

Waimakariri District Council

Community and Recreation Committee

Agenda

Tuesday 23 May 2023

3.30pm

Council Chambers
215 High Street
Rangiora

Members:

Cr Philip Redmond (Chairperson)

Cr Al Blackie

Cr Robbie Brine

Cr Brent Cairns

Cr Niki Mealings

Mayor Dan Gordon (ex officio)

AGENDA CONTENTS – COMMUNITY AND RECREATION COMMITTEE MEETING

<u>Item Number</u>	<u>Item Topic</u>	<u>Page numbers</u>
3	Confirmation of Minutes	
3.1	Minutes of 21 March 2023	7-13
5	Staff Reports	
5.1	Community Team Update Report on Three Key Projects	14-22
5.2	Aquatics May Update	23-29
5.3	Libraries update to May 11 2023	30-39

A MEETING OF THE COMMUNITY AND RECREATION COMMITTEE WILL BE HELD IN THE COUNCIL CHAMBER, 215 HIGH STREET, RANGIORA ON TUESDAY 23 MAY 2023 AT 3:30PM.

Recommendations in reports are not to be construed as Council policy until adopted by the Council

BUSINESS

Page No

1 APOLOGIES

2 CONFLICTS OF INTEREST

Conflicts of interest (if any) to be reported for minuting.

3 CONFIRMATION OF MINUTES

3.1 Minutes of the meeting of the Community and Recreation Committee held on 21 March 2023

7-13

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Confirms** the circulated Minutes of the meeting of the Community and Recreation Committee, held on 21 March 2023 as a true and accurate record.

3.2 Matters arising (From Minutes)

4 DEPUTATIONS

Nil.

5 REPORTS

5.1 Community Team Update Report on Three Key Projects – Tessa Sturley (Community Team Manager)

14-22

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** report No. 230512068647.
- (b) **Notes** the collaborative, community-led approach adopted in the development and delivery of these three key initiatives.
- (c) **Notes** that staff have submitted an 'Expression of Interest' to the Ministry of Business Innovation and Employment (MBIE) Welcoming Communities fund, which, if accepted will result in three years-worth of funding for a much-needed additional 0.5FTE in staffing to ensure a broader, more strategic approach to connecting and empowering migrant newcomers into the life of the District.
- (d) **Notes** that staff await confirmation of our adoption into the programme. This confirmation is expected in early June 2023.
- (e) **Notes** that community development staff facilitate the acquisition of external funding to support these priority projects.
- (f) **Notes** that, with respect to the Arts Strategy project, a steering group will determine the nature of any necessary resourcing to support its delivery, including how that might be funded.
- (g) **Notes** that, following the presentation of this report, staff will present a brief overview of the Welcoming Communities model and recent successes in the Mayor's Taskforce for Jobs programme.

5.2 Aquatics May Update – Matthew Greenwood (Aquatic Manager)

23-29

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 230501060301.
- (b) **Notes** Aquatic Facilities progress against key performance indicators including facility Attendance and Financial results.
- (c) **Notes** a result of 95% for overall customer satisfaction as part of the recent customer satisfaction survey.
- (d) **Notes** Waimakariri District Aquatic Facilities have retained its Poolsafe accreditation for another year.
- (e) **Circulates** this report to the community boards for their information.

5.3 **Libraries update to May 11 2023 – Paula Eskett (District Libraries Manager)**

30-39

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 230511068377.
- (b) **Notes** the customer service improvements.
- (c) **Circulates** the report to the Boards for their information.

6 CORRESPONDENCE

Nil.

7 PORTFOLIO UPDATES

- 7.1 **Greenspace (Parks, Reserves and Sports Grounds) – Councillor Al Blackie.**
- 7.2 **Community Facilities (including Aquatic Centres, Multi-use Sports Stadium, Libraries/Service Centres, Town Halls and Museums) – Councillor Robbie Brine.**
- 7.3 **Community Development and Wellbeing – Councillor Brent Cairns.**
- 7.4 **Waimakariri Arts and Culture – Councillor Al Blackie.**

8 QUESTIONS

9 URGENT GENERAL BUSINESS

10 MATTERS TO BE CONSIDERED WITH THE PUBLIC EXCLUDED

In accordance with section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act (or sections 6, 7 or 9 of the Official Information Act 1982, as the case may be), it is moved:

1. That the public is excluded from:
 - The following parts of the proceedings of this meetingItem 10.1 Report from Kaiapoi-Tuahiwi Community Board meeting 17 April 2023.

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:

Meeting Item No. and subject	Reason for excluding the public	Grounds for excluding the public-
10.1 Report from Kaiapoi-Tuahiwi Community Board meeting 17 April 2023	Good reason to withhold exists under section 7	To enable any local authority holding the information to carry on, without prejudice or disadvantage negotiations (including commercial and industrial negotiations) (s 7(2)(i)).

NEXT MEETING

The next meeting of the Community and Recreation Committee will be held on Tuesday 20 June 2023 at 3.30pm.

**MINUTES OF A MEETING OF THE COMMUNITY AND RECREATION COMMITTEE
HELD IN THE COUNCIL CHAMBER, 215 HIGH STREET, RANGIORA ON TUESDAY
21 MARCH 2023 AT 3:30PM.**

PRESENT

Councillors P Redmond (Chairperson), A Blackie, R Brine, B Cairns and N Mealings.

IN ATTENDANCE

Councillors N Atkinson T Fulton, J Goldsworthy, J Ward and P Williams.

J Millward (Acting Chief Executive), C Brown (General Manager Community and Recreation), G MacLeod (Community Greenspace Manager), M Greenwood (Aquatics Manager), D Roxborough (Implementation Project Manager – District Regeneration), L Sole (Content and Discovery Team Leader), J Kirkwood (Reader and Reference Services Team Leader) and C Fowler-Jenkins (Governance Support Officer).

1 APOLOGIES

Moved: Councillor Redmond

Seconded: Councillor Blackie

THAT an apology for absence be received and sustained from Mayor Gordon.

CARRIED

2 CONFLICTS OF INTEREST

There were no conflicts declared.

3 CONFIRMATION OF MINUTES

3.1 Minutes of the meeting of the Community and Recreation Committee held on 21 February 2023

Moved: Councillor Cairns

Seconded: Councillor Brine

THAT the Community and Recreation Committee:

- (a) **Confirms** the circulated Minutes of the meeting of the Community and Recreation Committee, held on 21 February 2023 as a true and accurate record.

CARRIED

3.2 Matters arising (From Minutes)

PUBLIC EXCLUDED MINUTES (Refer to public excluded agenda)

3.3 Minutes of the public excluded portion of the Community and Recreation Committee Meeting Tuesday 21 February 2023

4 DEPUTATIONS

Nil.

5 REPORTS

5.1 Regeneration Transfer of Budget Between Projects – D Roxborough (Implementation Project Manager – District Regeneration)

D Roxborough spoke to the report which was an update of some recent forecasts for some of the projects in the regeneration and earthquake programme which had signalled possible increases and decreases. Some of the options had been covered in the report however the recommendation was to cover the forecast shortfall in some of the earthquake recovery recreation projects. One of the overspends was the non-slip treatment to the boardwalk at the Riverview terraces outside the Five Peaks pub. The other project was currently underway which was the decommissioning of the dewatering pumps that were used in the regeneration project. He noted that both projects were managed effectively and both of the activities were funded through the earthquake recovery loan therefore the overspend had no effect on the amount borrowed or rates.

Councillor Williams asked how long the earthquake recovery loan stayed available for staff to keep utilising it for overspends. Councillor Williams believed this budget should be closed off and that staff should be seeking funding for this project through the normal process rather than reassigning it. D Roxborough explained that the recommendation in the report was not to draw down any more money it was utilising budget that was already there and reassigning it from one project to another.

Councillor Williams stated this work was not in the original projects for the earthquake recovery loan. The work was on regeneration land however should be presented to the Councils Long Term Plan for the extra funds while the earthquake loan should be eventually put to bed. D Roxborough agreed however noted that these projects already existed in the works programme and had for a long time. It was just that a some of the projects had been forecast to come in as over budget and a some to come in under budget therefore it was just shifting some budget from one project to another. C Brown noted that the this question had been raised before when the Council had meetings regarding using the earthquake loan for other initiatives. He understood that if the Council were to remove projects from the earthquake loan to the recreation account the impact on rates would be similar. None of the projects identified were new and if staff were to bring a new project to the Council to consider they would not be doing that as part of earthquake loan funding.

Councillor Redmond thought Councillor Williams was referring to the fact that the regeneration seemed to be an ongoing matter that kept giving in one sense. He noted that there had been changes, with the portfolio that Councillor Blackie oversaw being disestablished. At this particular point there was no extra money being requested it was simply a reallocation of funds to achieve the balance required.

Councillor Cairns asked if staff were prematurely giving away money to the Community Hub when it could potentially be required for the Corcoran Reserve viewing platform. D Roxborough noted that at this stage staff were recommending retaining the budget for the viewing platform. J Millward noted that the budget that was in the Councils Long Term Plan had been forecast taking inflation into account.

Moved: Councillor Blackie

Seconded: Councillor Cairns

THAT the Community and Recreation Committee:

(a) **Receives** Report No. 230303029954.

- (b) **Approves** the re-assignment up-to \$50,000 of forecast unspent budget from completed Regeneration projects in the 2022/23 year; with up-to \$45,000 transferred to the Earthquake Regeneration (Recreation) activity to cover forecast project shortfalls in the current financial year, and the balance (nominal \$5,000) to transfer to Kaiapoi Community Hub and Croquet project.
- (c) **Approves** the retention of the current Corcoran Reserve Viewing Platform project budget in future year of the Regeneration programme, with this project to be reviewed as part of the 2024/34 Long Term plan as required.
- (d) **Notes** that staff would submit a further report to consider the Kaiapoi Food Forest project budget.
- (e) **Circulates** this report to Kaiapoi-Tuahiwi Community Board for their information.

CARRIED

5.2 Library Update to 9 March 2023 – P Eskett (District Libraries Manager)

L Sole took the report as read highlighting the Rangatahi engagement over the summer period. Rangatahi Fridays ran over January and included some wonderful outdoor games and a barbeque. These events coincided with a very busy period for the libraires team over the holidays. On January 4 2023 they had close to 2,000 people visit across the three libraries. It was a positive sign that there was an increase in new memberships over this period including people new to the district and whanau that had previously had very little or no contact with libraries in the past. These events while low key were a very valuable way to connect and reconnect with young people and families encouraging a habit of lifelong learning. It was important that the Library service continued to provide healthy opportunities for young people to connect inside and outside of library spaces. One of the strengths of libraries was that they worked to foster a sense of belonging. Seeing young people lining up to get on the barbeque to serve older members of the community and helping with games may seem like a small gesture but it was quite a special experience. In the past L Sole had seen the way that these small gestures flourished into future connections and paved the way for ongoing connections for youth. The success of these events reiterate the value of partnerships as a proven way for libraires to strengthen relationships with young people.

Councillor Cairns noted in item 4.3 of the report that the libraires content and discovery team were working with 3D printing. He asked if staff were proposing to put these 3D printers in all libraries or only some and did they have the space available to house them. He noted that anecdotally it had been 10,000 people per month going through the libraries. He asked for an updated number of people that utilised the libraires. L Sole noted that 3D printing was just one of a number of digital opportunities that libraries staff were in the process of planning. The plan was to have a high spec 3D printer at Rangiora Library as a hub. These were quite bulky devices however it was possible that they could use one in a mobile setting in the future. C Brown explained that there was the Citizen Advice Bureau area at the Rangiora Library which could be utilised for some of the education and learning around technology and some study space. There was not enough space at the other libraries when considering technology opportunities. In terms of the numbers in the last 12 months, the door count was for 78,823 people and the library website visits recorded 96,826. This did not reflect the number of books that were getting checked out or the amount of digital books that were being read.

Councillor Redmond assumed the library charged for photocopying. He asked if they were proposing to charge for 3D printing and what was the basis of the charge rate. L Sole explained that 3D printers used a filament product, which

was a plant based resin and the standard rate was around thirty cents per gram of material which was a standard rate used by Christchurch City Council, Selwyn District Council and Ashburton District Council.

Councillor Williams noted that in the report there were a lot of Māori names and beside there was a the English translations. In item 4.2 of the report there were Rangatahi Fridays where it noted that these groups of Rangatahi were causing disruptions. He asked what a Rangatahi and hapori meant. He noted that there needed to be an English translation beside it when the words were used. L Sole explained that Rangatahi meant youth and hapori was community. C Brown noted that staff had a conversation around that, there were different levels of understanding in terms of peoples competency in te reo and they needed to reflect that. Staff would ensure that where they were using the word in Māori the first time in the report they would include the English name in brackets next to it however they would also provide a glossary at the back of the document.

Councillor Fulton noted with interest and enthusiasm local history and heritage in Waimakariri and the ReCollect digital archive which he thought was a tremendous project. He asked if there would be a communications plan to make sure that the message got out to all those clubs and organisations in the district. J Kirkwood noted that it would be launched publicly in the next few months and as part of the launch the staff were currently working on a marketing and promotional strategy and they would also be working with groups around the community on how to could use it effectively.

J Kirkwood noted that the ReCollect Heritage platform would have an official launch in the next two months. In the second quarter of 2021 Waimakariri Libraries was able to create a one year role for a local heritage librarian using New Zealand Libraries Partnership Programme (NZLPP) funding. They were fortunate to be able to job share this position between two existing library staff members. One of the many outcomes of their work was the ReCollect platform. ReCollect allowed the community to preserve, share, tell and celebrate their stories and memories of life in the Waimakariri District. The platform would allow anyone to browse the content but people could also create an account and contribute photographs, sound recordings, video, posters, programmes or flyers; the list was endless. Library staff would vet the content and curate it and could work with groups on digitisation projects. They were starting the collection with over 600 items.

Councillor Redmond asked if they were looking at downloading, for example, the Kaiapoi Advocate which had ceased publishing, all their past issues. J Kirkwood noted that would be a big project, there was always copyright issues so they were trying to work with Creative Commons.

Councillor Redmond asked if people were able to download information themselves. J Kirkwood replied that people could add their own content if they had photos at home they could put that onto the platform, staff would then vet the content before putting it live on the site.

Moved: Councillor Mealings

Seconded: Councillor Brine

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 230309033019.
- (b) **Notes** the customer service improvements, including Rangatahi (young people) Fridays, ReCollect Heritage Platform and experiential technology service developments that have contributed positively to community outcomes by Waimakariri Libraries from – 18 November 2022 – 9 March 2023.
- (c) **Circulates** the report to the Boards for their information.

CARRIED

Councillor Mealings commented that she loved the work the libraries were doing and that the library report was always her favourite. It never ceased to surprise or amaze her the things that the libraries got up to. She was looking forward to the ReCollect site to be launched. Councillor Mealings believed that the work libraries staff did across all of our Rangatahi was marvellous and gave people a safe space that everybody belonged and everybody was included whether they were young or old.

6 CORRESPONDENCE

Nil.

7 PORTFOLIO UPDATES

7.1 Greenspace (Parks, Reserves and Sports Grounds) – Councillor Al Blackie.

- The Motorhome Park in Kaiapoi was up and running, it had been open for a month and was already full. The park was bringing vitality and money into the town.
- Te Kohaka o Tuhaitara Trust – Greg Byrnes had resigned. The Trust was now running under two people. The Trust upgraded the head ranger to acting manager and was running the park side of things. They had also employed someone to run the Waikuku Beach Camp. They had gone out to a professional recruitment agency to replace the General Manager. Once a new General Manager had been appointed they would reassess the situation.
- Silverstream Reserve had its first outdoor function planned for Sunday 19 March 2023 but it was rained out and moved to the Eyreton Hall and had been a big success.
- Silverstream Reserve – the Student Volunteer Army carted shingle for the paths.
- Sail GP – teams linked up with a yacht club and the Canadian Yacht Club linked up with Kairaki Yacht Club and did a clean up of the beach and river mouth. They also did some planting at the Te Kohaka Park.

7.2 Community Facilities (including Aquatic Centres, Multi-use Sports Stadium, Libraries/Service Centres, Town Halls and Museums) – Councillor Robbie Brine.

- The Tactix Netball team would be playing at the MainPower Stadium for two games.
- 11,000 plus covid cases last week – this was still impacting on Councils ability to serve our community.

7.3 Community Development and Wellbeing – Councillor Brent Cairns.

- Volunteer Expo - 28 organisations - on average 15 groups at each venue, Kaiapoi was held on Saturday 18 March 2023, the one at Pegasus Community Centre would be held on Friday 24 March at 5pm and Rangiora Library at 10am on Saturday 25 March 2023.
- Next Steps website launch, invitations had been sent out and was scheduled for 29 March 2023 5pm at Woodend Community Centre. This is perfect timing as Loneliness survey results had been provided - national data, had asked for Waimakariri data.
- Food Banks were still performing at higher than normal levels when compared to last year, but steady. Fruit and Vegetable stands were seeing large volumes of surplus being shared and this was good when produce from people's back yards was plentiful, however there may be an issue as we head into winter.

- Pegasus Woodend food forest had another volunteer day, the local MenzShed had generously donated seating and tables and the community were supporting this project with more and more donations of trees and plants.
- Currently there were 29 food forests at various stages of development/growth.

7.4 **Waimakariri Arts and Culture – Councillor Al Blackie.**

- T Sturley (Community Team Manager) was finalising the Arts Strategy which was in its final stages.
- Sculpture installation at MainPower Stadium was no longer happening as the donators had not liked any of the artwork presented by the artists and had withdrawn the funding at the last minute.

8 **QUESTIONS**

Nil.

9 **URGENT GENERAL BUSINESS**

Nil.

10 **MATTERS TO BE CONSIDERED WITH THE PUBLIC EXCLUDED**

In accordance with section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act (or sections 6, 7 or 9 of the Official Information Act 1982, as the case may be), it is moved:

Moved: Councillor Redmond

Seconded: Councillor Blackie

THAT the public be excluded from the following parts of the 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:

Meeting Item No. and subject	Reason for excluding the public	Grounds for excluding the public.
10.1 Minutes of public excluded portion of Community and Recreation Committee meeting of 21 February 2023	Good reason to withhold exists under section 7	To protect the privacy of natural persons, including that of deceased natural persons (s 7(2)(a)).

CARRIED

CLOSED MEETING

Resolution to resume in Open Meeting

Moved: Councillor Redmond

Seconded: Councillor Brine

THAT open meeting resumes and the business discussed with the public excluded remains public excluded.

CARRIED

NEXT MEETING

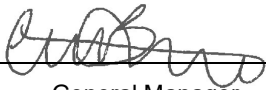
The next meeting of the Community and Recreation Committee will be held on Tuesday 23 May 2023 at 3.30pm.

There being no further business the meeting closed at 4.27pm.

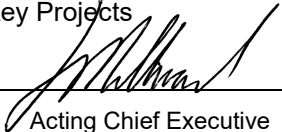
CONFIRMED

Chairperson
Councillor Philip Redmond

Date

WAIMAKARIRI DISTRICT COUNCIL**REPORT FOR INFORMATION****FILE NO and TRIM NO:** GOV-01-04 / CMS-09-10-02 / 230512068647**REPORT TO:** COMMUNITY AND RECREATION COMMITTEE**DATE OF MEETING:** 23 May 2023**AUTHOR(S):** Tessa Sturley – Community Team Manager**SUBJECT:** Community Team Update Report on Three Key Projects**ENDORSED BY:**
(for Reports to Council,
Committees or Boards)


 General Manager



 Acting Chief Executive
1. SUMMARY

- 1.1. This report provides an overview of key activities for three of the Community Team's priority areas, over the three-month period, February to April of this year.
- 1.2. The report details progress on these significant, established or 'under development' projects, related to community development, and youth development.
- Migrants and Newcomers
 - Arts Strategy
 - Youth Employment

RECOMMENDATION**THAT** the Community and Recreation committee:

- (a) **Receives** report No. 230512068647.
- (b) **Notes** the collaborative, community-led approach adopted in the development and delivery of these three key initiatives.
- (c) **Notes** that staff have submitted an 'Expression of Interest' to the Ministry of Business Innovation and Employment (MBIE) Welcoming Communities fund, which, if accepted will result in three years-worth of funding for a much-needed additional 0.5FTE in staffing to ensure a broader, more strategic approach to connecting and empowering migrant newcomers into the life of the District.
- (d) **Notes** that staff await confirmation of our adoption into the programme. This confirmation is expected in early June 2023.
- (e) **Notes** that community development staff facilitate the acquisition of external funding to support these priority projects.
- (f) **Notes** that, with respect to the Arts Strategy project, a steering group will determine the nature of any necessary resourcing to support its delivery, including how that might be funded.
- (g) **Notes** that, following the presentation of this report, staff will present a brief overview of the Welcoming Communities model and recent successes in the Mayor's Taskforce for Jobs programme.

2. **BACKGROUND**

2.1. In line with the four pillars of the Waimakariri Community Development Strategy 2015 - 2025, the Community Team's collective role is to:

- **Engage** with the community and so capture its views, imagination, skills, experience and ideas.
- **Inform** the community about significant relevant issues and opportunities that affect the lives of our residents.
- **Connect** people, groups and organisations with others who can help to address those issues and opportunities.
- Help them to establish working groups and **empower** them with the skills, information and resources they need to collectively translate their ideas into action.

2.2. Whilst the strategy is currently under review, these four pillars continue to frame this collaborative, community-led work; which aligns with 10 of Council's Community Outcomes, 'best practice' criteria for our status as an International Safe Community and eight of the United Nations Sustainable Development Goals.

3. **ISSUES AND OPTIONS**

3.1. **Migrants Portfolio - Welcoming Communities**

3.1.1. The Migrant Facilitator portfolio was established in 2016 in response to evidence that the cultural make up of our communities was changing, with an increase in ethnic migrant newcomers to support the growing local dairy industry and the Christchurch rebuild. Subsequently, the rebuilding of our local towns has seen a boom in the local hospitality sector, coinciding with huge growth in the Retirement Village sector. Both are significant employers of migrant staff, many of whom bring family members whose limited English language and social connection make it difficult for them to find work or integrate into the life of their local community.

3.1.2. Community Development staff recently undertook two surveys to inform local Migrant portfolio priorities, moving forward.

- One gather the experience of migrant newcomers, with 15 ethnicities represented
- Another to gather the perspective of migrant employers and stakeholders regarding the issues most affecting local migrants

3.1.3. Key issues included:

- Finding work, with only 68% of respondents indicating that they are able to use their skills or qualifications
- Nearly one third had difficulty speaking English.
- Financial difficulties and mental or emotional wellbeing were significant issues.
- Nearly half the respondents found it difficult to make friends, with 61% having felt lonely or isolated 'sometimes' or 'most of the time'
- Half the respondents don't know where to get help or information
- Employers and other stakeholders listed speaking English, immigration or visa issues, social isolation as key issues
- Responses indicated a willingness for employers to play their part in supporting migrant workers.

- 3.1.4. Whilst much has been done over recent years, capacity continues to be an issue; and since it was put in place, the existing 0.5FTE role has struggled to maintain service levels, without building up significant TOIL. This is not sustainable and adequate resourcing is needed to ensure that service levels are maintained, and our community can be agile to meet the needs and aspirations of its migrant residents.
- 3.1.5. The Welcoming Communities Programme was formally presented to the Migrants Steering Group meeting in November of 2022. The group saw the value of Welcoming Communities as a potential best practice model for our District and agreed that there was merit in lodging an Expression of Interest to be involved.
- 3.1.6. Discussions have been had with the Mayor and Chief Executive, who have endorsed this approach and our application to submit an Expression of Interest. With that endorsement, staff submitted a report to senior management requesting approval for this Expression of Interest to be accepted into the Welcoming Communities Programme. This approval was granted.
- 3.1.7. The Welcoming Communities Programme includes Ministry of Business Innovation and Employment funding of \$54K per annum for three years. This would allow us to address the shortfall in staffing, without impacting rates. It would also assist a broader, more strategic approach to ensuring that our District is welcoming - particularly to migrants. We await confirmation of our adoption into the programme. This confirmation is expected in early June
- 3.1.8. Led by Immigration New Zealand (INZ) in partnership with the Ministry of Ethnic Communities and the Human Rights Commission, Welcoming Communities works towards healthier, happier and more productive communities by welcoming newcomers into the local community. It centres on an eight-pillar framework:
- Inclusive Leadership
 - Connected and Inclusive Communities
 - Civil Engagement and Participation
 - Welcoming Communications
 - Welcoming Public Spaces
 - Equitable Access
 - Economic and Business Development
 - Culture and Identity
- 3.1.9. With our neighbouring 'cousin' communities in Hurunui and Selwyn already in the Welcoming Communities programme, Waimakariri's potential involvement makes good sense. Whilst this is an individual application, with many service providers operating across the Greater Christchurch area, there are most definitely opportunities for collaboration with those two TLAs around Welcoming Communities. We are well used to sharing ideas and translating successful initiatives across each other's communities.
- 3.1.10. There is significant, benefit in terms of positive social outcomes for our increasingly diverse community. We also see Welcoming Communities as a means and to bridge the gap between newcomers and long-term residents, celebrate diversity and attract people who can apply their unique skills, talents and experience to create more vibrant communities.

3.2. Arts Strategy

- 3.2.1. The Arts Strategy project was conceived out of the 2020 COVID-19 Social Recovery Forum, as one particularly interesting and rather unexpected opportunity. The potential role that the arts could play in the District's recovery and on-going resilience was identified; as well as the potential for the arts to impact economic development and district attraction.
- 3.2.2. Several trusts are working in the Waimakariri arts, culture, heritage sector; however, activity to date has been somewhat siloed. A collaborative, strategic approach that brings together the expertise, experience and ideas of those across the various disciplines will not only strengthen the sector but will also add significant value to the resilience and wellbeing of Waimakariri Residents.
- 3.2.3. The Waimakariri Arts Strategy Development offers significant value to both the established local arts sector and the wider community in that:
- While the Waimakariri District is well served with a vibrant local arts sector, a strategic approach is needed to identify gaps, increase collaboration and maximise opportunities for local arts to play a significant role in enhancing the lives of local residents.
 - The development and implementation of an overarching strategy will serve as a solid foundation for the growth and enhancement of our local arts sector. It will create opportunities for local artists and associated groups to work more collaboratively, sharing resources and ideas to increase efficiency.
 - The process for the strategy's development will create a mechanism to identify gaps and opportunities to make the arts more accessible and relevant to Waimakariri residents. Furthermore, it creates an opportunity to apply an intentional approach to building capacity and creating increased local awareness and appreciation of the place of Te ao Māori in the local arts.
 - A strategic approach will help us to put Waimakariri Arts 'on the map', creating jobs, increasing visitor numbers and, in turn, contributing to the strength of the local economy.
- 3.2.4. A number of factors have contributed to slower than expected progress on this project, however, with planning and a mapping of the broader (multidisciplinary) arts sector complete, an initial key partner/working group forum toward the end of last year, resulted in the framing of draft vision statement, along with five goals and a set of measurable objectives, related to each.
- 3.2.5. At the end of April, staff held a larger forum, engaging local representatives from across the arts sector in reviewing the draft goals and objectives and workshopping related activities. The material from that workshop has been fashioned into a draft, which will be presented to the Council Project Control Group for review and consideration of next steps in terms consultation, publication, dissemination and resourcing to guide the implementation of the objectives to the strategy. This will likely involve recruitment of an Arts Facilitator. Staff will work with the appropriate internal and external partners to frame the role and identify the most suitable means to resource this, as well as where such a role might sit in the community.
- 3.2.6. It is anticipated that the draft strategy will be presented to the August Community and Recreation Committee Meeting.

3.3. Youth Employment – Mayor’s Taskforce for Jobs and Youth Futures

North Canterbury Youth Futures (NCYF)

3.3.1. Led by the Community Team’s Youth Development Facilitator, NCYF is a group of local youth service providers and government agencies who provide an annual careers expo and are working towards being able to enhance employment opportunity and ensure that local young people are adequately supported throughout the journey into education and employment. The Mayors Taskforce for Jobs (MTFJ) pilot project, detailed in 3.3.2, below will form part of this.

3.3.2. Partners in NCYF include:

- Community College North Canterbury, who provide a 12-week horticultural education programme, particularly targeted at young people not engaged in education, employment or training. (NEETs)
- Ministry of Social Development – Rangiora Office, who are often the first point of call for ‘NEET’ young people
- Noaia, an iwi-based organisation operating alongside Ngāi Tūāhuriri Runanga. Noaia provide a Māori kaupapa programme to support young people with the building blocks to prepare them for the workforce, including driver licensing, Counselling and work experience opportunities
- Youth Development and Opportunities Trust (YDOT), which upskills and empowers young people who are outside of the school system, providing practical and life-skills.
- All four high schools – Oxford Area School, Rangiora High School, Rangiora New Life School, and Kaiapoi High.
- Enterprise North Canterbury, Waimakariri District’s economic development agency, who have extensive connections with local businesses.

3.3.3. NCYF’s strategy for affecting positive youth futures has three strands:

- *Partnerships* – education providers, local and central government agencies and employers are actively involved and are contributors to the development of a partnerships across the region. This supports greater success in transition for young people from education to ongoing training and/or employment.
- *Learning pathways* – education providers will collaborate to ensure that relevant learning pathways are established for young people who are either from secondary school or are NEET to access in tertiary or work base placed training.
- *Engaging the Community* – all contributors will endeavour to ensure greater awareness throughout the community of future employment opportunities and identify and understand the appropriate learning pathway for young people to realise these career aspirations.

3.3.4. In line with the first strand, the annual NCYF careers expo was first held in 2018. This year’s expo is to be held at Rangiora High School on May 24th. With a brief hiatus over the COVID period the expo has been well attended by local businesses, over a three-year period. It enjoyed a pre-COVID peak of around 4,000 local parents, young people and exhibitors, which included an incredible diversity of small and larger local business operators, organisations and companies, as well as tertiary and trades providers and employment support agencies. Many employers have jobs directly available, and general feedback from parents supporting their young people is that they have been surprised and

impressed by the range of career-path options available through local businesses and organisations.

- 3.3.5. Marketing for this year's event has been extensive, via, social, printed and digital media and staff expect a strong turnout.

Mayor's Task force for Jobs (MTFJ)

- 3.3.6. In response to concerns expressed through North Canterbury Youth Futures, staff have acquired Local Government New Zealand funding for a fixed term pilot under the Mayor's Taskforce for Jobs programme. As a result, a six-month fixed term coordinator has been employed and we have been contracted to achieve 12 placements for local people not in education employment or training, known in the sector as NEETs.
- 3.3.7. The MTFJ programme is specifically designed with the intention that it is based on the individual needs of the jobseeker. As well as covering salary costs for a coordinator, MTFJ funding provides a budget to cover any costs associated with getting a young person employed. These can include driver licensing, training courses, counselling, initial travel expenses, clothing, personal Protection Equipment (PPE), computer, etc. This provision to finance practical and/or pastoral support removes the barriers that can result in someone being trapped in a cycle of unemployment.
- 3.3.8. To ensure that this pilot programme is successful, the MTFJ Facilitator Waimakariri utilises collaborative working relationships with local youth services, already aligned with the North Canterbury Youth Futures Education and Employment programme, to create a range of sustainable pathways for jobseekers. The Community Team's extensive range of network. These relationships have resulted in the establishment of a strong base of local services and businesses ready to build ongoing relationships that result in work or work-ready opportunities for local young people. This allows the MTFJ coordinator to connect jobseekers into work experience and/or work.
- 3.3.9. In line with the original intent of this programme and its roots in the Mayoral Forum, the Mayor retains oversight of the project, via regular updates from the Youth Development Facilitator and MTFJ coordinator. This ensures that he can stay abreast of the challenges and triumphs associated with the pilot.
- 3.3.10. Staff are confident that the pilot will evidence the value of this broker-style role, given that there is currently no such resource in the Waimakariri district. We anticipate at the end of the 6-month period, the success of this pilot will evidence the need for ongoing and increased broker resourcing in the Waimakariri District. To that end, we will likely come back to LGNZ and MSD, looking to secure funding for a fulltime staff member to deliver and further develop this programme across the Waimakariri District. Should we not be able to access funding via that avenue, staff would likely seek funding from an alternative Central Government of philanthropic funder.

Implications for Community Wellbeing

There are significant implications on community wellbeing as a result of these activities:

- The application of an evidence-based, community-led approach ensures the development of sound, relevant initiatives that empower residents to plan a part in creating a safe, healthy, connected and resilient District
- This work centres on the creation of connected, inclusive communities, where people have a sense of belonging.
- Broad sector collaboration results in better and locally accessible social, health, education and community service provision.
- People are empowered with skills and opportunities to access employment and engage in the life of their community.
- Community groups and volunteer-involving organisations are adequately skilled and resources to support the needs and deliver quality service to local residents
- Our community will be able to sustain itself through future natural disasters or crises without strain being put on supply chains.
- The collective wisdom, experience and opinion of local residents is applied to local decision making.

3.4. The Management Team has reviewed this report and support the recommendations.

4. COMMUNITY VIEWS

4.1. Mana whenua

The relationships that the community have built through engagement with Ngāi Tūāhuriri hapū and local and regional Maori health providers have fostered and increased the reach of information and supports for the rūnanga and the whanau that it supports.

Staff continue to seek Ngāi Tūāhuriri feedback and representation on local networks associated with these and the broader range of community development projects.

4.2. Groups and Organisations

Through its various working parties, project coalitions and steering groups, the Community Team has established and maintains an in-depth working knowledge of the Waimakariri District and the physical, socio-economic and environmental factors that affect the quality of life of our residents. The Community Team applies a community-led approach to its work, collaborating with well over 300 community, education, business: and government and non-government stakeholders.

4.3. Wider Community

Broad community engagement is an important part of the work of the Community Team. This ensures a community-led approach that is relevant to all with a stake in creating a safe, healthy, connected and resilient District.

5. OTHER IMPLICATIONS AND RISK MANAGEMENT

5.1. Financial Implications

There are no significant short term financial implications for Council in relation to the content of this report. As part of their business-as-usual roles Community Team staff ensure the acquisition of external funding to support these priority projects.

With respect to budgets for the three projects detailed in this report:

- With our Expression of Interest to be confirmed at the time of writing this report, Welcoming Communities does not currently have budget allocation. If we are accepted into the programme, budgeting for operational costs will be apportioned in line with the associated LGNZ/Ministry of Social Development funding. Project costs associated with the programme will initially be covered out of \$28K of recently acquired Department of Internal Affairs project funding. Year to date expenditure for that fund currently sits at \$9,696, although it should be noted that the funding period is September 2022 – August 2023.
- Likewise, with it yet to be decided whether there will need to be a facilitation aspect and where such a role might be located, there is currently no budget for the Art Strategy project, outside external funding allocation in early 2022 for project development. Once the strategy has been approved, a steering group will determine the nature of any necessary resourcing to support its delivery, including how that might be funded. Community Development staff will facilitate the acquisition of such funding.
- Mayor’s Taskforce for Jobs is externally funded, in full, by Ministry of Business Innovation and Employment. Expenditure, including salary, overheads and project costs, is closely monitored by MTFJ/Ministry of Social Development as part of the programme. There is currently an underspend in that budget, however, with the project only 2 months into its operation, we anticipate that this will level out.
- An overview of the programme will be presented to the Community and Recreation Committee following presentation of this report. That presentation will cover the budget and expenditure for the MTFG project, to date.

5.2. **Sustainability and Climate Change Impacts**

The information in this report does not have sustainability impacts.

6.3 **Risk Management**

The Community Team maintain strong relationships with internal (Council) and external stakeholders to ensure that initiatives are community-led and sustainable.

6.3 **Health and Safety**

Health and Safety considerations are included in planning for all Community Team facilitated initiatives.

6. CONTEXT

6.1. **Consistency with Policy**

This matter is not a matter of significance in terms of the Council’s Significance and Engagement Policy.

6.2. **Authorising Legislation : N/A**

6.3. **Consistency with Community Outcomes**

As detailed in the attached report, the collective work of the Community Team aligns with the following Community Outcomes:

- Effect is given to the principles of the Treaty of Waitangi
- People are friendly and caring, creating a strong sense of community in our District
- People’s needs for mental and physical health and social services are met
- There is a safe environment for all
- People have wide ranging opportunities for learning and being informed

- There are wide ranging opportunities for people to contribute to the decision making that affects our District
- Public spaces and facilities are plentiful, accessible and high quality
- The community's cultures, arts and heritage are conserved and celebrated

6.4. **Authorising Delegations**

None



Tessa Sturley
COMMUNITY TEAM MANAGER

WAIMAKARIRI DISTRICT COUNCIL**REPORT FOR INFORMATION**

FILE NO and TRIM NO: GOV-01-04 / AQU-02-09 / 230501060301

REPORT TO: COMMUNITY AND RECREATION COMMITTEE

DATE OF MEETING: 23rd May 2023

AUTHOR(S): Matthew Greenwood, Aquatic Manager

SUBJECT: Aquatics May Update

ENDORSED BY:
(for Reports to Council,
Committees or Boards)


General Manager


Chief Executive

1. SUMMARY

- 1.1. This report is to provide the Community and Recreation Committee with a summary of the Aquatic Facilities Unit's year to date progress, as measured against the unit's most significant Key Performance Indicators. It includes a summary of customer attendance and a budget update for the year to 30 December 2022.
- 1.2. This report details current staffing and recruitment activities, results of the recent general customer satisfaction survey and outcomes of our annual Poolsafe audit.

Attachments:

- i. Nil

2. RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 230501060301.
- (b) **Notes** Aquatic Facilities progress against key performance indicators including facility Attendance and Financial results.
- (c) **Notes** a result of 95% for overall customer satisfaction as part of the recent customer satisfaction survey.
- (d) **Notes** Waimakariri District Aquatic Facilities have retained its Poolsafe accreditation for another year.
- (e) **Circulates** this report to the community boards for their information.

3. BACKGROUND

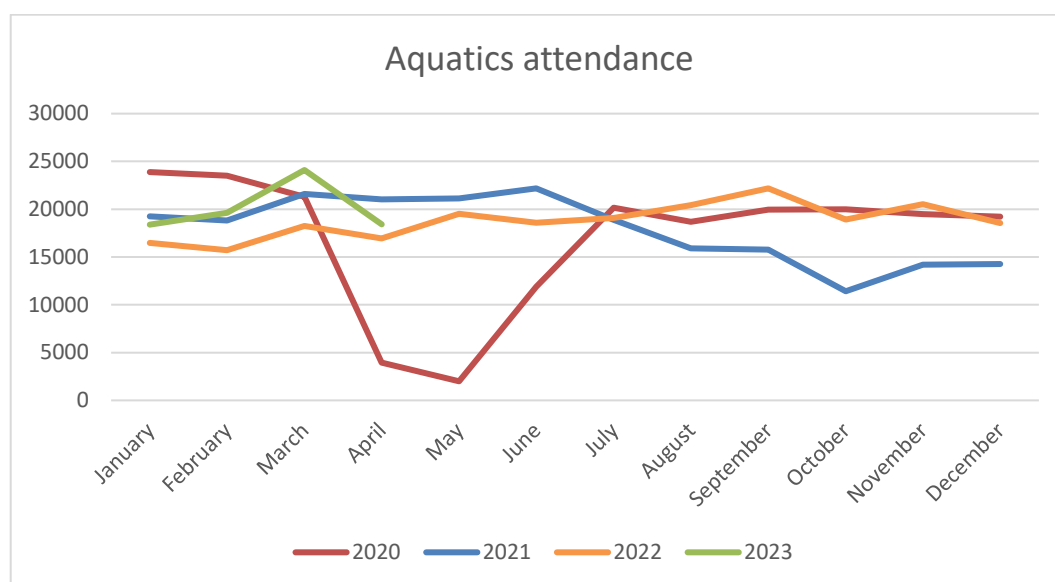
- 3.1. The Waimakariri District Council's Aquatic Facilities team deliver strong aquatic programmes and enjoyable recreation opportunities for the ongoing wellbeing of our community and visitors. We do so from four sites: two indoor, year-round facilities and two seasonal summer pools, which operate over the summer period from October to April.
- 3.2. The Aquatic Facilities team work closely with partner organisations, clubs, trusts and interest groups to support water safety programmes, grow and develop swimming and Aquatic exercise initiatives, and works with the Council to ensure our facilities are inclusive places, accessible to all members of the community.

- 3.3. Staffing and recruitment activities over the past couple of years, have been hampered by low unemployment, and a dynamic, fast moving employment market. Aquatics staff continue to work closely with Councils Human Resource team to ensure we identify and develop a strong pool of talent, ensuring high standards and safe enjoyable facilities for our community.
- 3.4. Customer satisfaction surveys are run every six months as a means of engaging with our users, inviting feedback on the facilities, staff and programmes offered. Overall satisfaction with our offering is measured as part of the survey against a target result of 90% or greater and is one of the facilities non-financial key performance indicators.
- 3.5. The Waimakariri District Council has been part of Recreation Aotearoa's Poolsafe programme since early in its inception as, in lieu of other legislation, the programme offers an independent assessment against key operating criteria, ensuring robust health and safety practices. Recreation Aotearoa enable sharing of best practice examples within the industry while engaging, lobbying and seeking clarification from Government departments on behalf of the industry.

4. ISSUES AND OPTIONS

4.1. **Aquatics customer attendance**

The following table provides a summary of ticket sales across the facilities to date as at April 2023.



The large dip in 2020 (red) coincides with the first national lockdown in April 2020 with the facilities closed. Similarly, September through November of 2021 (blue) saw the introduction of level restrictions, vaccine passes and head count limits within indoor spaces.

Attendance at the facilities is up on a month by month comparison with last year, with March being our busiest month to date. Visits tailed off in April due to the timing of the school holidays, Easter and Anzac weekends which saw a majority of people take the opportunity to head away. This impacted our recreation swim figures which are stronger in the school holiday periods outside of school term when our Waiswim programme is running.

It is also important to note the economic impacts both currently in play and across the last few years, with a surprisingly strong economy initially, post covid outbreak, through to the current situation limiting consumer discretionary spending.

4.2. Staffing and recruitment update

The facilities are now seeing much less disruption from covid although, we are now heading into the winter cold season which last year had a big impact across both staffing and customer attendance.

Staffing levels were maintained up until the closing of Oxford pool in mid March, however we haven't seen the same return of staff from the outdoor pools. As we often see at the start of the year, some staff took this opportunity to enrol for studies, others preferring to work locally and not travel, with only a couple of the staff from the summer pools returning to pick up further work at the indoor sites.

From our recruitment in January we took on 5 staff looking to work evenings and weekends. This helped us to address the need for running a restricted roster at Kaiapoi. Further movements within the team and preparation for winter colds and sickness required that we start another round of recruitment, with interviews getting underway shortly. This will allow us to create more cover and prepare for term three when we have a number of staff leaving for travel. We continue to work to not only cover current vacancies but identify individuals with good availability to help cover short term sickness and any future opportunities.

Thankfully interest in our recruitment is increasing with a number of strong candidates coming forward, some already holding the required qualifications. This is a welcome change from previous years which saw very limited interest and candidates with low suitability to the requirements of the role.

We continue to work closely with the Organisational Development and Human Resource team to ensure we not only attract strong interest but retain staff once in the role. In the coming weeks staff will be attending Youth Futures Careers Expo which will give the opportunity for staff to connect with engaged candidates.



4.3. Results of the general customer satisfaction survey

In April we ran our biannual Aquatics Customer Satisfaction survey. The survey was available to our customers via Councils "Lets Talk" platform and was emailed directly to our Membership and Concession card holders. Additionally we pushed the link out via our social media pages which gave the opportunity to a wider audience.

We received just over three hundred responses over the two week period which is on par with our previous surveys. Of these 68% confirmed that they visit the facilities two or more times per week with the predominant activities being lane swimming and aquarobics, with spa and leisure coming in close behind.

Of those surveyed, 95% of responders said that overall they were satisfied with their experience of our facilities. This is a great achievement and is up 1 basis point from the survey run in September last year at 94% and ahead of our target of 90% or above.

Over 97% of responders said they were satisfied with the helpfulness and assistance of the Aquatics staff. This theme carried over into the text feedback sections where the overwhelming feedback was that our customers appreciate the facilities available and the service provided by staff.

The other main themes were requests for upgrading changing room spaces or upgrading the facilities overall with additional pool space and features. This feedback supports our current work of revisiting the District Aquatic Strategy to test the assumptions, check demographic projections and update any recommendations ahead of the upcoming Long term planning.

Other themes were cost of entry, customer behaviour/lane etiquette and the cleanliness of the changing spaces. We work hard to maintain the balance between user pays ticket sales and funding through rates with incremental price changes on an annual basis to ensure we address economic changes and stay in step with other similar leisure offerings. Further, discounts are available for family groups and those with limited socio-economic means to promote family activity and decrease barriers for inclusion.

We are about to start work on a signage refresh and will look to incorporate lane swimmer etiquette into this, as well as discussing this at upcoming staff training sessions.

Finally, staff continue to address any cleaning issues as they become aware of them. Staff regularly pass through the changing areas to ensure they are clean or address any mishaps which may have occurred. It can be a fine balance to ensure that the spaces



remain monitored and clean while also maintaining customer privacy and

Overall, this is a strong result and shows our customers notice and appreciate the work that goes into supplying and running the facilities.

4.4. **Poolsafe accreditation achieved**

At the end of February our facilities were visited by an Auditor from Poolsafe, Sarah Clark, a facility manager from Westwave in Auckland. Having already submitted our Standard Operating Procedures, Emergency Action Plan and Pool Risk Management Plans for assessment, Sarah was on site to tour our facilities and interview staff to ensure that our daily process actually aligned with our documentation and that we were continuing to meet industry best practice guidance for the operation of public facilities.

The site visits went well with Sarah commenting positively on staff knowledge and friendliness. Following feedback on our process, updated Chemical Spill kits were ordered and are now on site and ready for deployment if needed. Staff drill on these sorts of emergencies as part of ongoing in house training however we hold only limited quantities of our treatment chemicals and have not had to put our chemical spill plan in to action.

In March we received confirmation that our sites had been accredited as Poolsafe facilities for another year. This accreditation reassures the public that our pools are well managed, that staff are well trained and operating in line with the industry best practice guidance.

Implications for Community Wellbeing

While there are no specific implications contained in the issues raised above, Community Wellbeing continues to be the key driver for all activities within the district's Aquatic Centres. From the sharing of knowledge, developing key life skills, fellowship and the opportunity for recreation, rehabilitation and recovery, the wellbeing of our community is central to our ongoing relationship with our customers.

4.5. The Management Team has reviewed this report and support the recommendations.

5. **COMMUNITY VIEWS**

5.1. **Mana whenua**

Te Ngāi Tūāhuriri hapū are not likely to be affected by, or have an interest in the subject matter of this report.

5.2. **Groups and Organisations**

There are no groups and organisations likely to be affected by, or to have an interest in the subject matter of this report. Aquatics staff continue to work closely with our key community partners and wider industry organisations, including North Canterbury Swim Club, Water Skills for Life, Waimakariri Access Group, Recreation Aotearoa, Swimming NZ and the North Canterbury Sports and Recreation Trust, to name a few.

5.3. **Wider Community**

As detailed in 4.3, in our most recent General Customer Satisfaction survey run April 2023, Aquatics achieved an overall customer satisfaction rating of 95%. This is up from our previous result of 94% six months prior and ahead of our targeted ≤90%. The next survey is scheduled to run in October 2023.

Aquatics staff continue to engage with our community, through platforms such as SwimDesk, the Councils website, Facebook pages and emails to members. Further, we invite feedback through our in-house surveys, customer feedback boxes, staff engagement and social media channels.

6. **OTHER IMPLICATIONS AND RISK MANAGEMENT**

6.1. **Financial Implications**

The following table summarises the Aquatic Facilities operational financial position in the 2022/23 year as at March 2023.

Aquatic Facilities Budget Summary	YTD Actual \$'000	YTD Budget \$'000	Variance \$'000
Operational Income	1,061	1,420	(359)
Rates Funding	2,508	2,536	(28)
Total Income	3,570	3,956	(387)
Operation Expenses	2,689	2,700	11
Maintenance	206	231	25
Corporate overheads	543	551	8
Internal Interest	209	213	4
Depreciation	657	394	(264)
Total Expenditure	4,305	4,089	(215)
Total Surplus (deficit)	(735)	(133)	(602)

While attendance continues to improve year on year overall, it is down on forecast which impacts Operational Income. Councils Long Term Plan was developed prior to and without

the knowledge of the impacts and changing customer trends brought on by Covid. The final income deficit, currently 359,000 is anticipated to continue to not align with the activity as anticipated for the Long Term Plan budget. As with previous years this is being addressed through an annual plan deficit which will be met by the covid loan.

The income result was balanced in part by savings in Operational Expenses through careful management and decreased resource usage. Direct staffing costs remained on budget due to the need to continue to meet contractual obligations and safe operating requirements.

As is consistent across Council, depreciation is a key issue following the revaluation of assets in the 2021/22 Annual report.

There are no financial implications of the decisions sought by this report.

This budget is included in the Annual Plan/Long Term Plan.

6.2. **Sustainability and Climate Change Impacts**

While the recommendations in this report do not have a direct sustainability or climate change impact, the impact our operation has on the community and environment are key drivers for the delivery of services and our planning processes.

As explored in the District Aquatic Strategy, ensuring the efficiency of our operation is key to managing the sustainability of current and future offerings. This ensures that facilities will be well utilised and continue to be good value for money for future generations.

Aquatic staff continue to investigate more sustainable and climate conscious alternatives with examples including switching to LED lighting, closely monitoring our water quality to reduce the need for additional chemical balancing and switching products to prioritise less impactful chemicals for cleaning and filtration.

To further minimise its environmental impact, our pool plant utilises systems to recirculate water and recover heat, which decrease the overall energy required to operate.

6.3 **Risk Management**

Impacts on the global supply chain continue to create issues for the supply of key products and chemicals, most notably CO2 gas for the management of pH. While there are often alternatives and a number of other potential suppliers, this is a growing concern which will impact our industry.

While we have completed a number of recruitment activities the market continues to be fluid and ongoing movement threatens to further impact services. We are currently working with staff to ensure the optimisation of our current resource before we once again seek externally for new candidates.

Fluctuating attendance affects the revenue split between ticket sales and rates revenue. Staff will continue to monitor revenue and expenses closely, reporting regularly, working to refine the business model to identify efficiencies and meet the community demand for low cost, safe and enjoyable recreation opportunities.

There are no risks arising from the adoption/implementation of the recommendations in this report.

6.3 **Health and Safety**

Customer and staff safety is key to the ongoing success of the facilities with leadership staff working closely with Council's Health and Safety team, SportNZ, and other key groups to ensure our ongoing operation continues to comply with Ministry of Health instructions and guidance.

Community spread from colds and viruses can impacts our availability to safely staff programmes and services. Our Aquatics BCP outlines how we will manage staffing pressures to ensure we continue to operate a safe and secure environment for our customers at all times.

Poolsafe accreditation requires robust practices around reporting, investigation, trending and management of both staff and public accidents. This is on top of the Council's Health and Safety requirements and ensures a comprehensive overview.

There are no health and safety risks arising from the adoption/implementation of the recommendations in this report.

7. CONTEXT

7.1. Consistency with Policy

This matter is not a matter of significance in terms of the Council's Significance and Engagement Policy.

7.2. Authorising Legislation

Poolsafe - Though not currently a legislative requirement, Poolsafe accreditation is recognised as industry best practice, representing a base safe standard for operating a public aquatic facility following a coronial enquiry delivered in October 2006.

7.3. Consistency with Community Outcomes

The Council's community outcomes are relevant to the actions arising from recommendations in this report.

- Public spaces and facilities are plentiful, accessible and high quality, reflecting our cultural identity.
- There is a strong sense of community within our District.
- There is a healthy and sustainable environment for all.
- There is a safe environment for all.
- People needs for mental and physical health and social services are met.
- Businesses in the District are diverse, adaptable and growing.
- People have wide ranging opportunities for learning and being informed.

7.4. Authorising Delegations

This committee has delegated authority for the governance of the Aquatic Facilities.

WAIMAKARIRI DISTRICT COUNCIL**REPORT FOR INFORMATION**

FILE NO and TRIM NO: GOV-01-04/230511068377

REPORT TO: COMMUNITY & RECREATION COMMITTEE

DATE OF MEETING: 23 May, 2023

AUTHOR(S): Paula Eskett – District Libraries Manager

SUBJECT: Libraries update to May 11, 2023

ENDORSED BY:
(for Reports to Council,
Committees or Boards)


General Manager


Chief Executive

1. SUMMARY

This report provides an update on key activities and customer service innovations undertaken by Waimakariri Libraries from 9 March – May 11, 2023, including Better Digital Futures with the Ōtautahi Māori Women's Welfare League, North Canterbury Pride Picnic, Death Café's, and an update on Creative Communities.

Attachments:

Nil.

2. RECOMMENDATION

THAT the Community & Recreation Committee

- (a) **Receives** Report No. GOV-01-04/230511068377.
- (b) **Notes** the customer service improvements.
- (c) **Circulates** the report to the Boards for their information.

3. BACKGROUND

3.1 The Waimakariri Libraries aim to promote reading, literacy, and learning; support a stronger, healthier and more resilient community; promote a culture of exploration and creativity; contribute to the economic wellbeing of individuals and the community, and deliver excellence in public service. See the: Waimakariri Libraries' Strategic Framework 2018-2020 for details (TRIM: 180314027362 and 180924110635).

4. ISSUES AND OPTIONS**4.1. Better Digital Futures for the Ōtautahi Māori Women's Welfare League**

4.1.1. A partnership between Waimakariri Libraries, the Digital Inclusion Alliance Aotearoa, and the Ōtautahi Māori Women's Welfare League (OMWWL) has seen Library staff tutor and train OMWLL leaders to empower and educate their community.

The partnership grew from seeds sewn over a long and fruitful four-year relationship built with Waimakariri Libraries Assistant Librarian Digital Connections Sarah Stenhouse and the Digital Inclusion Alliance. This relationship has achieved considerable digital opportunities and improved digital equity for our

hapori (community) with Waimakariri Libraries now trusted to run these classes for the OMWWL, a privilege for both Sarah and Rangatahi Engagement Co-ordinator Rebecca Moreland, for whom Tuahiwi is her marae.



The aim of the partnership was to familiarise women from the League with the Better Digital Futures for Seniors course material, so that they would be able to begin providing the course themselves to their own community. The course ran for three weeks, and while Tuahiwi Marae was initially considered as a venue, the classes ultimately ran out of Ruataniwha.

The course focused on using your smart phone and useful apps available to help with everyday tasks, such as online grocery shopping and WhatsApp.

The small group classes, with a few participants joining online, involved much laughter and whakawhanaungatanga (building of connections and relationships).

Nāu te rourou, nāku te rourou ka ora ai te iwi

With your basket and my basket the people will thrive

4.1.2. Community Outcomes

Collaborating with community groups in this way supports the following Community Outcomes:

- People have wide ranging opportunities for learning and being informed
- Mana whenua are acknowledged and respected
- Effect is given to the Treaty of Waitangi

This mahi (work) also supports the United Nations Sustainable Development Goals (SDG's)

- Four: Quality Education
- Five: Gender Equity
- Eight: Decent work and Economic Grow
- Ten: Reduced Inequalities



4.2. North Canterbury Pride Picnic

4.2.1. Waimakariri Libraries continues to offer safe spaces for the LGBTQIA+ community in a time of increasing hostility towards its transgender members. This message of safety and support was shared via a pop-up library at the North Canterbury Pride Picnic in March.

The pop-up library featured a range of LGBTQIA+ friendly fiction and non-fiction. Over the duration of the day, the team joined new members up to the library and issued a range of these books using a mobile circulation programme that allows access to the Library Management System over a mobile data connection.

Having a presence at such events, and connecting with the community at them, allows the library's team to promote the breadth of our collections, and that they will find texts that are relevant to them on our physical and digital shelves, but also to build trust and connection with some of our community's most vulnerable people.

Staff were able to field questions around our processes of signing up with preferred or given names, in addition to answering if our membership forms require gender identity to be noted.

The pop-up library also had free badges to give away – the designs included pronouns, LGBTQIA+ themes, neurodivergent badges and book related badges. This aspect of our booth was the most popular, with lines of attendees for minutes at a time requesting multiple designs. Ultimately, more than 80 badges were given out over the four-hour event.

Fliers were available advertising Waimakariri Libraries monthly Rainbow Meetups, with a lot in attendance expressing they had never heard of it before and that they were excited to come along.

The hang out space created with beanbags next to the pop-up library was occupied for the duration of the event.

4.2.2. **Rainbow Meetups Update.**

The monthly Waimakariri Rainbow Meetups for 2023 continue to be a success in safe space creation.



Each month sees a consistent turnout of community members aged from 9 to over 40 who enjoy the relaxed atmosphere with games, kai (food) and discussion topics. The meetups also offer an entry point into library services and connections and show the importance of manaakitanga (hospitality, taking care of people's mana) and whanaungatanga (relationships) in connecting with communities and promoting library services.

Attendees have shared that these meetups might be their only chance to be safely out in the community.

4.2.3. **Community Outcomes**

Waimakariri Libraries focus on creating safe spaces and services for the Rainbow community supports the following Community Outcomes:

- There is a strong sense of community within our District
- There is a safe environment for all

Rainbow Meetups also support the United Nations Sustainable Development Goals (SDG's)

- Three: Good Health and Well-being
- Five: Gender Equality
- Eleven: Sustainable Cities and Communities
- Sixteen: Peace, Justice and Strong Institutions



4.3. **Death Café North Canterbury: New community-led programme opening library spaces for grief.**

- 4.3.1. Waimakariri Libraries is collaborating with registered social worker Liz Adcock-White to provide safe, neutral, and welcoming spaces for members of the North Canterbury community to share their experiences with grief, death, and dying through the Death Cafe initiative.

Death Cafe North Canterbury's first two meetings (at Ruataniwha in February and Rangiora Library in March) brought small groups of people together from a range of demographics.

Each person had a different experience to share and discussions, at times spirited, included end-of-life planning, having conversations with children about death, what happens when we die, the different ways that men and women grieve, and assisted dying.

- 4.3.2. What are Death Cafes?

Rather than grief support groups, Death Cafes are discussion groups that meet across the globe.

At a Death Cafe people, often total strangers, gather to share kai (food), drink tea and discuss death. The aim is 'to increase awareness of death with a view to helping people make the most of their (finite) lives' (deathcafe.com). The directed discussion has no agenda, no themes, and no intention of leading people to any conclusion.

Death Cafe are a social franchise that began in 2011 and spread quickly across Europe, North America, and Australasia. There are thousands of Death Cafes in 83 countries, towns and cities, including Christchurch and Lincoln.



- 4.3.3. Connecting Globally

Death Café North Canterbury is registered with Death Cafe's global website. This allows people to see when the next Cafe will be, as well as reassuring people they are part of a global network; when the first Death Cafe North Canterbury occurred, a Death Cafe was also happening in Moscow.

By working with Deathcafe.com, the North Canterbury programme can adhere to established guidelines and rules to keep people safe.

- 4.3.4. Connecting Locally



The Death Cafe will be held every month, generally on a Sunday, rotating from Ruataniwha to Rangiora and Amberley Libraries. The hui (meetings or gatherings) run for 90 minutes, with attendees sharing as much or as little as they like.

There is no cost to participate. Waimakariri Libraries provides tea and coffee, and people are encouraged to bring home baking, and/or provide a koha for home baking provided by Liz Adcock-White.

4.3.5. Community Outcomes

The Death Cafe initiative supports the following Community Outcomes:

- There is a strong sense of community within our District
- There is a safe environment for all
- People's needs for mental and physical health and social services are met

The Death Cafe initiative supports the United Nations Sustainable Development Goals (SDG's)

Three: Good Health and Well-being.



4.4. **Craft Programming fosters imagination and supports learning.**

4.4.1. Waimakariri Libraries' craft programming is providing local tamariki (children) a fun opportunity to learn multiple (non-digital) skills, according to a recent programme review.

A weekly after-school programme has run at Rangiora Library for five years. The programme caters to those aged 5-12 years. Seventeen children currently attend, and the programme is so popular staff manage a waitlist of whānau wanting to take part.

A successful programme was built at Ruataniwha in 2022 and is currently on hiatus.

Feedback received from whānau (families) attending included the following comments:

“Making the art makes me feel good and happy”, “I like the people and the things we make, it's just perfect.” - Bridget & Genevieve

“Apart from the great crafts at the end of it, the kids get a real sense of achievement when they finish each craft. Especially ones that may have been a bit tricky. It's a lovely environment for the caregivers to catch up each week as well.” - Parent

“It is lovely for children to meet and interact with children from other schools, and to take instruction and gain confidence with other adults.” - Parent

Amplifying Waimakariri Libraries' offer in this space and reaching whānau (families) who miss out on the after-school sessions, are the *Take & Make* Craft packs.



The brainchild of Customer Facing Library Assistant Karen Livingstone, these popular packs feature a new craft each month for tamariki (children) to make at home, a selection of activities and items from the library's collection related to a particular theme, and an accompanying instruction

video created in-house and available to view on Waimakariri Libraries website and Facebook page.

Launched last year and now a popular request, the team now makes 65 free packs each month for pick up at Ruataniwha, Rangiora or Oxford Libraries.

The following feedback illustrates the experience offered by a *Take & Make* pack:

"My daughter is almost 4. We enjoy watching the video and doing the crafts together. She is interested in words, so she has also had a go at the word-find this month. We also enjoy that they have a theme and recommend related books."
- Parent

4.4.2. Why craft?

"Every child is an artist. The problem is how to remain an artist once we grow up" – Pablo Picasso

As well as fostering a sense of exploration, imagination, and creativity, craft activities offer tamariki (children) the opportunity to develop the following skills:

- motor skills through manipulation of materials
- reading, listening, and understanding as they learn to follow instructions and asking questions about the task,
- Mathematical skills through measuring and problem solving.

Tamariki (children) are also able to develop a strong sense of self-esteem, gaining a sense of achievement and pride, as well as perhaps patience and perseverance as they work through an activity. They learn to adapt and try again.

Time with an important adult in a child's life can also be an important tool in fostering self-esteem.

Many parents have commented how important they believe non digital activities are for their school aged children who for many in this age bracket consume many hours of screen time during the school day.

Craft activities often upcycle obsolete library materials and resources and aim to have a zero to low-cost budget for whānau.



4.4.3. Community Outcomes

Waimakariri Libraries' craft programming supports the following Community Outcomes:

- There is a strong sense of community within our District
- People have wide ranging opportunities for learning and being informed

These programme supports the United Nations Sustainability Goal

- Four: Quality Education.



4.5. The Waimakariri District Council Creative Communities Scheme

4.5.1. Administration of the Creative Communities Scheme

Different library staff have held this portfolio over the years, working with the committee and the community ensuring that local artists and local arts projects are funded and celebrated.

The focus recently has been to undertake ensure that Creative Communities is engaging and reaching all practitioners in our District. To help achieve this goal a complete refresh of all the associated collateral was carried out with the idea that a more diverse and colourful advertising campaign would reach a wider and less traditional audience.

Advertising is used very strategically and usually consists of a mixture of internal and external print and digital mediums. Local newspapers are used to display half page advertisements, a promotional campaign is run on Compass radio along with in-person interviews, and social media platforms like Facebook and Instagram are used to raise awareness with a younger demographic. Internal council screens and hardcopy posters are another mainstay of our advertising campaigns.



Waimakariri is diverse within its arts community and over the past two years the scheme has seen applications from poets, short film directors, amateur theatre groups, arts exhibitions, classes/workshops, and musicians.

The new collateral was received well by our hapori (community) and was spotlighted by the New Zealand Creative Communities senior adviser, Rebecca Kunin, in a presentation to all the CCS administrators in the country.

4.5.2. Funding allocations

Looking at funding over the last two years, there have been 5 application rounds with 65 successful applications and grant funding allocated totalling \$178,102.

The impact of the new marketing and advertising strategy can be seen in steady increase in funding applications from 6 applicants receiving \$14,000 to the most recent round in March of this year, which has seen just over \$50,000 being administered to a pool of 21 applications.

Waimakariri is one of the busiest Canterbury districts when compared to other neighbouring councils for volume of Creative Communities applications received. Our applications numbers per round place us ahead of Hurunui and Selwyn and only just behind Christchurch City, statistically speaking.

4.5.3. Waimakariri District Council is unique in that it is the only council in the country where the busy administrator's role is not embedded within the Community or Strategy team and instead resides with Libraries. Community impact.

With the mahi (work) done by our administrators to better streamline and document processes and to market the scheme, CCS funding is getting busier. Assistant Librarian, Ben Eldridge who is the current CCS administrator says, "It has been a real privilege to see how the recipients of the scheme can positively impact the lives of our hapori and enrich their cultural perception of what the Waimakariri district is capable of."

4.5.4. Community Outcomes

The Waimakariri District Council Creative Communities Scheme supports the following Community Outcomes:

- There is a strong sense of community within our District
- The community's cultures, arts and heritage are conserved, developed and celebrated
- People have wide ranging opportunities for learning and being informed

Enabling access to the Creative Communities Scheme also supports United Nations Sustainability Goal

- Ten: Reduced Inequalities



Implications for Community Wellbeing

There are implications on community wellbeing by the issues and options that are the subject matter of this report.

4.6. The Management Team has reviewed this report and support the recommendations.

5. **COMMUNITY VIEWS**

5.1. **Mana whenua**

Te Ngāi Tūāhuriri hapū are likely to have an interest in the subject matter of this report.

5.2. **Groups and Organisations**

There are groups and organisations likely to have an interest in the subject matter of this report.

5.3. **Wider Community**

The wider community is likely to have an interest in the subject matter of this report.

The increasingly diverse range of programmes and activities offered within the district's libraries are consistently well attended and contributing to a steady growth in the return of physical library visitor numbers.

6. **OTHER IMPLICATIONS AND RISK MANAGEMENT**

6.1. **Financial Implications**

There are not financial implications of the decisions sought by this report.

Library			
Summary Report March 2023			
	Actual	Budget	
Revenue			
Revenue	92,042	81,414	↑
Rates	3,155,022	3,189,600	→
	3,247,064	3,271,014	
Operating Expenses			
Maintenance	1,497,804	1,775,394	↑
Overheads	293,013	442,287	↑
Internal Interest	710,238	741,798	→
Depreciation	10,224	9,000	↓
	739,170	557,289	↓
	3,250,449	3,525,768	↑
Surplus/ (Deficit)	(3,385)	(254,754)	↑

This budget included in the Annual Plan/Long Term Plan.

Spending of a significant portion of Libraries maintenance budget is to happen in conjunction with the installation of new RFID kiosks anticipated July - September 2023. Finance will carry over any unspent portion of 2022/23 budget to allow for this.

6.2. **Sustainability and Climate Change Impacts**

The recommendations in this report do have sustainability and/or climate change impacts.

6.3 **Risk Management**

There are not risks arising from the adoption/implementation of the recommendations in this report.

6.3 **Health and Safety**

There are not) health and safety risks arising from the adoption/implementation of the recommendations in this report.

7. **CONTEXT**

7.1. **Consistency with Policy**

This matter is not a matter of significance in terms of the Council's Significance and Engagement Policy.

7.2. **Authorising Legislation**

7.3. **Consistency with Community Outcomes**

The Council's community outcomes are relevant to the actions arising from recommendations in this report.

7.4. **Authorising Delegations**

Glossary

hui	meeting
kai	food
manaakitanga	hospitality
tamariki	children
whānau	family
whanaungtanga	relationships