei's largest multidisciplinary arts festival (organised by Whangareai Festivals Trust) the Whangareai Fringe Festival is about to come to life for Whangareai from the 27 September – 13 October 2024 encompassing over 100 unique events across 17 days at 25 venues. Get ready for a city-wide explosion of

performance, art, comedy, music, theatre, circus, digital technology, poetry, cabaret, workshops and community activity. Putahi Park will host a circus tent with multiple venues across Whangarei engaging in the celebration and joy of discovery, as we come together to celebrate the wild and wonderful spirit of our city. <https://www.whangareifringe.co.nz>



**Savour Northland 4 - 24 October 2024** led by Northland Inc is to become an annual regional wide festival aimed at elevating Northland cuisine, food and beverages. Over 100 events spread over 14 venues (including 11 restaurants) are planned over 17 days. There are 6 options to participate:

**The Savour Northland Challenge** where restaurants, cafes and bars and even food trucks across Northland will take up the challenge to showcase our amazing regional produce with culinary and liquid delights while competing for prizes.

**The trip to sip**, is a trip around northlands breweries, wineries and restaurants where the clink of glasses and the tastes of regional beverages, including locally roasted coffee, freshly squeezed juices [SAVOUR NORTHLAND Events | Trip to Sip | Northland Wine](#)

**Unique Experiences** with beer and oyster festivals, chef collaborations, themed events, and long lunches in stunning settings.

**Workshops** learn to master the art of mixology, go foraging, or improve your platter game there is a diverse program available throughout October.

**Foodie Tours** explore our district to some of our F and B best kept secrets.

**Markets:** From exploring our local food markets to participating in the ever-popular night markets at Putahi Park Savour has a market experience to suit you.

Savour will see producers, growers and restaurants showcase locally inspired dishes, special one-off events, culinary collaborations, and immersive workshops, all served up with our warm Northland Manaakitanga (hospitality) and some of the best views in the world. It's time to taste the treasures of Tai Tokerau. Join in the festival for an unforgettable month of culinary goodness.



**Māori Hockey** the Venue and Events team are supporting our National Māori Hockey Tournament here in Whangarei 25 – 28 October 2024 this will be a passionate display of Hockey prowess with over 500 people heading to Whangarei Hockey Centre to battle it out for the prized Māori Hockey Championship.



The Kiwi Art trail 24-'25 will visit four cities across NZ with locals (& visiting tourists) enjoying the splendid artwork for four weeks at each stop. We will welcome the Kiwi Art Trail to Whangārei for 4 weeks from 6 January 2025. Through this incentive 2 kiwis will be developed by local artists to join the trail.



Securing hosting rights for the Kiwi Art Trail '24-'25 will provide the Whangārei Council with a range of benefits and a great return on investment. The significant upfront costs absorbed by Save the Kiwi and Gallagher Insurance enable a small number of cities across the motu to host a world-class exhibition for a fraction of the cost of developing a curated display of this stature. As a host city we will

- Generating visitors to Whangārei
- Promoting kiwi conservation - something the region can truly celebrate in 2025
- Adding colour and vibrancy to Whangārei starting from Te Iwitahi and leading a trail through to the Town Basin and to Hihiaua peninsular
- Media coverage
- Use of Kiwi Art Trail logos, maps and other media
- Support of local artists

### Enhanced community relationships



We are excited to advise the final community consultation session to discuss the Whangārei District Council's Events Strategy will be held on Tuesday 10 September. Community insights and feedback are invaluable as we aim to create vibrant and inclusive events that reflect the diverse interests and needs of our community.

This consultation will provide an opportunity for you to help shape the vision and goals of the WDC Events Strategy. We believe that your participation will greatly contribute to the success of our events strategy, ensuring it is both comprehensive and representative of our community's aspirations.



The social media presence through 'What's on Whangarei' (WoW) is supporting messaging across social events and marketing channels and is a source for engagement with the local businesses and communities. This platform serves as a vibrant hub for promoting local events, fostering a sense of community, and driving economic activity by highlighting local offerings.

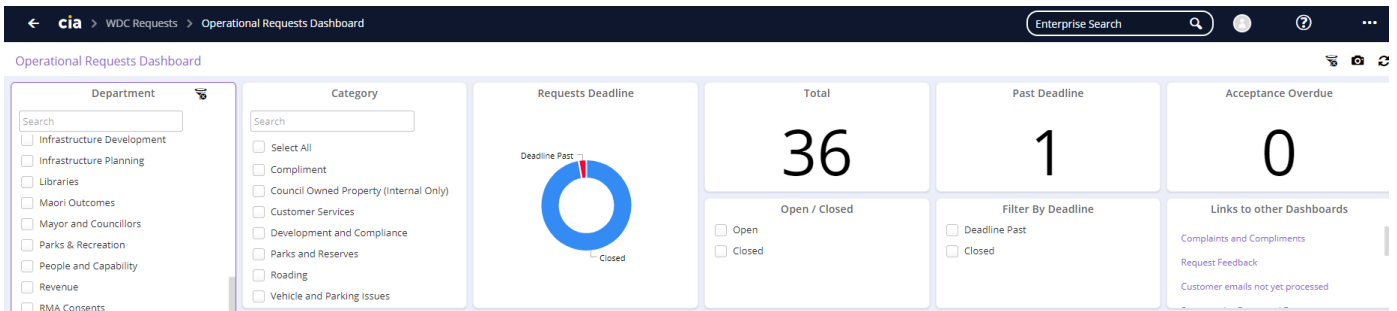


Flags and Decorations for Whangarei, reviewing any potential move to flag tracks and any future reduction in flags and decorations costs. Briefing will be presented to council as soon as the work is completed. With Works to begin 2025 – 2026 Financial year

### 7.3 Performance measures and compliance

These are reported annually

### 7.4 Request System dashboard update



### 7.5 Current challenges/issues

- To support the Forum North Entertainment Centre a new round of casuals have been engaged and this is resolving the shortage in ticketing and ushers for the venue. Work has begun on the implementation of training and development opportunities to enhance the skills of in-house employees.
- Through expanding our network of freelancers and investigating youth training opportunities the aim is to increase the pool of skilled technical labour within Whangarei. This project is in its early stages. The first round of student programming has begun at Oneonesix with these students undergoing some theatre and technical training with support via the event development fund to enable these activities to begin.

## Whangarei as an Event Destination - Challenges

The increasing popularity of Whangārei as a destination for major events is a testament to the city's appeal, the hard work of the events teams, the community who have work with us to achieve some amazing events for the district and our council who have believed and supported us to continue to create vibrant events for Whangārei District.

This growth for events, event permits, road closures, sponsorships, and venue bookings also highlight the challenges faced by the team operating within a tight budget while managing a growing workload. We are working hard to find a balance between accommodating the rising demand and maintaining the quality of service without overextending the team's capabilities.

Whangārei's success in attracting events and visitors is a positive development, however our resourcing can only go so far, and we are now having to look at what we are no longer able to support and achieve.

## Budget management Challenges

- Exploring creative budgeting strategies that maximize the use of available funds without compromising event quality. As one of these incentives we are looking to extend our Endless summer to cover 20 November 2024 - 30 March 2025 this is to reduce the impact of the large reduction in the Christmas budget.
- Working to grow our partnerships with community, local businesses, and alternative sponsors to offset costs and enhance community involvement. Our Quarterly marketing and events meeting is aimed at sharing the load of this across multiple sectors,

## 7.6 Operational Activities for August

### Forum North

Current Priorities for Forum North Entertainment Centre:

- The procurement plan for the roof repair has been signed off. We will be going to market shortly.
- We have just hired two new ticketing casuals for Forum North. Training is underway.
- The demand for bookings in 2025 is increasing with dates fulling up fast.

In August Forum North hosted the Annual Orchid Show in our Cafler Suite, this was their feedback.

*"Firstly, I'd like to thank everyone who helped with our show. It was a great success and a lot of public viewed the show and we got new club members which was a bonus."*

As well as The Ultimate Drag Show which we hosted in the Theatre, their feedback was:

*"So lovely to meet you too and thanks again for making our events run smoothly"*



In August Forum North hosted Atamira Dance Company for their show Ka Mua Ka Muri. They had a free school Matinee which saw Bream Bay College and Whangarei Girls High School attend. Afterwards they did a Q&A with the cast where the students were able to ask any questions.



## Cultural Events

### Post Puanga Matariki

Since the last operation report, Ūkaipō, Soil of Cultures and Hihi aua have submitted their Post Event Reports. 8 of 9 reports have been received.

Below are a few quotes, taken from the reports, that highlight the events positive impact.

#### Ūkaipō

*“The Puanga, Matariki festival was a kaupapa we felt was important to contribute to and gave us the impetus to initiate ‘Ūkaipo’. Successfully securing funding from WDC was an important driver to finish the work. The obligation to WDC as a funder pushed us through some tricky moments.”*

*“The audience’s feedback was amazing and the feeling of the audience’s response was powerful. We received standing ovations and karanga and the audience sang with us. It felt as if the audience became a part of the work and they didn’t appear to want to leave afterwards. They wanted to share their stories and talk about what they experienced watching UKAIPO. It was really touching.” - Gaby Thomas Event Coordinator/Director*



#### Soil of Cultures

*“Thanks for the genuine hospitality. The learning of how to prepare delicious food will stick with me. And the cultural significance of the food was profound. Any time you want to repeat this, we will be there”. - Anonymous feedback*

*“I found this event on the Mataraki calendar & I thought it would be really interesting to try different cultural foods! I’m so glad I came! Wonderful teachers, company & food. I won!!!” - Tenia workshop participant*





## Hihiaua Cultural Centre

*"I absolutely loved the wanānga. Numa was fantastic, very well prepared and dedicated to his students all day. He is probably the most generous artist I've ever met, letting us use his huge assortment of hand carved blocks. The sequencing of choose, get ink applied, do your own printing and then heat set on that nifty machine was amazing. Everyone made more than one. I loved how people were taking off their shirts and jackets and printing them. So spontaneous!*

*There were a lot of people attending, so it must have been well advertised. I am travelling in the US right now and I loved that wananga so much that have been telling people about it and showing pictures. I brought my sister a bag I printed and she's already using it for her knitting. Thank you so much for organising it. Oh, the taonga purist added an extra beautiful element to it also" - Tricia Culina*



### Post Puanga Matariki Event Community Hui - 31 July in Manaia Room

- 10 attended and had been involved in running an event for Puanga Matariki.
- Overall feedback of the festival was positive, and suggestions for 2025 were helpful – see link below.
- There was a strong feeling that we needed an official opening and closing event/ceremony.
- Having a central place for people to get information on what events are happening over the festival.
- More education around Puanga Matariki – specifically 'whāngai i te hautapu'

### Major Events

#### International Rally

We organized an interdepartmental meeting focused on the International Rally, where we presented all the costings and addressed questions to ensure everyone was aligned. This approach proved highly effective, and we plan to adopt this format for future large-scale events.

#### NRL Warriors Game 2025

Planning for the Warriors event is currently underway, with the date and teams to be finalized after the draw in November 2024. Grassroots ideas for events are beginning to take shape.

## Sponsorship Contracts are currently being sent out to:

- Kiwis Art Trail - January 2025
- New Zealand Hockey Masters - Feb 2025
- Opera North - June 2025
- NRL Warriors Game - July 2025
- Oneonesix – Arts Development Program – 3-year strategy

### *Events on Council Land Permits*

Number of Events on Council Land Permit applications received in August: **Eleven**

#### **Events on Council Land Permits issued/processed in August:**

- Artisan Market - Pūtahi Park & Canopy Bridge (Multiple dates from 26 October 2024 to 5 April 2025).
- Canopy Night Markets - Pūtahi Park & Canopy Bridge (25<sup>th</sup> Oct, 15<sup>th</sup> Nov, 13<sup>th</sup> Dec 2024, 24<sup>th</sup> Jan, 21<sup>st</sup> Feb, 21<sup>st</sup> Mar & 18<sup>th</sup> April 2025).
- Salvation Army Brass Band – Town Basin Raised Stage (21<sup>st</sup> September 2024).
- Whangarei Spring Car Boot Sale - Railway Rd Car Park (Saturday 31st August 2024)
- Patchwork and Quilters Car Event – Town Basin Raised Stage (7<sup>th</sup> September 2024).
- NorthCloud Whangarei Run/Walk Festival - Pūtahi Park, Hātea Loop, Canopy Bridge & Pohe Island Cycle Track (Sunday 15th September)
- Whangarei Parkrun – Hatea Loop Walkway (13<sup>th</sup> September 2024).
- Commemorating Merchant Navy Day – Laurie Hall Park Cenotaph (3<sup>rd</sup> September 2024).

### *Temporary Road Closures*

Number of Temporary Road Closure Applications received in August: **One**

#### **Temporary Road Closures Processed in August:**

- Northland Car Club Sept Event - Doctors Hill Road (22 September 2024).



### *Operational Activities*

Over the month of August 2024 Forum North Hosted

- 12 Community Events over 22 days
- 4 Commercial Event over 5 days

### *Tickets issued in August across all Forum North shows:*

926 which is down 2% from last month, and down 5% from August 2023.

#### **Ticketed shows in August:**

- Red Heavens – 6 Aug – Total tickets issued: 52
- The Ultimate Drag Show – 16 & 17 Aug – Total tickets issued: 352
- Ka Mua Ka Muri – 22 Aug – Total tickets issued: 202
- The Fleetwood Mac Experience – 24 Aug – Total tickets issued: 334 (sold out)
- Social Fabric Conference – 30 Aug to 1 Sept – Total tickets issued: 128



*Whangarei Orchid Show*



*The Ultimate Drag Show*

#### **Other public events in Forum North:**

- Whangarei Film Society
- WADPA Fundraising Concert – 3 Aug
- Whangarei Orchid Show – 16 & 17 Aug
- NZ Blood Service Mobile Blood Drive – 14 to 16 Aug
- Mid North Science Fair – 27 to 29 Aug

#### **Current Marketing Underway:**

- Forum North Theatre Shows (18 upcoming events)
- What's On Whangarei (ongoing)
- Silver Festival

### **7.7 Future Planning / What's coming next?**

#### **Forum North Upcoming Events**

In September there are 14 events

- 1 Commercial and 12 Community events
- 14 days of events in the Theatre
- 8 days of events in the Conferencing Area

#### **Upcoming public events/shows at Forum North in September**

- Social Fabric, Interconnectedness: Patterns and Diversity – 30 Aug to 1 Sept
- Prima Facie – 4 Sept
- Vocal Embers Opera North – 7 Sept
- Quilt & Textile Art Extravaganza – 13 to 15 Sept
- Onam – 18 Sept
- Library Heritage Talk – 25 Sept
- Whangarei Film Society
- Northland Ballet and Dance Competitions

#### **Events on Council Land Permits currently being processed:**

- Whangārei Fringe Festival 2024 - Pūtahi Park (27 September to 11 October 2024).
- Whangārei Maritime Festival – Town Basin, Pūtahi Park, Canopy Bridge (12 & 13 October 2024).
- 2026 Secondary Schools Team Sailing National Regatta - Parua Bay Recreational Reserve (12 to 18 April 2026).



- Villy Day Out - Roger Hall Memorial Park Ruakaka (23 November 2024).
- Tutukaka Market Season - Tutukaka Marina Reserve (26 October 2024, 16 November 2024, 14 December 2024, 18 January 2025, 1 February 2025 & 1 March 2025).
- Breast Cancer Pink Loop Walk - Pūtahi Park, Canopy Bridge, Hātea Loop (20 October 2024).
- 2024 International Rally of Whangarei - Pohe Island car park, loop way and green space by bike track (6 to 11 November 2024).
- Northland Firefighters Combat Challenge - Kensington Stadium carpark (1 March 2025).
- The Northland Long Lunch, a Savour Northland Wine and Food Festival Event– Canopy Bridge (19 October 2024).
- Hikurangi Auto Madness - Hikurangi Sports Grounds (9<sup>th</sup> March 2025).
- EKS Day (Eunice Kennedy Shriver day) founder of Special Olympics – Multiple areas around Hātea Loop Walkway (28<sup>th</sup> September 2024).
- Northland Car Club Motorkhana - Lower Dent Street, Car-Park (6<sup>th</sup> October 2025).
- Kaupapa Hauora Health Expo - Pūtahi Park & Canopy Bridge (12<sup>th</sup> April 2025).
- Ray White White Plate Dinner - Canopy Bridge (1<sup>st</sup> March 2025).
- Mental health awareness week - Hīhīāua Peninsula (25<sup>th</sup> September 2024).
- Unity in Maunu - Puriri Park (11<sup>th</sup> October 2024).

### **Temporary Road Closure Applications currently being processed**

- Dress for Success Northland, Walkin Wardrobe - Butter Factory Lane (19 October 2024).
- 2024 International Rally of Whangarei – Multiple locations around the district (6 November to 10 November 2024).
- Whangarei Christmas Parade – centre of the city (30<sup>th</sup> November 2024).
- Whangarei Fireworks Spectacular - Okara Drive (2<sup>nd</sup> November 2024).

### **Future Community Events**

- CommUnity After 5 2024 Series:
  - 15<sup>th</sup> October – Topic: Inspiring Stories (done in partnership with Community Development).
- Civic Honours – 25 October 2024 (Te Iwitahi)
- Planning for Christmas has started: Whangārei Central Christmas Parade – 30 November
- Further community events for 2024/25 to be confirmed

### **Future Festivals**

- Silver Festival (Tuesday 17 September to Tuesday 1 October 2024).

### **Future Cultural Events**

- Cultural Events for 24/25 to be confirmed.
- Welcoming Week begins 6 September – supporting Community Development with the following:
  - Event at Hihiaua Cultural Centre. Photos + interviews and workshop with International students from Whangarei Girl High School.
  - Supporting Multicultural Day event at Whangarei Libraries.
  - Free Ron Te Kawa workshop at the Library
  - Back to Roots talk at the library

### **Future Major Events**

- International Rally 8-9 November 2024

## **7.8 Risk to the Tiriti Relationship**

None to report

## **7.9 Delegated Financial Authority Policy**

Nothing to report.

### 7.10 Legislation changes or updates

Nothing to report.

### 7.11 Capital Works

Major Projects – Venues & Events	Current Stage	Estimated Construction Start Date	Estimate Completion Date
<b>Stadium Roof</b>	Planning	TBC	TBC
<p><b>Summary:</b></p> <p>Council have approved Option 3 for the Mono Pitched roof.            A new procurement plan is underway so that professional services can be engaged, to secure a design that can meet the budget and timeframe constraints.            The council project manager will undertake the next steps and work alongside NECT2021.</p> <p><b>Consultant: BECA</b></p>			

The Project Manager continues to work with NECT2021 staff regarding timing of the project as planning progress allows.

## 8 Civil Defence Emergency Management (CDEM)

### 8.1 Health & Safety

Nothing to report.

### 8.2 Current Priorities

#### *Tsunami Resources*

Tsunami Siren Replacement Project is ongoing with 35 constructed / installed (76%). 11 remaining (resource consent mainly).

Four paused – due to access to DOC land.

#### *Community*

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

#### *Cyclone Gabrielle Final Recovery Report*

Staff have provided a final overview of the council recovery actions from Cyclone Gabrielle. This update has been provided to the Northland CDEM Group Recovery Manager for a final regional recovery report that will be published towards the end of September for distribution.

### 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 September 2024.

### 8.4 Request System dashboard update

Nil Requests

### 8.5 Current Issues and Challenges

There are no pending issues or challenges causing concern.

### 8.6 Overview of Operational Activities for August reporting period:

#### *Response*

There have been no emergency response actions required during August.

#### *Emergency Operations Centre (EOC):*

- Shona Morgan has been appointed as an additional Local Controller for WDC.
- A Response Manager course is scheduled for October. We will be also training a couple of new Response Managers over the next 6 months.
- As a result of staff feedback from the recent EOC activation we have been busy improving logistics of the WDC EOC.
- An EOC exercise is planned for December.
- We have further updated Kete for the Emergency Management libraries.
- Financial delegations were approved for EOC Function Managers in the August council meeting.
- The EOC Procurement policy is being developed.

### Community Engagement Activities:

Community engagement activities for the month of August include:

- Tsunami Siren Replacement Project
  - Takahiwai Marae – One Tree Point
  - Te Waiariki Ngāti Korora Ngāti Takapari Hapū Iwi Trust – Urquhart Bay, Taurikura Bay, McGregors Bay
- Marae Preparedness Workshop - Marae for the Flood Resilient Māori Communities and Marae Project,
  - Mokau Marae
  - Ōtetao-Reti Marae
  - Ngatiwai Marae
  - Ōakura Marae
  - Tuparehuia Marae
- Community Engagement
  - Tutukaka Coast CRG
  - Whakapara Marae
  - Onerahi Probus Club
  - Pakotai CRG
  - Maungārongo Marae
  - Totara Gardens Retirement Village
  - Community Connectors Group

### Cyclone Gabrielle Appeal Trust:

As part of the Cyclone Gabrielle Appeal Trust fund the following organisations, groups and facilities were successful in their applications, to improve resilience.

He Korowai Tiaki Tangata Charitable Trust	<i>Provision of various equipment to set up a hub for use in an emergency weather event.</i>	\$20,000.00
Hikurangi Friendship House Charitable Trust	<i>Purchase of resources for a civil defence response for future events.</i>	\$20,000.00
Hukerenui School Board of Trustees	<i>Rebuilding the junior school's playground that was impacted by the cyclone.</i>	\$30,000.00
Kaikou Marae Trustees	<i>Grading a driveway access planting fauna, and replacing fencing, which will require purchasing equipment, material, fauna and flora</i>	\$20,000.00
Korokota Marae	<i>The purchase of items to become a fully operational civil defence hub.</i>	\$30,000.00
Maungaturoto Bowling Club	<i>Repairs to fences and a shelter damaged by the cyclone.</i>	\$4,025.00
Maungaturoto Centennial Community Centre Incorporated	<i>Radios and the associated peripheral equipment for sustained local communication in an emergency.</i>	\$20,000.00
Mokau Marae	<i>Repair damaged water system, maintenance and resource replenishment.</i>	\$20,000.00
Ngāti Taka (Ngāti Takapari) Hapū Charitable Trust	<i>Resources and storage for civil defence hub</i>	\$20,000.00

Ngunguru Marae	<i>To install a reasonable size battery system to complement the existing solar panel system.</i>	\$29,552.00
Oakura Beach Reserve Board	<i>The purchase of a shipping container, to store seven generators to be housed at the local fire station to support the local community in the event of an emergency.</i>	\$19,800.00
Oakura Marae - Whangaruru	<i>To install a battery system to the existing solar panel system.</i>	\$29,675.00
Omauri Marae	<i>Water tanks to provide water security.</i>	\$20,000.00
Ōtetao Marae	<i>An emergency power back up system.</i>	\$29,999.00
Pakotai Te Oruru Community Sports & Recreation Centre Inc	<i>Star link system connectivity package and annual subscription; Stove and fridge/freezer; Gazebos</i>	\$13,831.00
Parihaka Marae Trust	<i>Resources to prepare a Marae to support whanau and wider community in times of natural disasters.</i>	\$20,000.00
Taiharuru Marae Incorporated Society	<i>Taiharuru Urupa repair and replacement of the fencing along the boundary line, damaged or destroyed by the cyclone.</i>	\$20,000.00
Te Tārai o Rāhiri Marae	<i>To replace linen and mattresses damaged by the cyclone.</i>	\$20,000.00
Te Waiariki Ngāti Korora Ngāti Takapari Hapū Iwi Trust	<i>Restoring and repairing an Urupa, fixing fences, sorting out drainage issues, replacing and repairing damaged tool sheds, and building up banks.</i>	\$20,000.00
The Pines Golf Club, Tamaterau	<i>Installation of solar power with battery to a facility which is the registered civil defence gathering point for the community.</i>	\$20,000.00
Tuparehuia Marae Committee Charitable Organisation	<i>To install a reasonable size battery system to complement the existing solar system; petrol</i>	\$29,675.00
Whakapara Marae Trust	<i>Generator and portable trailer chiller.</i>	\$20,000.00

### 8.6. Risk to the Tiriti Relationship

Nothing to report.

### 8.7 Delegated Financial Authority Policy

Nothing to report.

### 8.8 Legislation changes or updates

The Emergency Management Bill has been postponed until the new Government have a full review of what is needed. Numerous reviews have been recently published and these will help updating the new Bill.

### 8.9 Future Planning / What's coming next?

- Marae Preparedness Plan and Māori Engagement within the Whangarei District - ongoing.
- Tsunami Siren testing on daylight saving change.
- EOC staff training – ongoing.

- EOC process and documentation review – ongoing.
- EOC ICT equipment review and renewals
- Tsunami Siren Replacement Project – underway.
- Tsunami Board review with new inundation modelling – March 2025.
- Flood Resilient Māori Communities and Marae Project – currently.

CDEM continue to support the Flood Resilient Northland Regional Council (NRC) project being led by the Rivers Department to provide flood readiness planning to 35 Marae throughout Te Taitokerau. Whangarei district EMS will support six Marae in the Whangarei district through this process.

#### **Upcoming Training Courses:**

9 <sup>th</sup> & 10 <sup>th</sup> Sept (Mon/Tues)	CIMS 4
11 <sup>th</sup> September	Welfare
12 <sup>th</sup> September	Logistics
13 <sup>th</sup> September	Intelligence
5 <sup>th</sup> October	Response Manager Course
11 <sup>th</sup> & 12 <sup>th</sup> Nov (Mon/Tues)	CIMS 4
13 <sup>th</sup> Nov	Logistics
14 <sup>th</sup> Nov	NRC Staff Exercise
15 <sup>th</sup> Nov	Planning
11 <sup>th</sup> Dec	EOC Exercise



**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.*