



WAIMAKARIRI
DISTRICT COUNCIL

Community and Recreation Committee

Agenda

Tuesday 31 May 2022

3:30pm

*Council Chamber
215 High Street
Rangiora*

Members:

Councillor Niki Mealings (Chairperson)

Councillor Al Blackie

Councillor Robbie Brine

Councillor Wendy Doody

Councillor Philip Redmond

Mayor Dan Gordon (ex officio)

A MEETING OF THE COMMUNITY AND RECREATION COMMITTEE WILL BE HELD IN THE COUNCIL CHAMBER, 215 HIGH STREET, RANGIORA ON TUESDAY 31 MAY 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 a meeting of the Community and Recreation Committee held on 15 March 2022

6 - 16

RECOMMENDATION

THAT the Community and Recreation committee:

- (a) **Confirms** the circulated Minutes of a meeting of the Community and Recreation Committee, held on 15 March 2022, as a true and accurate record.

4 MATTERS ARISING

5 DEPUTATIONS

5.1 The Hope Trust

5.2 Age-Friendly Waimakariri Advisory Group - Looking to the Future

6 REPORTS

6.1 Age-Friendly Plan Progress Report – Tessa Sturley (Community Team Manager) and Madeleine Burton (Age-Friendly Community Facility)

17 - 52

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** report No. 220513077076
- (b) **Notes** the role of the Age-friendly Facilitator and Advisory Group in overseeing, facilitating and supporting the delivery of the Age-friendly Plan, via the various networks and service providers across the District, and the various teams within Council.
- (c) **Notes** the proactive role of the Age-friendly Advisory Group in identifying initiatives that facilitate positive outcomes for local senior adults.
- (d) **Notes** the role of the Age-friendly Advisory Group and its partners in the ongoing COVID-19 response and social recovery planning.
- (e) **Notes** the significant work undertaken by the Age-friendly Facilitator to ensure delivery of the Plan and champion the needs and aspirations of local older people.
- (f) **Notes** that, while the Age-friendly facilitator fixed-term contract expires at the end of June 2022, community development support for the Advisory Group can be maintained as part of business as usual under the Community Team's Inclusion and Connection portfolio.
- (g) **Notes** the aspirations of the Age-friendly Advisory Group to continue working collaboratively with the Council, to represent the collective voices of senior adults in the District.
- (h) **Approves** continuation of the Age-friendly Advisory Group, with appropriate community development staff support provided, as part of business as usual, under the Community Team's Connection and Inclusion portfolio.

6.2 **2021 Beach User Survey – Northern Pegasus Bay Bylaw – Gina Maxwell (Policy Technician)**

53 - 102

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. TRIM No: 220321040969
- (b) **Receives** 2021 Beach User Survey (TRIM No: 220303030303)
- (c) **Circulates** the 2021 Beach User Survey and 2021 Beach User Survey Infographic, to the Kaiapoi-Tuahivi and Woodend-Sefton Community Boards, and the Northern Pegasus Bay Advisory Group for their information.
- (d) **Notes** that there has been significant improvement in the public response between the two surveys and we are about to embark in the bylaw review and its effectiveness where this data will be used.

6.3 **Library Update to May 6th, 2022 – Paula Eskett (District Libraries Manager)**

103 - 115

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 220511075545
- (b) **Notes** the customer service improvements, community feedback, events, and use of New Zealand Libraries Partnership Programme

funding to contribute positively to community outcomes by Waimakariri Libraries, from March 3rd to May 6th, 2022.

- (c) **Circulates** the report to the Boards for their information.

6.4 **Aquatics March Update – Matthew Greenwood (Aquatics Manager)**

116 - 63

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 220509072485.
- (b) **Notes** Aquatic Facilities progress against key performance indicators including Financial results, Water Quality and Customer Satisfaction.
- (c) **Notes** the impact of Covid on Facility Attendance across our network.
- (d) **Notes** the efforts taken to maintain service levels with the ongoing impacts of Covid isolation and staffing limitations.

7 PORTFOLIO UPDATES

7.1 **Greenspace (Parks, Reserves and Sports Grounds) – Councillor Robbie Brine.**

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

7.3 **Community Development and Wellbeing – Councillor Wendy Doody.**

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

8 QUESTIONS

9 URGENT GENERAL BUSINESS

10 MATTERS TO BE CONSIDERED WITH THE PUBLIC EXCLUDED

Section 48, Local Government Official Information and Meetings Act 1987

RECOMMENDATION

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

The general subject of the matter to be considered while the public is excluded, the reason for passing this resolution in relation to the 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:

Item N°	Report for Information:	General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
10.1 to 10.2	Report from MTO	Report for Information	Good reason to withhold exists under Section 7	Section 48(1)(a)

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987, and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

Item N°	Reason for protection of interests	Ref NZS 9202:2003 Appendix A
10.1 to 10.2	Protection of privacy of natural persons To carry out commercial activities without prejudice	A2(a) A2(b)ii

WAIMAKARIRI DISTRICT COUNCIL

**MINUTES OF A MEETING OF THE COMMUNITY AND RECREATION COMMITTEE
HELD REMOTELY VIA ZOOM ON TUESDAY 15 MARCH 2022 AT 1PM.**

PRESENT

Councillor N Mealings (Chairperson), Mayor D Gordon, Councillors A Blackie, R Brine, W Doody and P Redmond.

IN ATTENDANCE

Councillor Williams,
C Brown (Manager Community and Recreation), G MacLeod (Community Greenspace Manager), M Greenwood (Aquatic Facilities Manager), P Eskett (District Libraries Manager), T Sturley (Community Team Manager), M McGregor (Senior Advisor Community and Recreation), A Smith (Governance Coordinator)

1 APOLOGIES

Moved: Mayor Gordon Seconded: Councillor Blackie

THAT an apology for lateness was received and sustained from Councillor Doody.

CARRIED

2 CONFLICTS OF INTEREST

There were no conflicts of interest recorded.

3 CONFIRMATION OF MINUTES

3.1 Minutes of a meeting of the Community and Recreation Committee held on 14 December 2021

Moved: Councillor Brine Seconded: Mayor Gordon

THAT the Community and Recreation committee:

- (a) **Confirms** the circulated Minutes of a meeting of the Community and Recreation Committee, held on 14 December 2021, as a true and accurate record.

CARRIED

4 MATTERS ARISING

There were no matters arising.

5 DEPUTATIONS

5.1 Wellbeing North Canterbury Yearly Update

Deidre Ryan, Manager Wellbeing North Canterbury, spoke to a PowerPoint presentation which provided the Council with an update on the Trust's work for the past year and the services offered. Thanks were extended to the Council for its ongoing support and contribution to the work that was carried out in the community.

Recent developmental work had involved the refresh the Trust branding and also was also currently in the process of updating the Trust website. The Trust had recently moved into new office premises to 200 King Street, Rangiora. The mission of the Trust was acknowledged *“Strengthen wellbeing in our community supporting our district as a caring place to live”*, and how this aligned with the Council’s Long Term Plan.

The Trust had been operating for more than 30 years, working hard to make a resilient North Canterbury community in Hurunui and Waimakariri, which was a large geographically reach. Originally the Trust started as a small group in Kaiapoi and the Council involvement commenced with the employment of a Community Worker. The Trust had grown significantly from there and had a long and trusted history in the district. D Ryan noted an eleven year association with the Trust herself. There were now 38 paid employees, and 60 dedicated volunteers, working from three operational bases being 200 King Street, Rangiora, Kaiapoi Community Support at 27 Sewell Street, Kaiapoi and the Karanga Mai Early Learning Centre based at Kaiapoi High School.

The North Canterbury-wide free services that were available through the Trust were highlighted. These included

- Karanga Mai Early Learning Centre (which currently had a full role).
- Food Bank at Kaiapoi Community Support, working closely with the Food Secure Network.
- Two North Canterbury Social Workers.
- Mana Aki initiative, which was a DHB contract working with young people in Years 1 to 8.
- Counselling and wellbeing support for young people, which was all provided by registered social workers.
- Restorative Justice service provided for adults ,contracted through the Ministry of Justice.
- Two “Next Steps” staff had recently been appointed part time, specifically to support those people affected by Covid-19. One each based in Hurunui and Waimakariri Districts. One more full time staff member was to be appointed soon.
- A Hurunui specific family worker, with funding secured following the 2016 Kaikoura earthquake.
- Provided a base to host the Social Services Waimakariri Facilitator, Niki Carter who worked closely with the Council in this role.

In January 2022 a three day Surfwise Ocean Based Therapeutic Experience was conducted for young people who needed support. This was very successful, with positive feedback from the young people who attended. It was hoped to be able to secure funding to hold more of these courses.

A breakdown on the sources of funding were highlighted, which assists in keeping the Trust operating. Approximately 73% of funding was received from grants and the Trust had to secure the remaining 27%. The Council was thanked for the ongoing financial support and the help that it provided to the Trust. Local business partners included Bayleys, Ray White, and Stadium Cars who helped to secure good vehicles for staff enabling them to travel throughout the district. Local Clubs such as the Rangiora Lions and the Soroptomist Club also provided much valued support. The Leos Club at Rangiora High School had also undertaken some fundraising for the Trust. Under current Covid restrictions, many of the fundraising activities planned for in 2022, have had to be cancelled or postponed.

Mayor Gordon noted the reliance of the Trust on discretionary funding and asked what the current challenges were in providing services. D Ryan responded that the lack of certainty made things an ongoing struggle and to retain good staff the Trust needed to be able to offer long term employment contracts to retain staff. The Trust kept working at securing funding and noted that the funding available from the government was improving. It was noted

that there were no government grants available to cover the employment and vehicle costs.

Following a question from Councillor Doody on the Trust's paid employees, D Ryan confirmed that some staff were part time which equated to 34 full time employees. Councillor Doody asked if the current staffing level was sufficient for the increased pressures being felt in the community. D Ryan said that as there was more need, staff were being asked to do more but believed that the team were doing well. The Trust management needed to make sure that staff were taking breaks and also looking after their own wellbeing. Recently the DHB had approached the Trust to provide resources to support at risk young people and it was hoped to make an appointment for this role in the next two weeks.

Chairperson Mealings thanked D Ryan for the update and her presentation, noting that the work of the Trust was valued in the community.

6 REPORTS

6.1 Southbrook Park Pavilion – M McGregor (Senior Advisor Community and Recreation)

M McGregor presented the findings of the Southbrook Park Pavilion and Change Facility Feasibility Study. The Feasibility Study was commissioned following the submission from the Southbrook Community Sports Club to the Council's Long Term Plan (LTP) and was carried out by Recreation Sport Leisure Consultancy Ltd. The Club's LTP submission focused on the financial difficulties the Club was having and the operational costs of running the pavilion. Key findings were that the buildings were not fit for purpose and recommended demolition of the building. As noted in the report, the Southbrook Community Sports Club do not have the capability or capacity to resolve this situation without Council support.

Councillor Blackie questioned the demolition costs quoted in recommendation (f) and considered that these were quite high. M McGregor said further detail would need to be sought on the figures. C Brown added that these were high level estimates at the moment, taking into consideration possible asbestos within the building, which was not known at this time. If there proved to be no asbestos, the cost of demolition would be less. A quantity surveyor was used to ascertain the figures and could be checked as well.

Councillor Williams had concerns that other community facility buildings in the district that may also require to be demolished. G MacLeod referred to the renewals programme of asset management, noting that there would be more thorough and detailed information available once this work is undertaken. C Brown added, by way of background, that the Council had taken ownership of the Gatekeepers Lodge at Ohoka domain, the Rangiora Museum, the Edwards Street Sport and Recreation Trust building and the Maria Andrews Park pavilion. There were also many privately owned facilities that received funding from the Council. This Southbrook Park pavilion was not fit for purpose and there was also a lot of maintenance required and a lack of volunteers to keep the building operating. Councillor Williams requested a report on all the community facility buildings and a value on the priorities. C Brown replied that the Council had already received an update. This report suggested that the Council continue to support the Southbrook Sports Club up until the next Long Term Plan.

Councillor Mealings asked if there were any opportunities for public/private partnership for some of the buildings. C Brown pointed out that there were many clubs that had fundraised and built their own facilities and kept these maintained.

At this time, 1.39pm the meeting adjourned to allow those present to take time to acknowledge the lives lost in the Christchurch terrorists attack, which occurred on this day three years ago. The meeting reconvened at 1.45pm.

Councillor Doody asked if the changing room building was suitable for use by both males and females. C Brown noted that the current facility was not suitable for both, and any future building was still subject to design work, but would include facilities for both male and female. To keep consistent with the levels of service provided to other clubs, the Council would not provide funds towards club rooms, but would for changing rooms, infrastructure and parking. All sources of funding would be investigated in the future would go towards new changing rooms.

Councillor Redmond enquired about the Club's access to any funding and M McGregor responded that the Club had the same opportunity to apply for funding from various sources as other clubs did. This facility struggled with functionality and the Club had been falling short with operational costs, which was why they were seeking assistance from the Council. There were other aging sports club facilities around the district, but noted that this building was moved to its current site from another location, having previously been built as the Rangiora Town and Country Club. The main clubs that used the facility were touch rugby in the summer and during the winter it is a base for the Saracens Rugby Club. The club rooms would be used after weekly senior touch rugby competition in the summer and by the rugby club following games during the winter.

Moved Mayor Gordon

Seconded Councillor Blackie

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. TRIM 220308032591.
- (b) **Receives** Southbrook Pavilion Feasibility Study completed by Recreation Sport Leisure Consultants (RSL) TRIM: 220308032594
- (c) **Supports** officers to continue to work with stakeholders to progress the recommendations within the feasibility study, including further consultation, development of designs and the creation of a funding strategy. This work would inform a submission to the 2024 LTP.
- (d) **Notes** the study's finding that there was sufficient need for a pavilion and change facilities at Southbrook Park.
- (e) **Notes** the study's finding that the existing Pavilion and change facilities were not fit for purpose and it was not viable to repair or retrofit.
- (f) **Notes** that the study estimates the cost of a new Pavilion at \$2,216,400, changing sheds at \$1,360,000 and demolition of both facilities at \$304,000. Total demolition and replacement cost estimated \$3,880,400.
- (g) **Notes** that the Current owner of the pavilion and changing facilities Southbrook Community Sports Club does not want to own or manage any future facilities.
- (h) **Notes** the study's finding that the best chance of progressing the recommended course of action of rebuilding facilities was for Waimakariri District Council to lead the project and coordinate stake holders in preparation for the 2024 LTP.

- (i) **Notes** that without financial support the provision and operation of the current facilities by the Southbrook Community Sports Club was not sustainable.
- (j) **Notes** that officers have proposed budget to cover the operational costs in the 22/23 draft annual plan. Staff have approached an alternative funder on behalf of the Sports Club for this quantum with an update on that process provided to the annual plan in due course.

CARRIED

Mayor Gordon noted that this building was currently not fit for purpose, although this direction was not committing the Council to building a new facility, the feasibility study would be used in future work by the Council for the next Long Term Plan. He supported the Council continuing to assist the Club with its ongoing operating costs. The population in the Southbrook area was growing with few other public facilities.

Councillor Blackie supported this motion, however with some caution and expressed concern with a precedent being set should the Council contribute funding for a new clubrooms. He noted that there were several volunteer run sports clubs across the district that had funded and provided their own clubrooms – for example the Northern Bulldogs Rugby League Club in Kaiapoi, and the combined Rangiora and Southbrook Tennis Club facility at Coldstream Road. Councillor Blackie questioned if this was something that the ratepayer should be funding. Councillor Blackie agreed with the Council continuing to provide ongoing support for the club with its current operating costs up until the next Long Term Plan.

Councillor Brine provided some history on the operations of the Clubrooms over the years. The Council initially agreed to a loan to the Club of \$150,000 and for some time the Club was able to service the loan and became even more successful with the combining of Southbrook Rugby Club and Rangiora Rugby Club with Southbrook Park being the home ground of the combined club. Following the initial success, in recent years the Club has had to ask the Council to provide financial support and the club rooms had required maintenance, including furnishings and curtains, for which no funding was available. Councillor Brine believed it was clear that the current facility needed to be demolished and further discussions on a replacement facility required.

Councillor Doody said it was important to keep supporting this Club, noting that Southbrook Park was a large area and could accommodate several different sports. The Southbrook Cricket Club was not strong at the moment and Councillor Brine advised that Saracens Rugby Club had brought out the cricket clubs membership of the Southbrook Combined Sports Club as there was a cost involved for each club. This season, the cricket club had struggled to field a senior team.

Councillor Williams observed that some smaller clubs in the district appeared to be able to fundraise and maintain their facilities and have support of members but the bigger clubs struggled for volunteers and members support. Councillor Williams suggested that these clubs should be supporting themselves and fundraising.

In reply, Mayor Gordon reiterated that there was no commitment at this stage by the Council, and there would need to be a commitment from the Clubs to fundraising. Clubs needed to have this feasibility study to plot a pathway forward and there may be consideration given to a joint partnership in the future.

6.2 **Covid-19 Social Recovery Update – T Sturley (Community Team Manager)**

T Sturley presented provided an overview of Community Team activity, for the key project areas for Covid-19 social recovery for the period of August 2021 to February 2022, which aligned with the Community Development Strategy 2015-2025 and Covid-19 Recovery Strategy 2020.

There were three projects that had made significant progress, being the Food Secure project, the associated Kaiapoi Hub project, and the “Next Steps” support and information website. The Food Secure project received favourable support from the Ministry of Social Development. The lead for social recovery was from the Ministry of Social Development, with partnership with the Council for the success of the districts recovery.

Compared to two years ago, the district was in a stronger position to ensure that this recovery work was effectively planned and delivered. Having a designated Social Recovery staff member within the Community Team, ensured that the projects were planned and facilitated well. The appointment of the Next Steps Facilitator would also ensure that people were responded to in a holistic manner. T Sturley suggested that the strength of the success of this plan was communication and connection. There was a wide range of community support and services involved in these local responses.

The districts recovery would go well beyond the period of Covid response and there would be the need to continue to support local business owners. There was also a pastoral care element and Community Team staff were working with ENC to discuss future care being provided to businesses. The current requirement for Covid Vaccination Certificates was noted and the social divide in the community, particularly in the last six months. There would be some work required to bring people back together and healing wounds.

Councillor Doody asked if there was to be another function to be held this year focused on mental health, family harm and alcohol related issues. T Sturley confirmed there was to be one organised for the trade sector but this would be available for the whole community.

Councillor Mealings commented that there had not been good communication regarding the temporary closure of Oxford Hospital and the Oxford Community Trust were wanting information on this. Mayor Gordon said the timeframe that the hospital will be closed for was not known. It was hoped that it would be reopened as soon as possible. Any concerns from residents should be raised by people through their GP, in the first instance. If the answers were not forthcoming through this avenue, Mayor Gordon would be happy to follow up on behalf of residents. T Sturley added that if there were issues with services being provided, she was also able to take this to the Social Services Waimakariri for a response. Sir John Hansen, the Chair of the Canterbury District Health Board had recently visited the Oxford Hospital with the Mayor, Chief Executive and Tessa Sturley and during the visit, the importance of this facility was reinforced to Chair Hansen.

Moved: Councillor Doody

Seconded: Councillor Redmond

THAT the Community and Recreation Committee:

- (a) **Receives** report No. 220308033266.
- (b) **Notes** the evidence-based, collaborative approach applied to the facilitation of social recovery from COVID-19.

- (c) **Notes** that, while some of this work sits under existing portfolios, several key projects had arisen, requiring additional staff resource. These included Food Security, the Kaiapoi Community Hub, support for the newly unemployed and the establishment of the 'Next Steps' website, including the acquisition of funding for its development, promotion and maintenance.
- (d) **Notes** that, with Central Government's significant financial contribution; and the collaborative approach, sound governance and planning applied to date, key funders, including Rata Foundation and Department of Internal Affairs (DIA) had expressed significant interest in supporting the further development of the Food Security and associated community hub projects.
- (e) **Notes** that recent feedback from MSD related to the attached Food Secure North Canterbury report had been extremely favourable.
- (f) **Notes** that, with adequate community development provision and an increasingly across-portfolio approach, staff had maintained appropriate levels of service and the ability to respond to emerging issues and opportunities, in line with community-identified priorities.

CARRIED

Councillor Doody thanked staff for the report, and spoke on the impact of having to move the elderly patients out of the Oxford Hospital during its closure. In addition to this, there were many meals provided by the kitchen staff at the hospital and it was now good that this service had been reinstated so meals on wheels were able to continue to be provided from this facility.

Councillor Redmond said it had been mentioned by Canterbury District Health Board that they may be looking at different ways of providing services rather than through "bricks and mortar", but it was felt that communities would have a preference for retaining a local hospital facility. The provision of the meals on wheels service, as mentioned above by Councillor Doody, was a good example of this.

Mayor Gordon highlighted the good work of the Community Team and their Covid response, noting that last week T Sturley had presented to the Regional Leadership Group, which included all the Canterbury Mayors, Department of Primary Industries and Ministry of Health Officials, on the model that had been developed here in the Waimakariri in partnership with the Ministry of Social Development. Mayor Gordon acknowledged this presentation and the work of T Sturley and the team.

Mayor Gordon noted that the Oxford Hospital was 100 years old and had been a long time facility in the town. There had been a Friends of Oxford Hospital Group existing for almost the entire time and who had provided a huge investment to the facility. There had not been good communication from the District Health Board, and he acknowledged that the provision of health facilities to the community was very important.

T Sturley and the members of the Community Team were thanked for the work they had undertaken in supporting the community.

6.3 Aquatics March Update – M Greenwood (Aquatics Manager)

M Greenwood presented this report, which provided a summary of the Aquatic Facilities progress to date for the year against the Key Performance Indicators.

The Aquatic Facilities had once again been credited with Poolsafe status. This followed assessment of standard operating procedures and a day of onsite audits by an external assessor. Poolsafe was the industry best practice setting which ensured robust process and health and safety policies, to ensure that the customers had a safe environment to visit and recreate.

The aquatic team worked hard to maximise opportunities however requirements at Covid Red setting involved a lot of community spread and customer requirements. Staff resources were limited and being stretched by the isolation requirements. This was a constantly changing environment with changing rules weekly. With the number of staff resources currently available, the opening hours at Kaiapoi Aquatic Centre had been temporarily limited, by closing earlier over the weekends. This would enable sufficient staff resourcing to be better utilised and was in line with some of the actions of neighbouring Councils.

The recent customer satisfaction survey received an overall rating of 91%. While this was down from the last the survey results of 96%, it met the target and was pleasing under the current Covid climate.

Councillor Doody appreciated the difficulties in the current environment and thanked staff for keeping the users of the pools up to date with information. Regarding the Oxford Pool, it was advised that it had only needed to be closed for one day, due to not being able to provide cover for a staff sickness. The pool was able to reopen the following day. The season for this open pool finished last weekend. Prior to next season it was planned to approach the High School to highlight the benefits of the current training programme which was Unit standards based, which may result in opportunities to hire local lifeguard staff rather than those from outside the community.

Councillor Williams expressed concern regarding the robustness of staff levels enquiring if the Council was advertising for more lifesaver staff. M Greenwood advised that there was a minimum age requirement of over 16 for poolside lifesavers and confirmed that advertisements for staff were circulated to all the appropriate sites in order to attract staff. Councillor Williams suggested there were members of the community with surf lifesaving qualifications who would be willing to volunteer for roles at the pools on a casual basis, rather than be fulltime employees. Staff would consider enquiries from any suitably qualified applicants.

C Brown noted that the issue with closing facilities was directly related to Covid. Some other neighbouring Councils pool management staff had approached the Waimakariri aquatic centres asking if there were any staff available that could be loaned to these other facilities. The current lifesaving staffing shortage was not just an issue here in Waimakariri but throughout the industry. The impact of Covid would continue due to people needing to isolate at home.

Following a question from Councillor Redmond on the requirement of vaccine passes for patrons, M Greenwood advised that there had been feedback received from members of the community who were not in favour of the Councils position on My Vaccine pass. M Greenwood pointed out that there were many who were also in support. The requirement for having a Covid Vaccine Pass had also not had a major impact on the numbers of applicants for jobs.

Moved: Councillor Blackie

Seconded: Councillor Brine

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 220222024060.
- (b) **Notes** Aquatic Facilities progress against key performance indicators including Financial results, Water Quality and Customer Satisfaction.
- (c) **Notes** the impact of Covid on Facility Attendance across our network.
- (d) **Notes** the approach to maintaining service levels throughout Covid's RED setting.
- (e) **Notes** steps taken to manage impacts from staffing limitations across the network.
- (f) **Notes** that following an external audit by Recreation Aotearoa, the Waimakariri Aquatic Facilities had been accredited as Poolsafe facilities.

CARRIED

6.4 **Library update to 3 March, 2022– P Eskett (District Libraries Manager)**

P Eskett presented an update on the libraries activities for the period from 2 December 2021 through to 3 March 2022. It was highlighted that there would soon be four unique designs for library cards. These were designs from Creative Admin staff member Lucas Fernandez and three staff members of the Libraries team. Examples of the card designs were shown plus an example of the current card. A new campaign would be run once the cards were available, and would be called "One Card Endless Possibilities". A local supplier had been contracted to supply the cards.

P Eskett provided an update on the adjusted layout of the library. Libraries were receiving support from the Community Facilities Team and were awaiting a formal quote to remove the obsolete radiators from Rangiora Library, maximise floor space. The Citizens Advice office, soon to be the Library Technology and Learning Hub, had been scoped for work and was awaiting the contractor to undertake this. The supply chains for materials continued to be disrupted with further delays in the supply of steel for shelving.

P Eskett noted how proud she was of the library staff in turning the regular library services to an online service as much as possible, during the Covid Red alert level. There were no waivers maintained on copyright in Alert Level Red and so there had been a lot of learning by staff to adjust to this and create original content. Craft Clubs had been taken on line and were still proving popular. The Click and Collect service was being well utilised, particularly by those without vaccine passes. The online orders were placed in brown paper bags and placed outside in the library foyers for the public to collect. P Eskett highlighted a positive interaction with a customer as a result of the use of the click and collect function.

There were no questions from members.

Moved: Councillor Doody

Seconded: Councillor Blackie

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 220303030689.
- (b) **Notes** the customer service improvements, community feedback, events, and use of New Zealand Libraries Partnership Programme funding to contribute positively to community outcomes by Waimakariri Libraries, from 2 December 2021 to 3 March 2022.
- (c) **Circulates** the report to the Boards for their information.

CARRIED

The library staff were thanked for the great work that they do for the community.

7 CORRESPONDENCE

Nil.

8 PORTFOLIO UPDATES

8.1 Greenspace (Parks, Reserves and Sports Grounds) – Councillor Robbie Brine.

- Councillor Brine noted that the current Covid restrictions were impacting on some sports clubs ability to conduct competition games within the rules. This was causing some frustration.
- The Fernside Hall carpark sealing was now completed and the remainder of the car park upgrade would commence shortly, to be completed by the end of April 2022.
- The Milton Reserve tree clearance had been completed and additional items including fencing was in the work programme.
- Councillor Brined advised that some work that had previously been programmed, may not proceed due to the current market conditions and the low response to tenders.

8.2 Community Facilities (including Aquatic Centres, Multi-use Sports Stadium, Libraries/Service Centres, Town Halls, Museums and Community Housing) – Councillor Wendy Doody.

Councillor Doody did not have any update.

8.3 Community Development and Wellbeing – Councillor Wendy Doody.

Councillor Doody did not have any update.

8.4 **Arts and Culture – Councillor Al Blackie.**

- Councillor Blackie noted the Kaiapoi Expo had made a generous donation to the Waimakariri Public Arts Trust, which was to go towards a sculpture to be located in Rangiora.
- The gift of the sculpture from the Marshall family of Ohoka, was now in the Ohoka Domain.
- The design of the mural on the public toilets in Oxford had been approved by The Trust and would be going to the Oxford-Ohoka Community Board for final approval before the local artists commences this work.
- The maintenance of the Pous at the entrance to Pegasus had been completed.

9 **QUESTIONS**

There were no questions.

10 **URGENT GENERAL BUSINESS**

There was no urgent general business.

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

Due to time constraints, the public excluded item of business was held over, to be received for information at the next meeting of the Committee.

12 **NEXT COMMITTEE MEETING**

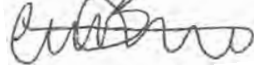
The next meeting of the committee is scheduled for 3.30pm on Tuesday 31 May 2022.

There being no further business, the meeting closed at 2.58pm.

CONFIRMED

Chairperson
Councillor Niki Mealings

Date

WAIMAKARIRI DISTRICT COUNCIL**REPORT FOR INFORMATION****FILE NO and TRIM NO:** GOV-01-04 / CMS-09-10-02 / 220513077076**REPORT TO:** Community and Recreation Committee**DATE OF MEETING:** 31 May 2022**FROM:** Tessa Sturley – Community Team Manager
Madeleine Burdon – Age-friendly Community Facilitator**SUBJECT:** AGE-FRIENDLY PLAN PROGRESS REPORT**SIGNED BY:**
(for Reports to
Council, Committees
or Boards)

Department Manager



Chief Executive

1. SUMMARY

- 1.1 This report provides a final review of the He Hoa Ahakoa Ōu Tau: Age-friendly Waimakariri Plan, approved in December 2019.
- 1.2 The report also includes recommendations from the Age-friendly Advisory Group to ensure its sustainability.
- 1.3 The attached progress report covers key priority areas from January 2021 to end of April 2022, as identified in the Age-friendly Plan.
- 1.4 This report also details additional activities in the COVID-19 response and social recovery planning.

Attachments:

- i. Age-friendly Waimakariri Priority Projects progress report (Trim # 220126009224)
- ii. The 2021 Age-friendly Advisory Group Community Update from the Facilitator (Trim # 220120006638)
- iii. The revised Terms of Reference for the Age-friendly Advisory Group (Trim # 220518079450)

2. RECOMMENDATIONS**THAT** the Community and Recreation committee

- (a) **Receives** report No. 220513077076
- (b) **Notes** the role of the Age-friendly Facilitator and Advisory Group in overseeing, facilitating and supporting the delivery of the Age-friendly Plan, via the various networks and service providers across the District, and the various teams within Council.
- (a) **Notes** the proactive role of the Age-friendly Advisory Group in identifying initiatives that facilitate positive outcomes for local senior adults.
- (b) **Notes** the role of the Age-friendly Advisory Group and its partners in the ongoing COVID-19 response and social recovery planning.

- (c) **Notes** the significant work undertaken by the Age-friendly Facilitator to ensure delivery of the Plan and champion the needs and aspirations of local older people.
- (d) **Notes** that, while the Age-friendly facilitator fixed-term contract expires at the end of June 2022, community development support for the Advisory Group can be maintained as part of business as usual under the Community Team's Inclusion and Connection portfolio.
- (e) **Notes** the aspirations of the Age-friendly Advisory Group to continue working collaboratively with the Council, to represent the collective voices of senior adults in the District.
- (f) **Approves** continuation of the Age-friendly Advisory Group, with appropriate community development staff support provided, as part of business as usual, under the Community Team's Connection and Inclusion portfolio.

3. **BACKGROUND**

- 3.1. The World Health Organisation defines age-friendly environments as:

"...environments (that) foster healthy and active ageing. They enable older people to age safely in a place that is right for them; be free from poverty; continue to develop personally; and to contribute to their communities while retaining autonomy, health and dignity. Because older people know best what they need, they are at the centre of any effort to create a more age-friendly world".

'Age-friendly' is a World Health Organisation approved framework that identifies eight key domains in the social, built and civic environments where changes can be most readily made and progress monitored in improving quality of life for older people. The attached progress report outlines work undertaken in each of the eight domains since January 2021.

- 3.2. The Age-friendly Advisory Group has met regularly since late 2019. Membership is made up of representatives appointed by the following organisations: IHC, Grey Power North Canterbury, U3A (University of the Third Age), Ministry of Social Development, Presbyterian Support, Waimakariri Access Group, Migrants and Newcomers Steering Group, Citizens' Advice Bureau and a consumer representative (older person). Joanne Gumbrell was appointed by members as Independent Chair and media spokesperson. Councillor Wendy Doody is the Council appointee to the Advisory Group.

- 3.3 Along with oversight of the plan implementation, key functions of the advisory group have included:

- Gathering information from networks and organisations representing the interests and concerns of senior adults in the District
- Sharing data with key stakeholders where advocacy/lobbying is required
- Advising Council on issues and opportunities affecting senior adults, in alignment with annual and long term planning
- Monitoring, evaluating and reporting back to Council, to the public and the Office for Seniors on progress for the period of the Plan.
- Undertaking a review of the initial Terms of Reference, goals and priority areas; and workshopping future steps, with suggested priorities and in a simplified plan format.

4. **ISSUES AND OPTIONS**

4.1. **Promoting and Communicating the Age-friendly Plan**

- 4.1.1. Maintaining communication with Waimakariri's older person's population and key stakeholders involved in supporting senior adults has continued to be a priority. This includes ongoing liaison with the Waimakariri Access and Health Advisory Groups, the Elder Care Canterbury Rural Health Network and Social Services Waimakariri, as well as ensuring Advisory Group representation at all community networking fora.

Regular email updates have been circulated to local groups with a membership of senior adults, but which are not represented on the Age-friendly Advisory Group. The attached 2021 update, which was widely circulated early this year, is an example of this accountability back to the stakeholder community.

- 4.1.2. Communication with the general public has been via a monthly newspaper column in the (North Canterbury) News, a chat 'spot' on Compass FM and updates in Chatter magazine.
- 4.1.3. An 'Age-friendly' page has been developed and maintained on the Council website, as part of a broader communications strategy.
- 4.1.4. An application was made on Council's behalf for membership of the Aotearoa Age-friendly Network.
- 4.1.5. The Waimakariri consultation process and plan feature on the Office for Seniors Age-friendly website and continue to be utilised by other localities and Territorial Authorities around New Zealand as an example of best practice. To this end, an invitation was accepted in October 2021 to present this process to the Urban Design forum in Christchurch, held on the International Day of Older Persons, October 1st.

4.2. **Implementation and Review of the Age-friendly Plan**

The attached progress report on the existing plan identifies the overarching relevant goal for each theme and the associated strategies to address issues and opportunities related to that theme.

Many of these activities are part of best practice under business as usual for the various Council units. However we wish to highlight the following key areas which related to the work of various Council teams and had the potential to significantly impact on the social wellbeing of our older residents:

4.2.1. Key New Activities

- The Roding and Solid Waste teams are working to find solutions to ensure bins awaiting collection are not left where they block access for pedestrians and other street users.
- Library and Community Team staff organized Volunteer Expos, in the district's libraries and at Pegasus Community Centre, showcasing volunteering opportunities, Volunteers staffing the expo were mostly 60+ and expo visitors mostly 40+.
- Libraries continue to create new opportunities for social connection and interaction. Libraries staff have also attended a range of community events and have gone out to community groups to talk about the range of library services available.

- Community Team staff have supported social events organised by Council tenants at the Durham Street Housing units.
- Council has engaged in new partnerships with organisations from the senior sector, including Office for Seniors, Alzheimer's NZ and Grey Power.
- The Welcome Bags initiative provided a welcoming environment to all newcomers, including senior adults.
- A targeted mapping of services for senior adults in the District is being undertaken as part of local social service and community sector planning.

4.2.2. Key Completed Activities

- Supported by the Age-friendly Housing sub-group members, Waimakariri Abbeyfield Inc. was established in late 2021. Its members have undertaken a needs analysis, began fundraising and presented to the Council's housing subcommittee in March this year. They are awaiting a reply on their submission regards a lease-land option.
- Advisory Group members have continued to contribute to local COVID responses, social recovery and, more recently, self-isolation (SIQ) planning.

4.2.3. Outstanding Activities

- Progress on Lifemark Housing Standards and Universal Design .
- Investigation into an Orbiter-style bus service to increase community options for affordable public transport.
- While there has been marked improvement in consideration of the requirements of our senior community, with some Council units actively seeking advice from the Advisory Group, there remain some challenges, especially around accessibility. For example, access in the CBD where footpath signage continues to cause safety hazards (for not only senior adults).
- Progress with the implementation of some planned initiatives has been delayed due to COVID, and material and staffing shortages.
- The 2022 Older Persons Expo, already twice postponed, has been cancelled for this autumn; again due to COVID. This may be held later in the year.
- There has been no progress with developing intergenerational activities - understandable in a pandemic environment, which has also placed our schools under huge stress.

4.2.4. Other Activities Undertaken in the Age-friendly Portfolio

While focussing on reduced priorities identified post the 2020 lockdown, the Advisory Group wanted to remain responsive to emerging issues and opportunities related to older people. These have included:

- Advice for Aquatic Staff regarding gathering contact details for emergency situations.
- A follow up workshop with University of Otago researchers to report on the earlier street audits to reduce falls.
- Collation of feedback on the E-scooter trial.
- Participation in the Joint Venture South Island consultation – Action plan priorities. (Family Violence including Elder Abuse)
- Responding with input into the National Campaign to Reduce Loneliness.

- Participation in a working group to inform a training day for providers on the prevention and reduction of elder abuse in our District. (June 15th)

4.3. The Impact of COVID- 19

- 4.3.1. The Age-friendly Advisory Group's various networks have proved invaluable over the COVID events. They have been able to provide formative information to support our older residents in COVID response, social recovery and planning. *"The profound disruption caused by the COVID-19 pandemic has reminded us that sustainable age-friendly development means leave no one behind"*. Office for Seniors, 2022.
- 4.3.2. Given the impact of the global pandemic on the lives and wellbeing of many senior adults, in early 2022 the Advisory Group revisited priority areas. They identified the need to re-engage with senior residents to inform ongoing priorities beyond the current plan's finish date of 30 June this year.
- 4.3.3. The Advisory Group has also workshopped a way forward, as detailed in a deputation from the Advisory Group Chair, which will precede the presentation of this report.

4.4. Advisory Group Priorities and Recommendations

- 4.4.1. Given that by 2048 approximately 30% of Waimakariri residents will be aged over 65 years, the Advisory Group expects an ongoing key role and function for such a governance group. As of 30 June 2021, residents aged 50 years and over had already exceeded 50% of the District's total population
- 4.4.2. The Advisory Group strongly recommend that any future Age-friendly action plan be community driven, and that the intended updated action plan uses plain language, in a simpler format, identifying specific tasks, with measurable indicators and timeframes. After looking at various age-friendly plans, they have outlined a plan with a reduction of key areas down from the eight WHO themes to three, namely:
- Health and wellbeing
 - Being informed and involved
 - Being safe

These areas underpin key determinants for health that are well evidenced as being essential for wellbeing. There are also some crossovers in three of the key areas for Government action on the National Aging Strategy 'Better Later Life' - He Oranga Kaumātua 2019 to 2034.

How people, including senior adults, seek out and receive information in an increasingly digital age is critical to their ability to be involved and well-informed. Many senior adults say they feel they are being left behind. This adds greater stress to things like banking, paying bills, making donations – all tasks that could previously be achieved independently. Additionally, not being connected digitally continues to make it very difficult for those who need to supply proof of identity. Without an email address they are unable to apply online for documentation.

The issue is not insignificant. For example, Grey Power has a membership of about 750 in North Canterbury but only 25% of their members have an email address. Communication of information outside of face-to-face monthly meetings has become even more problematic through lockdowns, social distancing

requirements, limitations on gatherings and the vulnerability of the older population to COVID.

- 4.4.3. The Advisory Group strongly asserts that support for this work should continue. This is possible under business as usual for Community Development, as part of the Community Team's Connection and Inclusion portfolio.

4.5. **Options to support ongoing Age-friendly Community priorities, following completion of the Age-friendly Plan**

- 4.5.1. Option 1: Dissolve the Age-friendly Advisory Group and provide no designated staff support for age-friendly priorities.

This is not a desirable option. Given the Waimakariri District's ageing population, oversight and designated support is important to ensure that the District's opportunities, services and supports are fit for purpose to meet the needs and aspirations of the population.

- 4.4.2. Option 2: Continue with the Age-friendly Advisory Group and recruit additional staffing for ongoing delivery of age-friendly initiatives.

While staff endorse continuation of the Advisory Group, this is not a preferred option. There is sufficient capacity within the existing Connection and Inclusion portfolio to cover support for the Age-friendly Advisory Group and its activities.

- 4.5.2. Option 3: Continue with the Age-friendly Advisory Group, and provide appropriate community development staff support, as part of business as usual, under the Connection and Inclusion portfolio.

This is the most desirable option. It ensures ongoing commitment to an age-friendly District. It also ensures that a community-led, fiscally responsible approach is applied to addressing the needs and aspirations of our District's ageing population.

Implications for Community Wellbeing

Given projections that by 2048, around one-third of our District's population will be aged over 65, it is important that we apply an early intervention approach to ensure that our District's services, supports, facilities and opportunities are fit to meet the needs of older residents. Failure to do so will likely lead to an increase in local incidence of social and digital isolation, poor mental and physical health, and even poverty amongst our older population. The Age-friendly Plan and Advisory Group's oversight of its delivery will provide a means for this.

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

5. COMMUNITY VIEWS

5.1. **Mana whenua**

In developing and delivering on the objectives of the plan, staff engaged with mana whenua through the Community Team's long-standing relationship with Ngāi Tūāhuriri's Healthy Day at the Pa programme and, in particular, Council Kaumatua Dame Aroha Reriti Crofts.

5.2. **Groups and Organisations**

In line with Community Development practice, a wide range of Community Stakeholders continue to be engaged in the Age-friendly Plan, facilitated as a community function of the

Waimakariri District Council Community Team. This not only fosters a collaborative response to identified issues affecting local older people, but also enhances opportunities to engage with them in other initiatives.

5.3. **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.

6. **OTHER IMPLICATIONS AND RISK MANAGEMENT**

6.1. **Financial Implications**

6.1.1. There are no financial implications related to this work, which can be delivered within existing community development budgets,

6.1.2. Should projects be identified that require additional resourcing, this will be acquired via external funding avenues

6.2. **Sustainability and Climate Change Impacts**

The recommendations in this report do not have direct sustainability and climate change impacts

6.3. **Risk Management**

The maintenance of strong community networks and a regular review of age-friendly priorities will be important to ensure that the needs and aspirations of our people continue to be addressed in District.

6.4. **Health and Safety**

Health and Safety considerations are included in planning.

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**

Human Rights Act 1993

7.3. **Consistency with Community Outcomes**

The work of the Community Team aligns with the following Community Outcomes:

- Effect is given to the principles of the Treaty of Waitangi
- There are wide ranging opportunities for people to contribute to the decision making that effects our District
- There is a safe environment for all
- Public spaces and facilities are plentiful, accessible and high quality

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

7.4. **Authorising Delegations:** None



Tessa Sturley

COMMUNITY TEAM MANAGER



Waimakariri- He Hoa Ahakoa Ōu Tau

Age-friendly Waimakariri

Priority Projects



May 2022

Priorities to increase older people's access and use of outdoor spaces and public buildings in the Waimakariri District ²⁶

	Priority	Relevant Documentation	Lead Agent/s	Success Indicator/s	Progress	Status
1.1	Continue to reduce accessibility barriers to existing Council facilities, footpaths and public spaces	Waimakariri Accessibility Strategy 2017	Waimakariri District Council Greenspace, Roading and Environmental Services Teams	Fewer service requests	<p>Staff are planning budgets to assist with retrofitting some assets, as appropriate, in line with quality service delivery</p> <p>Age-friendly and Access group members were involved in a 'Walk and Wheelabout' of Good Street with Greenspace staff, prior to concept plan design.</p> <p>From January 2021:</p> <p>Roading staff work with Solid Waste team to rectify access issues resulting from kerbside bins being placed on footpaths.</p> <p>Roading standards and the code of practice are also being updated to better accommodate bin placement and accessible footpaths.</p>	<p>Ongoing BAU</p> <p>Ongoing BAU</p> <p>From January 2021:</p> <p>Roading continuing to widen footpaths as part of the footpath renewal programme.</p>
1.2	Ensure that new facilities are accessible for all age groups and abilities in line with universal design and accessible access guidelines	Waimakariri Accessibility Strategy 2017 Waimakariri District Council Public Toilet Strategy 2018 Waimakariri District Play Strategy 2018	Waimakariri Access Group Waimakariri District Council Greenspace Team	New facilities meet accessible access guidelines	<p>Both new and modified buildings must meet code as a minimum. However we are looking to ensure accessibility is a key driver in new buildings. E.g. The new Sports Stadium</p> <p>From January 2021:</p> <p>Facility provision aims to meet this goal, however it is often determined by user group requirements and budget so not always considered to be universal design in its truest sense.</p>	<p>Ongoing BAU</p> <p>From January 2021:</p> <p>This is an ongoing goal for each facility and with the work that has gone on in recent times to interrogate this asset base, will form BAU</p>

1.3	Continue to improve understanding of the use of outdoor spaces and to monitor needs of the users	Waimakariri District Play Strategy 2018	Waimakariri District Council Greenspace Team	Completion of Park user survey/monitoring/ consultation to ascertain needs	<p>An annual survey is undertaken, as well as consultation on specific projects, with feedback coordinated with accessibility group.</p> <p>Public seating was installed at Arlington shopping centre.</p> <p>From January 2021:</p> <p>It is BAU to include the accessibility advisory group in engagement practices.</p>	<p>Ongoing BAU</p> <p>From January 2021:</p> <p>Ongoing BAU</p>
1.4	Continue to improve communication of the location of facilities e.g. public toilets	Waimakariri Accessibility Strategy 2017 Waimakariri District Council Public Toilet Strategy 2018 Waimakariri District Play Strategy 2018	Waimakariri District Council Greenspace Team	Public toilets are visibly signposted	<p>This has now become part of the standard signage approach to such assets. Further way finding signage may be required in some areas.</p> <p>From January 2021:</p> <p>This has now shifted to a BAU approach</p>	<p>Ongoing BAU</p> <p>From January 2021:</p> <p>Ongoing BAU</p>
1.5	Ensure that town centres and commercial centres are accessible	Waimakariri Accessibility Strategy 2017 Waimakariri Town Centre Strategies	Waimakariri District Council Business and Centres Unit	Town Centre Plans align with legislative guidelines for accessibility	<p>Both Kaiapoi & Rangiora Town Centre Strategies have been refreshed and adopted by Council following periods of public consultation. Council has included implementation funding through its 2021-31 Long Term Plan. Implementation of appropriate projects within each of the strategies will consider accessibility through both the design and delivery phases.</p> <p>From January 2021:</p> <p>Implementation delays were related to recruitment gaps and COVID limitations.</p>	<p>Ongoing as Town Centre Strategy Projects are delivered.</p> <p>From January 2021:</p> <p>Outstanding</p>

Priorities to increase older people's Mobility and their access to Transport in the Waimakariri District

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	Priority	Lead Agent/s	Success Indicator/s	Progress	Status
2.1	Continued promotion and facilitation of Mature Driver refresher training	Age Concern	Courses are well attended	<p>Cancelled due to COVID. On track again for 2021</p> <p>Supported under Road Safety also by assisting with course advertising costs and facility hire</p> <p>From January 2021:</p> <p>Four courses were delivered locally to November 2021 with 79 participants in total.</p> <p>A course delivered in March 2022 had 19 attendees. Two further courses are planned for April and June 2022.</p>	<p>Outstanding</p> <p>Ongoing BAU</p> <p>From January 2021: Ongoing, COVID permitting.</p>
2.2	Continue to improve kerbs and footpath crossings	Waimakariri District Council Roading Team as part of business as usual	Decrease in service requests relating to concerns	<p>Ongoing – initiatives such as trialing pavement markings at courtesy crossings to reduce confusion; upgrading selected courtesy crossings to pedestrian crossings in Rangiora.</p> <p>From January 2021:</p> <p>Courtesy crossing markings are currently under trial in several locations.</p>	<p>Ongoing BAU</p> <p>From January 2021: Ongoing</p>
2.3	Ensure that the needs of older people are considered in a review of the suitability of bus stop locations	Environment Canterbury Waimakariri District Council Roading Team	Public transport/network user review includes consideration of the needs of local older people	<p>New bus network routes implemented in Sept 2020 responded to feedback from community. Now providing increased coverage to areas such as Charles Upham village, Ballarat Home, along with new service between Rangiora & Pegasus implemented. Current prioritisation of bus seat and shelter installation is taking into account the needs of older/mobility users.</p> <p>From January 2021:</p> <p>A three year programme of works to install additional bus shelters has been developed, with four new shelters planned for installation shortly</p>	<p>Ongoing BAU</p> <p>From January 2021: Ongoing</p>
2.4	Increase promotion of existing community transport options. (E.g. Volunteer driver and Minibus Trust)	Waimakariri District Council Community and Communications Teams	Increased uptake of local community transport services	<p>Updates of transport flyer and wide dissemination. Ongoing promotion and update of minibus trust.</p> <p>From January 2021:</p> <p>Flyer dissemination is supported in Council service centres and libraries. Where appropriate content is shared from suppliers and Environment Canterbury about community transport.</p>	<p>Ongoing BAU</p> <p>From January 2021: Ongoing</p>
2.5	Investigation into an 'orbiter style' bus service	Environment Canterbury Waimakariri District Council	Investigation complete by June 2021	<p>No action; currently no budget to follow up</p> <p>From January 2021:</p> <p>As Above</p>	<p>Outstanding</p> <p>From January 2021: Outstanding</p>

Priorities to increase older people's access to appropriate Housing in the Waimakariri District ²⁹

	Priority	Relevant Documentation	Lead Agent/s	Success Indicator/s	Progress	Status
3.1	Undertake a Housing Needs Assessment to inform Council's potential role in housing, going forward	Waimakariri District Plan	Waimakariri District Council Housing sub- Committee Waimakariri District Council District Plan Review Working Group	Housing Needs Assessment complete	Complete via Council Property/Policy collaboration From January 2021: District Plan notified September 2021, including reference to housing need affecting older people. Further submissions being asked for from – May 2022. Hearings taking place Jan / Feb 2023 to Sept 2023	Complete From January 2021: BAU
3.2	Engage with the public and private sectors to explore opportunities for the provision of appropriate and affordable housing	Waimakariri Housing Needs Assessment Waimakariri District Plan Review 2019/2020		Evidence of engagement with public and private housing sector stakeholders on appropriate local housing provision	Underway and ongoing as part of work undertaken by the Age-friendly Housing subgroup, charged with making appropriate submissions to the Waimakariri District and Long Term Plans From January 2021: Council's Housing Age-friendly Subgroup have met with private developers and participated in Housing Forum (SSW) and Council led Housing hui. Social Services Waimakariri have established and lead a community-led Emergency and Transitional Housing Steering Group, in collaboration with Council Community Team staff and key local and regional stakeholders in community housing. District Plan notified September 2021 Further submissions being asked for from – May 2022. Hearings taking place Jan / Feb 2023 to Sept 2023.	Ongoing BAU From January 2021: Ongoing Ongoing Ongoing

3.3	Continue to explore alternative options for older persons' housing. E.g. Abbeyfield	Waimakariri Housing Needs Assessment	Waimakariri District Council Housing sub-Committee		The Age-friendly Housing subgroup is in the early stages of investigations into the feasibility of an Abbeyfield development in the Waimakariri District.	New
3.4	Support the development of older persons' retirement housing. E.g. Retirement villages	District Development Strategy	Private Developers	Provision of appropriate housing for older people is included in District Planning	From January 2021: A group of private citizens has formed an Abbeyfield Waimakariri Inc which is affiliated to the National Body. Local fundraising has begun and a needs analysis undertaken by the new Group. Council Housing sub-committee were approached in March 2022 for potential support e.g. a lease land option.	From January 2021: Ongoing
3.5	Work with developers to encourage the Lifemark standard for new housing builds	New Zealand Building Code	Waimakariri District Council Building and Planning Units	Number of new homes with the Lifemark standard specified on a consent, supported by Building Unit	Current building unit resourcing and priority planning does not yet make this a viable model for our District From January 2021: No change, as above	Outstanding From January 2021: Outstanding. No change, as above

Priorities to increase older people's social participation in the Waimakariri District ³¹

	Priority	Relevant Documentation	Lead Agent/s	Success Indicator/s	Progress	Status
4.1	Promote and further develop TimeBank Waimakariri as a means to connect and share skills and/or talents		TimeBank Waimakariri	TimeBank membership continues to grow Member exchanges continue to grow	82 active members. Coordinator role still funded Membership mainly 40+ years From January 2021: 118 members. Still able to engage a coordinator to organize member events, attract and register new members. Age details not requested but most are 40+ with a significant % being 60+ age group.	Ongoing BAU From January 2021: Ongoing BAU
4.2	Continue to promote volunteering opportunities		Waimakariri District Council Libraries, Community and Greenspace Teams	Waimakariri Community survey evidences an increase in volunteering.	Community HR and H&S teams with other agencies organized workshops to build volunteer capacity. COVID lockdown impacted on older adults volunteering. Libraries continue to support library volunteers and provide access to Volunteer directory From January 2021: Volunteer Expos organized with library staff held in Kaiapoi and Rangiora libraries and Pegasus Community Centre in June 2021. 29 organisations took part. Many of the volunteers staffing displays were aged 60+ The Volunteer Directory is kept updated and is available online and in printed form. A new volunteering leaflet has been produced. This is included in welcome bags.	New Ongoing BAU From January 2021: New for library involvement. BAU
4.3	Continue to promote and facilitate opportunities and facilities for social connection	Waimakariri Community Development Strategy 2015 -2025 Canterbury Wellbeing Index	Waimakariri District Libraries and Community Team	Customer feedback Staff generated, 'stories of impact' Library user survey on engagement with library spaces, activities and resources	Waimakariri Libraries has appointed a Community Connections Coordinator who will focus on improving opportunities for connection for older adults; part of the New Zealand Libraries Partnership Programme. Library user survey postponed Library programs Games for Grownups, Movie Morning and book groups have continued. These have all been highly valued by our customers who have felt at times isolated this year. Book groups even ran in lockdown via Zoom	New Incomplete Ongoing BAU

				32 Levels of support for community –initiated new activities	<p>Progress of Kaiapoi Hub with range of partners; support for Woodend Menz Shed and others in another hub.</p> <p>Rangiora Lion's used as a distribution agent to distribute 100 welcome bags to new residents in Rangiora</p> <p>Migrant Group monthly social gathering -not held for 6 months due to COVID and lockdowns</p> <p>Wellbeing Index Survey results held up due to COVID.</p> <p>From January 2021: Library programs Games for Grown-ups, movie morning and book groups have continued and been well attended, whenever COVID level restrictions have allowed.</p> <p>Waimakariri Libraries provided a range of events that supported social connection, including a Craft Stash Swap, and several author talks.</p> <p>New resident Welcome Bags continue to be distributed widely via local developers, Real Estate Agents, Schools, libraries, Service Centres, schools and community associations.</p> <p>Global Locals of Waimakariri (GLOW) monthly social gathering that is open for anyone to attend at The Plough Hotel.</p> <p>Social events run by residents at Durham St pensioner flats supported with Community Team BBQ trailer.</p> <p>Formal request for local data from Wellbeing Index Survey results made in March 2022</p>	<p>New</p> <p>New</p> <p>Ongoing</p> <p>Incomplete</p> <p>From January 2021: Ongoing BAU</p> <p>New</p> <p>Ongoing BAU</p> <p>Pending</p>
4.4	Continue to promote and support community-based learning initiatives. E.g. U3A		Waimakariri District Council Community Team Citizens Advice Bureau	U3A membership Levels of participation in workshops	<p>Ongoing promotion of English as Second Only Language (ESOL) classes, with a number of older migrants attending.</p> <p>Senior Chef and Senior Net classes and CAB services were closed during lockdown.</p> <p>A Filipino Event was attended mainly by older adults.</p> <p>Staff facilitated a local meeting with ARA around alternative computer training venue as local campus closed.</p>	Ongoing BAU

				33	<p>From January 2021: Ara computer facility has re-located. Digital literacy classes operating and a survey of participants in 2021. Majority of students over 50 years.</p> <p>On Track – Not For Profit capacity building workshop programme delivery was facilitated in 2021 by WDC community development staff. Approximately 15% of attendees were aged 60+. There are 10 more workshops on offer in 2022.</p> <p>U3A linked into local videographer to support those managing meetings and educational sessions online in COVID environment.</p>	<p>From January 2021: BAU</p> <p>Ongoing in 2022</p> <p>New</p>
4.5	Continue to promote recreational opportunities for older people		Waimakariri District Council Community and Greenspace Teams	Membership for community- based Strength and Balance exercises	<p>With closures during lockdown – GreyPower lobbied for a TV based exercise programme for older adults. Other groups including SAYGO now restarted and referrals picked up again. Continue to promote through Chatter and FB plus assistance to source low cost venues.</p> <p>Sport & Recreational Directory updated and disseminated through Welcome Bags</p> <p>Promotion of training opportunities for recreation providers.</p> <p>Delay with Wellbeing Survey due to impact of COVID on staffing</p> <p>From January 2021: Community Team staff promote ACC's Live Stronger for Longer campaign https://www.livestronger.org.nz/ and have developed a directory of local community based strength and balance classes.</p> <p>Ongoing delay with the Canterbury Wellbeing Survey due to Community and Public Health staff being diverted to fulltime COVID work. Staff submitted a formal request for local data in March 2022.</p>	<p>Ongoing BAU</p> <p>Not updated, but ongoing BAU</p> <p>Ongoing BAU</p> <p>Outstanding</p> <p>From January 2021: Ongoing BAU</p> <p>Incomplete</p>
			Active Canterbury	Waimakariri District Council Community Survey and Canterbury Wellbeing Index results relating to involvement in recreational activity		

Priorities to increase the respect and social inclusion of older people in the Waimakariri District

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	Priority	Relevant Documentation	Lead Agent/s	Success Indicator/s	Progress	Status
5.1	Continue to support the annual Older Person's Expo		WDC Community Team Presbyterian Support	Attendance and feedback New expo partners	Planned Older Persons Expo postponed to April 2022. Expo promotes health and social services along with clubs and groups for older people, encouraging continued participation in their community. Cancelled due to COVID Lockdown A celebration of International Year of older People went ahead at Kaiapoi Golf Club. From January 2021: The annual Older Persons' Expo was postponed again due to COVID restrictions. This May be rescheduled for later in 2022.	Outstanding Complete From January 2021: Outstanding
5.2	Identify opportunities to incorporate cultural education into older persons' networks and key agencies working with older people		Waimakariri District Council Community Team Waimakariri Migrants and Newcomers Group	Degree of uptake for cultural education Attendance at workshops Feedback from attendees	Most community workshops and Healthy Day at the Pa (Tuahiwi Marae) had extended postponements due to COVID. From January 2021: Marae closed indefinitely Global Locals of Waimakariri (GLOW) hosted Multicultural Cooking Classes, many were attended by older persons.	Outstanding From January 2021: Some classes had to be cancelled due to Covid-19 lockdown.
5.3	Work with Te Ngāi Tūāhuriri Rūnanga to identify issues and opportunities related to older Maori		Te Ngāi Tūāhuriri Rūnanga	Development and introduction of local initiatives that support the wellbeing of older Maori	Ongoing communication with Kaumātua and Kaiawhina, and dissemination of information via our networks From January 2021: Community Team staff regularly attend Health Day at Tuahiwi Pa event when it is on, connecting with Kaumātua, kuia and Kaiawhina that support our older residents. In spite of COVID-related marae closure, staff continued communications and involvement with Kaumātua and Kaiawhina around an elder abuse training project and the Abbeyfield project.	Ongoing BAU From January 2021: Marae closed for extended periods New
5.4	Continue to support the work of the Social Inclusion Initiatives Group	Waimakariri Community Development Strategy 2015 -2025	Waimakariri District Council Community Team	A range of initiatives developed to foster social inclusion	500 Welcome Bags were decorated by local schools. New partners were found for support and distribution of bags A community evening meal has begun at Hope Trust	Ongoing BAU New

			35 Sustained uptake of Welcome Bags, and other social inclusion resources	Apart from updating of resources, activities closed until after Lockdown. From January 2021: The Community Team supported Global Locals of Waimakariri (GLOW) with their monthly social initiative which is open to anyone to attend. This was cancelled for 6 months due to COVID, but restarted in March 2022	Ongoing BAU From January 2021: BAU
5.5	Local libraries promote respect and social inclusion	Waimakariri District Libraries	Uptake of age-friendly resources Attendance at older persons' activities Utilisation of library-based services for older people New linkages with rest homes	Outreach, encouraging health providers to promote library resources for older adults, has begun. My Book Bag initiative during lockdown allowed older people to have books they could pick up at the library selected for them during Level 3 restrictions. This initiative has continued and will be promoted to older people's groups. Due to COVID restrictions, Dementia Support Group, NEXT CHAPTER has not run. Plans for an additional book group for people with dementia also on hold. Outreach to care facilities to promote and support use of library resources is planned for next year. From January 2021: Libraries staff assisted older people to access their vaccine passes. This helped people to feel that they would not be excluded from any services because they did not understand how to access their pass. <u>Note:</u> Library processes were changed to include ringing patrons who don't use email to let them know when their holds were ready. Previously, library patrons who don't have access to email were excluded from this service. Outreach book delivery to Oxford hospital began. This is a monthly delivery service.	Ongoing BAU New and now BAU Outstanding Outstanding From January 2021: New New New
5.6	Establish an Age-friendly Advisory Group to WDC	Age-friendly Steering Group	Age-friendly Advisory Group established by 30 Sept 2019	Advisory Group established December 2019, Terms of Reference developed. Group meets monthly. Part-time staff assigned to oversee and report on the Plan, Nov 2019. Networks utilized during lockdown to provide weekly updates to the Office for Seniors and input into Civil Defence Welfare reports. Age-friendly Steering Group members followed up with housing and social inclusion themes and activities.	Complete Ongoing BAU Ongoing BAU

				36	<p>From January 2021: Age-friendly Advisory Group circulated 3 page update from 2021 activities. (See attachment) Chair continues to publish monthly article in the NC News highlighting local concerns and where to access support. Chatter updates bimonthly and Compass FM intermittent. Information on the Council website has been updated and responses made to all inquiries.</p> <p>Age-friendly Advisory Group revised Terms of Reference in late 2021, workshopped the possible ways forward for the Group early 2022 and will present at the Community and Recreation Committee meeting in May 2022. The Action Plan final progress report will also be tabled, along with priority recommendations for a revised community-led plan.</p> <p>The Advisory Group have continued to canvass stakeholders widely re the concerns of senior adults through COVID-19 and its variants. These have been shared with the Regional Welfare Group and the Office for Seniors to enable more tailored policy and action responses to senior adults.</p> <p>An application was made in November 2022 to the Office for Seniors, to be a member of the new Aotearoa Age-friendly Network. Earlier input was given to the TOR and facilitator participation in ensuing 3x yearly national hui. Ongoing support and advice given to localities starting up the Age-friendly journey.</p>	<p>From January 2021: Ongoing</p> <p>Complete</p> <p>Ongoing</p> <p>Ongoing</p>
5.7	Explore opportunities for intergenerational activities	Waimakariri Youth Council and Youth Development	Older people's networks	Intergenerational activities planned by June 2021	<p>Approaches made to Rangiora High School and Leos re digital literacy- no uptake.</p> <p>U3A making a separate approach to Rangiora High school.</p> <p>From January 2021: No local initiatives reported or known of. New Youth Development Facilitator following up later in 2022</p>	<p>Incomplete</p> <p>Incomplete</p> <p>From January 2021: outstanding</p>

Priorities to increase the civic participation and employment of older people in the Waimakariri District ³⁷

	Priority	Relevant Documentation	Responsible Agency/s	Success Indicators	Progress	Status
6.1	Advocate for and facilitate the local provision of quality part-time work and employment opportunities for retired and older people	Canterbury Wellbeing Index	Grey Power Waimakariri District Age Friendly Community Advisory Group Ministry of Social Development Enterprise North Canterbury	Ministry of Social Development employment statistics and Canterbury Wellbeing Index Labour Force Participation figures reflect an increase in employment options for local older people	<p>Lockdown had less impact on older peoples' employment than anticipated. Too early yet to ascertain if any increase in numbers prior to lockdown.</p> <p>Delay with C&PH wellbeing Survey due to lockdown.</p> <p>From January 2021:</p> <p>Feedback given to Office for Seniors regards proposed Action Plan for Employment for over 50s – little data available locally re jobseekers or under employment in older age bracket.</p> <p>Enterprise North Canterbury reported in March 2022 that there are more job opportunities available since COVID outbreak. (Database on website)</p> <p>MSD report a very small percentage of over 65s seeking paid work. People in this age bracket are not eligible for jobseeker support so cannot register as unemployed.</p> <p>CAB and libraries assist with CV writing and CAB with employment related issues- but no specific data available re the over 65s.</p> <p>There has been little progress on Wellbeing Survey data collation and analysis due to Community and Public Health staff full involvement with COVID. Request made for Waimakariri related updates in March 2022.</p>	<p>New</p> <p>Incomplete</p> <p>From January 2021:</p> <p>Incomplete</p> <p>Incomplete</p> <p>Ongoing</p> <p>Incomplete</p>
6.2	Utilise a range of means to promote local paid and voluntary employment for older people		Local Employment Agencies Local Volunteer Using Organisations	Employment agency promotional material includes older people	10% of people attending local employment workshops were over 65. Help offered with CVs and digital literacy at CAB/library/Senior Net	New

			38		<p>From January 2021:</p> <p>Ongoing promotion for volunteering opportunities through the Volunteer Coordinator's network and Volunteer Directory. Some agencies report difficulties attracting volunteers because of the reliance on older volunteers, who were in the vulnerable age-bracket with COVIC-19, and have needed to cut some services e.g. volunteer drivers to health related appointments in Christchurch.</p>	<p>From January 2021:</p> <p>Ongoing BAU</p>
6.3	Targeted consultations are designed to capture the views of local older people.		Waimakariri District Council Strategy and Business Unit Community and Communications Teams	Better proportional representation from older people in local consultations	<p>Although older people haven't been specifically targeted in consultations they have contributed to projects such as Walking and Cycling Mapping; development of the Cemetery Strategy and via Council surveys such as the Customer Satisfaction Survey and Community Survey. For the Customer Satisfaction Survey 26% of people represented were aged 60+ years.</p> <p>Waimakariri Access and Age-friendly Advisory Groups and Grey Power all gave feedback to Council regards proposed E-scooter trial Oct 2021.</p> <p>Feedback forms are being offered both digitally and in hard copy to ensure all residents may contribute</p> <p>From January 2021:</p> <p>Engagement across the community is made available to older people who partake is statistically high numbers.</p> <p>A migrant's survey is underway from February – April 2022. Migrant older persons are encouraged to have their say.</p>	<p>BAU</p> <p>From January 2021:</p> <p>Ongoing BAU</p> <p>New</p>

			39		Age-friendly Advisory Group and WAG gave new feedback to Council post the E-scooter trial, March 2022.	Ongoing
6.4	Continue to celebrate the achievement of local older people		Waimakariri District Council Business Community Sports and Voluntary Groups	Increased number of older people featured in local awards	Older people continue to be over represented in the Community Service awards From January 2021: Sustained representation by senior adults in the local Community Service awards	Ongoing BAU From January 2021: BAU

Priorities to increase communication and information to older people in the Waimakariri District ⁴⁰

	Priority	Relevant Strategies and Guidelines	Responsible Agency/s	Success Indicators	Progress	Status
7.1	Continue to make Council publications more reader- friendly	Waimakariri District Council Brand and Style Guidelines 2019	Waimakariri District Council Communications Team		Publications are written in plain-English and with the reader in mind From January 2021: Ongoing BAU	Complete From January 2021: Ongoing BAU
7.2	Encourage Council Communication across a range of printed and digital media	Waimakariri District Council Communications Team Audience Survey 2019	WDC Communications Team Waimakariri District Council Community Team		Council communications are placed across a range of different mediums From January 2021: Ongoing BAU	Complete From January 2021: Ongoing BAU
7.3	Continue to improve public access to information	Waimakariri District Council Brand and Style Guidelines 2019	Waimakariri District Libraries, Customer Services and Community Team Citizens Advice Bureau	2021 Waimakariri District Council Communications Team Audience Survey results show an increase in satisfaction and audience for Council Communications	Council information is available via media, online, social media and on local radio. Community Team resources continue to be regularly updated and disseminated in printed form, digitally, taken to meetings, placed in community settings Impact during lockdowns and Red light setting to updates printing distribution and dissemination as many activities ceased. From January 2021: Next Council Customer Satisfaction survey to take place in late 2022. COVID lockdowns, with meetings postponed or virtual only, has meant resources have sometimes been available online only. Library staff provided talks on Library resources at the Woodend and Ashley Friendship group, and Waimakariri Combined Friendship Group Library staff attended various community events to provide information about library services.	Complete Ongoing BAU From January 2021: Incomplete Intermittent but BAU will resume as COVID wanes New New

				41	<p>Library Heritage Co-ordinators met with Kaiapoi, Oxford and Rangiora local history museum staff to improve connection between library and museum services</p> <p>Library Heritage co-ordinators spoke on Compass FM about their roles and library activities coming up. Further radio spots were planned but cancelled due to COVID19.</p>	<p>New</p> <p>New</p>
7.4	Promote and support digital literacy	Waimakariri District Community Development Strategy 2015 - 2025	Waimakariri District Libraries and Community Team SeniorNet ARA	<p>Increased uptake for 'book a librarian' service</p> <p>Increased participation in digital education classes</p>	<p>Libraries have commenced Better Digital Futures classes, specifically for older people, at Rangiora, Oxford and Kaiapoi Libraries. These will be continued and promoted to older persons groups next year.</p> <p>A recently appointed Digital Inclusion Coordinator will support and promote classes for older adults; part of the New Zealand Libraries Partnership Programme.</p> <p>Due to COVID restrictions overall fewer classes provided but ones such as smart phones classes have been fully booked.</p> <p>New classes planned for next year will include online banking.</p> <p>From January 2021:</p> <p>The Age-friendly Facilitator invited Library staff and Senior Net volunteers to meet with Kanorau- a new digital literacy provider to connect their free programmes with community across the District.</p> <p>Also invited them to a Healthy Day at the Pa presentation. They were able to put on a number of tailor made tutoring sessions at the request of community groups.</p> <p>Digital skills classes in smart phones use, online banking, email and internet were provided. Book-a-librarian and Tech help services continued while traffic light and level restrictions allowed. Classes were provided at all libraries.</p>	<p>New</p> <p>New</p> <p>Ongoing BAU</p> <p>New</p> <p>From January 2021:</p> <p>New</p> <p>New</p> <p>BAU</p>

			42	<p>Digital Skills classes were planned for Pegasus Community Centre, but cancelled due to COVID19</p> <p>Better Digital Futures courses were provided, specifically for older people</p> <p>A planned visit of Dora the Digital Inclusion Bus to our district was cancelled due to COVID19. Potentially returning in 2022</p> <p>Assistance to sign up to Skinny Jump, low cost internet access was provided.</p> <p>Support for smart phone courses beginning March 2022</p>	<p>New</p> <p>BAU</p> <p>New</p>	
7.5	Facilitate and/or advocate for improvements and additions to directional signage and design to facilitate active engagement with local spaces and places	Waimakariri District Council Brand and Style Guidelines 2019 Universal Design	Waimakariri District Council Roading and Greenspace Teams. Waimakariri Access Group Waimakariri Age Friendly Advisory Group	Service requests decrease over time	<p>Improvement in cycle network signage is underway</p> <p>Ongoing monitoring and education of store owners / operators via providing copies of the Signage Bylaw and talking to operators. Continuing to respond to service requests.</p> <p>If the presence of signage increases on footpaths, we may remove signs in the future.</p> <p>From January 2021: The installation of new signage is required to meet accessibility guidelines, this is now considered BAU.</p> <p>The Access and Age-friendly Advisory groups have continued to promote accessible pathways and advise staff on design.</p>	<p>Ongoing BAU</p> <p>Ongoing BAU</p> <p>From January 2021: Ongoing BAU</p> <p>BAU</p>

Priorities to increase access of older people to Community Support and Health Services in the Waimakariri District

	Priority	Relevant Documentation	Responsible Agency/s	Success Indicator/s	Progress	Status
8.1	Advocate, as necessary, for increased local social service and healthcare provision		Waimakariri Health Advisory Group Greypower Social Services Waimakariri	Increased local social service and healthcare provision.	Advisory Group submissions on Council's draft COVID Recovery Plan and draft Climate Change Policy; Meetings with others re cuts to Nurse Maud services during lockdown; lobbying continuing From January 2021: Grey Power continue to advocate locally and nationally regarding the loss of some services to senior adults. They have also advocated in protest against the potential closure of Oxford Hospital.	Complete New From January 2021: Ongoing
8.2	Provision of health, social and community supports is appropriate to meet the needs of older people	Canterbury Wellbeing Survey Canterbury Wellbeing Index	Waimakariri Health Advisory Group (WHAG) Social Services Waimakariri Ministry of Social Development Canterbury District Health Board	Canterbury Wellbeing Survey results indicate improved quality of life and access to mental health services	The Canterbury Wellbeing Survey was delayed due to COVID The Age-friendly Advisory Group has regular media coverage. They have also facilitated meetings about suitable parking for Blood Testing Lab in Rangiora- One park secured CDHB has provided more funding for Wellbeing North Canterbury Community Trust and Hope Community Trust for counselling services. Health information Practitioners are now at GP practices From January 2021: There have been continued delays with the availability of full wellbeing indicators, due to COVID. However Community and Public Health have approached asking that they submit a request for local data to be included in the next iteration of the survey.	Outstanding Ongoing BAU New From January 2021: Incomplete

8.3	Increase promotion of local community, social and health support services Improve networking of information	Waimakariri Community Development Strategy 2015 - 2025	Waimakariri District Council Community team	New and existing social, health and community services are well utilised by local older people Increase in contributions and distribution	The Age-friendly Facilitator organised and facilitated a presentation at Waikuku Beach November 2020 with key services for older adults	New
			Social Services Waimakariri		The Age-friendly Facilitator and/or Advisory Group Chair have regularly participated in Elder Care Canterbury Rural Health NC network, community network meetings, COVID-19 social recovery hui and representation on CDHB Consumer Council.	Ongoing BAU
					Information has been shared with Waimakariri Health Advisory Group and the Waimakariri Access Group. New services are introduced in Chatter Community Information newsletter.	Ongoing BAU
					Regular age-friendly updates to email network of older adults groups established.	Ongoing BAU
					From January 2021: Age-friendly Advisory Group Chair representation on Consumer Council has ended.	From January 2021: Complete
					Participation in other networks has continued, remotely, under COVID restrictions. Involvement includes the Waimakariri COVID local Welfare Committee and conversations with Office for Seniors regards issues and concerns for Senior Adults.	New
					Elder Care Canterbury Rural Health, North Canterbury network meeting was postponed in March 2022, but may restart in June.	Ongoing
					Liaison is ongoing to map older persons' service providers in North Canterbury	New
	The Age-friendly Advisory Group circulated a three page update from 2021 activities. The Chair continues to publish a monthly article in The (North Canterbury) News, highlighting local concerns and where older people can access support.	Ongoing				
	The Advisory Group Chair also produces a regular 'Age-friendly update' in Chatter Chatter Community Information newsletter and has an intermittent slot on Compass FM					



AGE-FRIENDLY ADVISORY GROUP - COMMUNITY UPDATE 2021

Tēnā koutou katoa -greetings and very best wishes for a safe, happy 2022.

Our Waimakariri Age-friendly Advisory Group, who are representatives of a range of local groups and networks want to share some of their highlights from 2021.

The Advisory group have enjoyed ongoing collaboration with the Waimakariri Access Group whose representative is Ted Dring from Oxford.

The University of Otago staff who had led 4 local workshops to identify falls risks in streets in 2020, presented their final report to participants and others. It was a very valuable exercise for Council as well.

Members participated in public meetings about the retention of services at Rangiora Health Hub.

Advisory Group Chair members, library staff and Senior Net folk met with staff from Te Wānanga o Aotearoa, to support their roll out of Kanorau - free Digital Community Workshops in our District.

A particular highlight has been the ongoing work to support affordable housing, with the group providing input into the District Plan and membership of a Waimakariri Abbeyfield - a shared housing project. Participation in housing hui to advocate for older adults and the provision of safe, affordable housing.

There was participation in the South Island Joint Venture consultation at Age Concern Canterbury, with an emphasis on prevention of Elder Abuse.

Members also participated in Healthy Day at the Pa at Tuahiwi marae, and promoting the local accessibility survey and resource material about elder abuse.

Despite advanced planning with other groups, the Older Persons Expo had to be postponed again (until Thursday 21 April 2022 in Rangiora). Similarly planning for an Oxford Community Health expo were also put on hold.

Advisory Group members presented at the Elder Care Canterbury Rural Health Network meetings in Rangiora – a great opportunity to learn about services, new resources and issues for older adults in North Canterbury.

The Advisory Group made a lengthy submission to the Council in which they itemised a raft of concerns about the proposed Electric Scooter 6 month summer trial. Council intends to consult the community regards their ongoing presence, after the trial ends.

As part of the regional civil defence Covid welfare response, the advisory group continued to give input as concerns or questions arose about lockdown impacts on the older population. Key concerns were also feedback to the Office for Seniors to help improve Government response.

The impact of digital exclusion continues to be a concern, as it affects not just older citizens, but all those without the digital means to access information and resources and can also contribute to social isolation. For example, phasing out of cheques, closure or reduced hours of some banking services, some Government services now only accessible online, and more recently the need for people to apply for a vaccine certificate – without a smart phone or internet capability. It has been great to add weight to the advocacy work of Greypower North Canterbury and the Citizens Advice Bureau.

Late in the year, Age Concern nationally led a “Campaign to end loneliness” inviting Councils to respond. The Age-friendly Chair and Council Community Team members met to discuss opportunities with this campaign. The focus remains on older adults in our District and utilising the range of resources we already have to let people know what opportunities for connection are available, including transport options.

Council has applied for membership of the newly set up Age-friendly Aotearoa network. The network supports the Government’s positive aging strategy “Better Later Life”, He Oranga Kaumātua 2019-2034. Key areas from that action plan are employment, digital inclusion and housing.

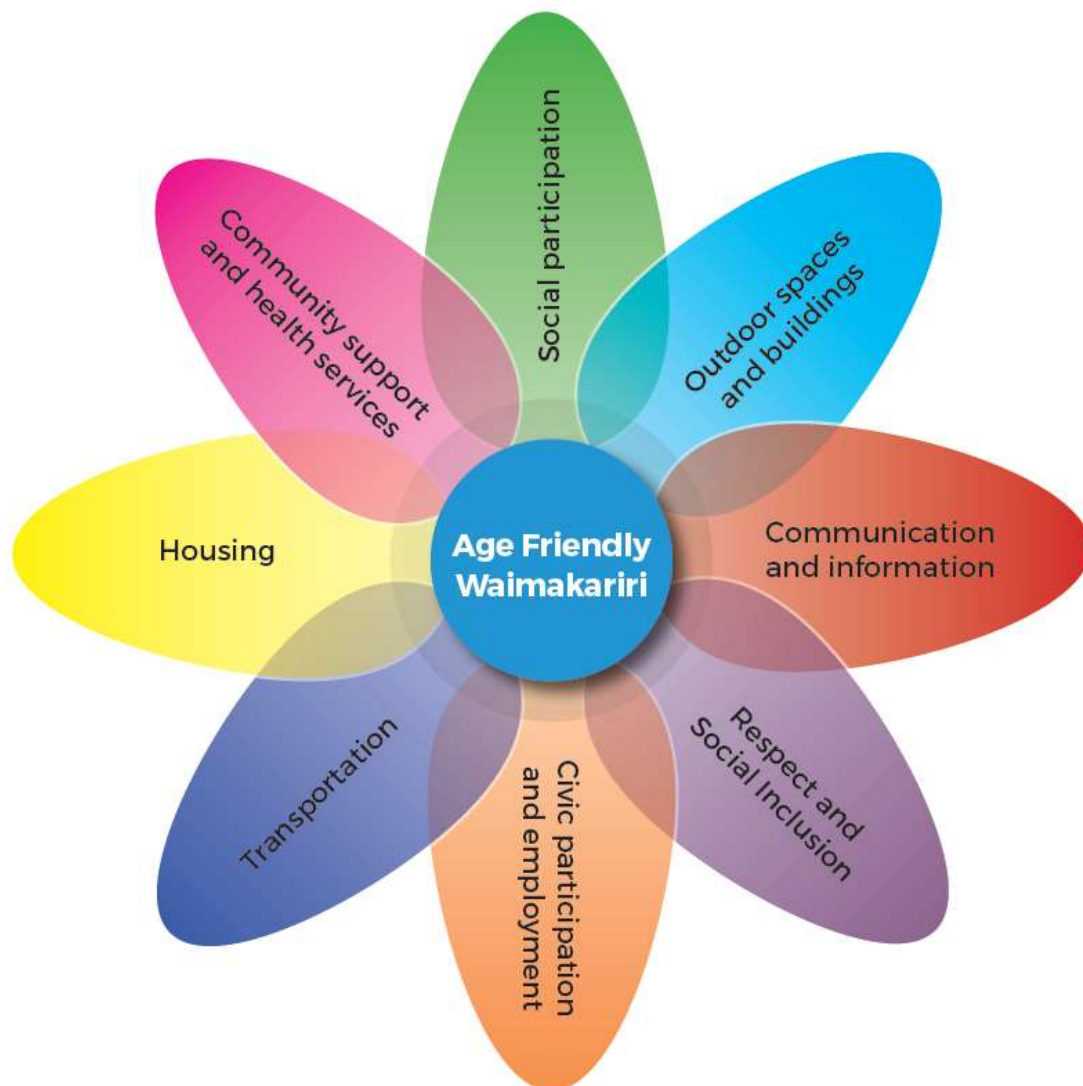
On international Day of Older persons, the age-friendly facilitator presented at an Urban Design forum in Christchurch, outlining our consultation process to setting up our age-friendly plan and the advisory group. The

facilitator has continued to support other local authorities with advice and resources to establish their own age-friendly plans.

At the final meeting for 2021, after 2 years into their term, the Age-friendly Advisory Group reviewed their Terms of Reference, Members strongly feel they have a role in continuing to represent the over 65s in the District. Members also revisited the priorities in the Waimakariri Age-friendly Plan given the changes and uncertainty brought about by the global pandemic.

We encourage you to share our update with your respective organisations and please get in touch with us if you have ideas and a passion to create a more age-friendly District.

Joanne Gumbrell, Age-friendly Advisory Group Chair and Madeleine Burdon, facilitator E: Madeleine.burdon@wmk.govt.nz or Ph 0800 965468



WAIMAKARIRI AGE-FRIENDLY ADVISORY GROUP

Updated Terms of Reference

April 2022

BACKGROUND

In 2018 to 2019, the Waimakariri District Council undertook broad consultation to inform the development of an age-friendly plan for the District. The 2019–June 2021 plan, co-designed by a Community Steering Group and Council staff, was approved by the Waimakariri District Council in September 2019.

The Community and Recreation Committee of the Council receives annual reports on progress against the actions in this plan. At the end of 2021 the Advisory Group undertook a dynamic review process and agreed on a number of recommendations as it looked to the future

The review has included the Terms of Reference which have been updated in draft, to accompany the final progress report on the existing Age-friendly Plan to Community and Recreation Committee of Council on 31 May 2022.

The Advisory Group have also drafted a new Age-friendly Plan for 1 July 2022-30 June 2025, and will present that as part of their deputation to Council regards the continuation of the Advisory Group beyond June 2022.

The Waimakariri Age-friendly Advisory Group is a multi-disciplined group of skilled people with knowledge of the issues and opportunities relating to older people in the District. The key role of the group is to:

- ensure that the Age-friendly Plan is delivered and reported on;
- be an advocate for the community so that future opportunities to expand and enhance age friendly services, facilities and activities are identified and concerns acted on;
- provide advice to the Waimakariri District Council and the community, regarding issues and concerns relating to the ageing population in the District, through the key functions of planning, monitoring, supporting/endorsing, advocacy/accountability and networking.

NAME

The Waimakariri Age-friendly Advisory Group (“The Age-friendly Group”).

1. FUNCTIONS OF THE GROUP**A. Planning:**

- identifying issues, including gaps in services, and receiving reports on issues for older people;
- ensuring older people’s experience and suggestions are widely reflected in the plans of those who work with and for the benefit of older people; and
- ensuring a collaborative Age-Friendly Plan for the Waimakariri is developed, delivered and reported on.

B. Monitoring:

- the Waimakariri Age-Friendly Plan; and
- adjusting the plans to meet new and changing circumstances.

C. Supporting/Endorsing:

- the leadership, guidance and support within older people and of all those who work with and for the benefit of older people.

D. Advocacy/Accountability:

- to and by local government agencies; and
- Central Government agencies.

E. Networking:

- proactively engaging with and supporting all those working with and for older people in Waimakariri.

2. PRINCIPLES AND CORE VALUES

- 2.1 To intentionally seek out and hear from people who struggle to be heard.
- 2.2 To be inclusive, using a range of options to make participation easy.
- 2.3. To work alongside the community, supported by Council staff, to ensure the plan is implemented, monitored and reported on.

The values we hold are as follows:

- To be respecting of members
- To be non-judgemental of each other’s opinions
- To be committed to the vision
- To have open communication - a ‘no surprises’ approach
- To act with honesty and good faith
- To communicate openly and in a timely manner
- To recognise members’ responsibilities and strengths
- To encourage quality and innovation to achieve positive outcomes.

3. SCOPE

- 3.1. Focus on the needs, aspirations, and engagement capacity of the older adult populations of the District.
- 3.2. Determine meeting agendas and schedules.
- 3.3. Review progress on the Age-friendly Plan on a regular basis.

- 3.4. Facilitate additional activities that align to the purpose of the Age-friendly Plan.
 - To communicate progress with the Waimakariri District Council, community and other interested parties, annually
 - To report annually to the Waimakariri District Council's Community and Recreation Committee on additional activities carried out by the Waimakariri Age-friendly Advisory Group in contributing to the improvement in age-friendly services, identifying gaps in services or facilities, barriers to participation, and areas of concern.
 - To advise the Council on issues and opportunities affecting older people in alignment with Annual and Long Term Planning consultations.
- 3.5. Inform the Waimakariri District Council regarding further review of the Age-friendly Plan by May 2023 and otherwise as determined.
- 3.6. Identify and activate opportunities to engage with stakeholders related to the aging population, through a range of platforms.

4. MEMBERSHIP

- 4.1. The Age-friendly Group shall consist of a minimum of 10 voting members, including a District Councillor appointed from the Council. Any Council staff will be non-voting members.
- 4.2. Membership shall be for a three year term with a review after three years. Members are able to reapply for a further two year term.
- 4.3. Members will be older people from the District, representatives of recognised stakeholder groups, or community members with skills in areas relating to older people, as identified in the World Health Organisation's Age-friendly Cities Guide.
- 4.4. Representation will be sought from Ngāi Tūāhuriri via a formal approach to the Rūnanga.
- 4.5. The Age-friendly Advisory Group has the ability to co-opt members.
- 4.6. Applications for membership may be sought by calling for expressions of interest via various media.
- 4.7. Interviews and selection of members not appointed by stakeholder groups, will be undertaken by the Chair or Deputy Chair of the Waimakariri Age-friendly Advisory Group, a committee member and the Council support staff member.
- 4.8. Membership details will be provided to the Waimakariri District Council, be displayed on the Council website and in appropriate publications.
- 4.9. The Age-friendly Group will seek a wide variety of diverse representation from the community.
- 4.10. Preference will be given to community members with the following background and/or qualities:
 - Involvement in older persons' issues or organisations representing older persons
 - Having the skills required to monitor the Age-friendly Plan
 - Involvement in community organisations
 - Be willing to share information with networks within the District.
- 4.11. Members are expected to provide regular updates which may include sharing any changes and developments within their services; developments across the older persons' sector; new partnerships and collaborations.

5. CHAIRPERSON

The Age-friendly Group will appoint a Chairperson and Deputy Chairperson from within their membership, for a three year term.

6. LOSS OF QUALIFICATION FOR MEMBERSHIP

- 6.1. In the event that a member is absent from three consecutive meetings without approval of the Chair, that person may cease to be a member as determined by the Group.
- 6.2. If, a member brings the Age-friendly Group into disrepute, the matter will be referred to the Community and Recreation Committee of Council. A process for the handling of such matters will be based on the 2019 Council Code of Conduct.

7. MEETINGS

- 7.1 Meetings will be held bi-monthly and as required.
- 7.2 The Age-friendly Advisory Group will determine its own meeting process.
- 7.3 A quorum constitutes half the active membership.

8. DECISION MAKING

Decisions shall be made by a simple majority vote.

9. CONFLICTS

The Age-friendly Group members shall declare all conflicts of interest at the commencement of each meeting, or at an appropriate time during the meeting.

10. MEDIA

The Age-friendly Group shall appoint a spokesperson to respond to the media. They may seek assistance from the communication staff at Waimakariri District Council.

11. SUPPORT

The Waimakariri District Council will provide administration and other staff support to the Age-friendly Advisory Group to assist them in their work.

12. REPORTING

The minutes of the Age-friendly Group will be available to the Community and Recreation Committee of Council. The Age-friendly Group will report on progress of the Age-friendly Plan by May 2023, and then annually or as requested, to the Waimakariri District Council.

WAIMAKARIRI DISTRICT COUNCIL**REPORT FOR INFORMATION**

FILE NO and TRIM NO: BYL-69/220321040969

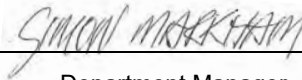
REPORT TO: Community and Recreation Committee

DATE OF MEETING: 31 May 2022


AUTHOR(S): Gina Maxwell, Policy Technician

SUBJECT: 2021 Beach User Survey- Northern Pegasus Bay Bylaw

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



Department Manager



Chief Executive

1. SUMMARY

- 1.1. The purpose of this report is to present the 2021 Beach User Survey Report to the Community and Recreation Committee.
- 1.2. The 2021 Beach User Survey (attachment i) is a survey of 300 randomly selected beach users. The survey results highlight respondent's awareness of the Bylaw, factors that enhance and limit enjoyment of the coastal environment, and perceptions of main issues in the coastal environment managed by the Council. The 2021 Beach User Survey Infographic (attachment ii) is a snapshot of the key survey results.
- 1.3. The 2021 Beach User Survey revealed that Bylaw awareness was considerably higher for local respondents (71%) versus non-local respondents (46%). In addition, signage was found to be the most effective method for enhancing Bylaw awareness (47%). The survey also found that 48% of respondents reported issues, and of these, 59% were Bylaw-related. The most common Bylaw-related issues were vehicles (44%) and dogs (23%). The most common non-Bylaw related issue was litter (32%).
- 1.4. In 2019, 179 of the 300 respondents identified issues for beach users in the coastal environment. In the 2021 survey this decreased by 12% to 143 respondents identifying issues in the coastal environment.
- 1.5. Three of the five targets established as part of the 2019 Survey have been achieved. The two targets that were not achieved related to dissatisfaction with vehicles and horses.

Attachments:

- i. The 2021 Beach User Survey (TRIM No: 220303030303).
- ii. The 2021 Beach User Survey Infographic (TRIM No: 220408053167).

2. RECOMMENDATION

THAT the Council:

- (a) **Receives** Report No. TRIM No: 220321040969
- (b) **Receives** 2021 Beach User Survey (TRIM No: 220303030303)
- (c) **Circulates** the 2021 Beach User Survey and 2021 Beach User Survey Infographic, to the Kaiapoi-Tuahiwi and Woodend-Sefton Community Boards, and the Northern Pegasus Bay Advisory Group for their information.

- (d) **Notes** that there has been significant improvement in the public response between the two surveys and we are about to embark in the bylaw review and its effectiveness where this data will be used.

3. **BACKGROUND**

- 3.1. On 5 December 2017 the Council adopted the *Northern Pegasus Bay Bylaw 2016 Implementation Plan 'Making it Happen'* as well as a Research and Monitoring Programme designed to help achieve the research and monitoring aspirations outlined in the Implementation Plan.
- 3.2. The Northern Pegasus Bay Advisory Group was established after the adoption of the Plan to oversee its implementation and this group has continued to meet on a quarterly basis since its inception.
- 3.3. The Intercept Survey 2019 recommendations included completing another Intercept Survey before the next review of the Northern Pegasus Bay Bylaw 2016, due to start this year, to obtain trend data on key issues to inform the review.

4. **ISSUES AND OPTIONS**

- 4.1. The Northern Pegasus Bay Beach User Survey consisted of 300 respondents, with 50 each collected from Kairaki, Pines, Woodend, Pegasus and Waikuku Beaches, as well as the Ashley-Rakahuri Estuary. The main objectives of this survey were to investigate beach user's awareness of the Bylaw, identify factors that limit or enhance enjoyment, and identify perceptions of main issues in the coastal environment managed by the Council.
- 4.2. Key Findings

As to be expected international visitors to the beach decreased by 7% in the 2021 survey, however, visitors from Christchurch increased by the same amount.

Respondents to the 2021 Survey enjoyed the Northern Pegasus Bay coastal environment because of its proximity and accessibility. Conversely, the most common factors for limiting enjoyment of the coastal environment were dogs and vehicles. In addition, vehicles accounted for the highest proportion of Bylaw related issues, with dogs accounting for the second highest proportion. Litter was also a main issue for respondents but this fell outside of the scope of the Bylaw. Horses were more of an issue in 2021 than they had been in 2019 as were lifeguards although the overall number of respondents mentioning these as an issue was low (14 and 10 respectively).

Overall Bylaw awareness had increased by 14% in 2021 and Bylaw awareness was much higher amongst local respondents than respondents from outside of the District. For example, 71% of local respondents were aware compared to 54% of non-local respondents. While signage was found to still be the most effective method of informing respondents of the Bylaw, this had reduced by 14%. In 2019 a quarter of respondents found out about the Bylaw/rules by word of mouth and in 2021 this increased by 8% to one third.

The top three issues remained the same between the two surveys. While the number of issues with vehicles increased by 11%, reports of issues with litter had decreased by 5% and the number of issues with dogs was approximately the same.

Five targets for measuring improvements were established in the 2019 survey. The following table shows that three of these were achieved and two were not achieved by a reasonable margin (vehicles -11%) (horses -6%). Satisfaction with motorbikes was achieved by +9% presumably because of the ongoing effect of the motorbike ban introduced in the 2019 Bylaw.

2019 Survey targets	2021 Survey results
No more than 37% dissatisfaction with litter	32% (26)
Less than 33% dissatisfaction with vehicles	44% (51)
Less than 24% dissatisfaction with dogs	23% (27)
Less than 17% dissatisfaction with motorbikes	8% (9)
No more than 6% dissatisfaction with horses	12% (14)

Implications for Community Wellbeing

There are implications for community wellbeing in the subject matter of this report. This survey cover aspects of environmental and social wellbeing such as recreational use of the beach and its natural environment.

- 4.3. The Management Team has reviewed this report and supports the recommendations.

5. COMMUNITY VIEWS

5.1. Mana whenua

Te Ngāi Tūāhuriri hapū were partners in the development of this Bylaw and the significance of the land and resources within the Bylaw area to Ngāi Tahu and Ngāi Tūāhuriri was highlighted during the Bylaw submission process resulting in a section on Te Ngāi Tūāhuriri values being included in the Bylaw's preamble.

Te Ngāi Tūāhuriri initially provided representation at the NPBAG meetings when these commenced in 2018.

The Northern Pegasus Bay coastal area and in particular the Waimakariri River Mouth, Rakahuri Awa/Ashley River and associated wetlands is a significant mahinga kai area for Ngāi Tahu and Ngāi Tūāhuriri. Mahinga kai is an important value and activity that will be acknowledged and provided for within the Bylaw process and through ongoing partnership.

5.2. Groups and Organisations

There are a number of groups and organisations likely to be affected by, or to have an interest in the subject matter of this report. These include the Northern Pegasus Bay Advisory Group (NPBAG), Woodend Sefton Community Board, Kaiapoi Community Board and Pegasus Residents Association. Members of other groups/organisations represented on the NPBAG such as ECan, DOC, Hurunui District Council, Birds NZ, Commercial horse trainers and the Ashley Fishermen's Group are also likely to be interested in the survey findings.

The Northern Pegasus Bay Advisory Group will be involved in the review of the Bylaw and this information will be input to that process.

5.3. Wider Community

The wider community is likely to be affected by, or to have an interest in the subject matter of this report due to the popularity of the coastal strip for recreational use.

6. OTHER IMPLICATIONS AND RISK MANAGEMENT

6.1. Financial Implications

There are no financial implications of the decisions sought by this report and no risks identified with the publication of the research report.

6.2. Sustainability and Climate Change Impacts

The goals of the NPBB have sustainability and climate change impacts. The Implementation Plan highlights that:

“Protecting foreshore habitats, dune systems, and the wildlife and vegetation in the estuaries and lagoons was identified as a priority during the review and consultation process...”

Ensuring the protection and enhancement of wildlife habitats will have a positive impact on minimising the impacts of climate change on wildlife, especially endangered birds that rely on the Ashley/Rakahuri Estuary to survive.

Caring for natural resources and putting the environment at the heart of decision making is an essential part of mitigating climate change and the achievement of actions in the Implementation Plan will contribute to this.

The results of the Intercept Survey show that litter on the beach is still the second largest issue for respondents and doing more to address this will have benefits for both wildlife and the environment. Environmental degradation was less of an issue for respondents in 2021 than it was in 2019.

6.3 Risk Management

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

6.3 Health and Safety

There are no health and safety risks associated with 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

The Intercept Survey 2021 is related to the Implementation Plan which is empowered by the *Northern Pegasus Bay Bylaw 2016* which in turn is mandated by the *Local Government Act 2002 (Sections 145, 146(b)(vi) and 153(3))* and the *Land Transport Act 1998 (Sections 22AB(1)(b), 22AB(1)(9f) and 22AB(1)(zk)*.

7.3. Consistency with Community Outcomes

The following Council's community outcomes are relevant to this report:

Effect is given to the principles of the Treaty of Waitangi

Māori cultural identity, values and aspirations are reflected in built and natural environments.

Indigenous flora and fauna, and their habitats, especially Significant Natural Areas are protected and enhanced

Conservation, restoration and development of significant areas of indigenous vegetation and/or habitats is actively promoted.

There are wide ranging opportunities for people to contribute to the decision making that affects our District

The Council makes information about its plans and activities readily available.

The Council takes account of the views across the community including mana whenua.

Opportunities for collaboration and partnerships are actively pursued.

There is a safe environment for all

Our District has the capacity and resilience to quickly recover from natural disasters and adapt to the effects of climate change.

There is a healthy and sustainable environment for all

People are actively encouraged to participate in improving the health and sustainability of our environment.

People are connected to the natural world within the built environment.

7.4. Authorising Delegations

S-DM 1023: The Community and Recreation Committee shall enjoy all the powers granted to a standing committee... and shall be responsible for the following activities:

- Parks and Reserves

The Committee has specific delegation “to administer bylaws for community activities within the jurisdiction of the committee.”



2021 Beach User Survey Northern Pegasus Bay Bylaw





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Executive Summary

The Beach User Survey 2021 is one part of a research and monitoring programme developed by the Waimakariri District Council to inform future reviews of the Northern Pegasus Bay Bylaw 2016.

The Beach User Survey 2021 is one part of a research and monitoring programme developed by the Waimakariri District Council to inform future reviews of the Northern Pegasus Bay Bylaw 2016.

The main objectives of the survey were to investigate beach user's awareness of the Bylaw, identify factors that limit enjoyment, and identify the main issues in the coastal environment managed by the Waimakariri District Council.

Our first survey in 2019 consisted of 300 respondents, with 50 each collected from Kairaki, Pines, Woodend, Pegasus and Waikuku Beaches, as well as the Ashley-Rakahuri Estuary. We have replicated this for the 2021 survey.

Key findings

Overall awareness of rules in the coastal environment had increased 14% since the 2019 survey.

The survey confirmed the findings of the 2019 survey that signage was the most effective tool for communicating Bylaw awareness. Word of

mouth was the second most effective but had increased by 12% in the 2021 survey.

Bylaw awareness was considerably higher for local respondents (respondents from the Waimakariri District) than non-local respondents (those outside the District).

The most common factor for enjoyment of the coastal environment was its accessibility and proximity. Respondents also enjoyed the range of activities and opportunities for recreation available in the coastal environment. A number of positive comments around safety were also made.

The most common factor limiting enjoyment of the coastal environment was the presence of vehicles in prohibited areas.

Almost half of respondents reported issues in the coastal environment and over half of these were Bylaw related. Vehicles accounted for the highest proportion of Bylaw related issues which has increased by 11% since the last survey. Dogs accounted for the second highest proportion with a similar percentage to the last survey.

In both surveys litter was the most reported issue that fell outside the scope of the Bylaw.



Introduction

Objectives

The Pegasus Bay Beach User Survey was undertaken between November 2021 and February 2022. It is one component of a wider research and monitoring programme led by the Waimakariri District Council to ensure that future reviews of the Northern Pegasus Bay Bylaw 2016 (the Bylaw or NPBB 2016) are evidence-based.

The need for such a programme was highlighted during the review of the effectiveness of the 2010 Bylaw with some submitters stating it had failed to address environmental and safety concerns. Others had noted that some improvements had been made, particularly with regard to vehicle access, and others wanted to maintain the status quo as they considered the Bylaw to be working well.

The main objectives of this survey were to investigate beach user's awareness of the Bylaw, understand patterns of recreation and enjoyment, identify factors that limit enjoyment, and also identify respondents' perspectives of the main issues in the coastal environment managed by the Council.

Survey methodology

The Pegasus Bay Beach User Survey 2021 is a survey of 300 beach users divided into 50 from each beach area managed by the Council, including users of the Ashley-Rakahuri Estuary.

All beach users were interviewed, including respondents that lived outside of the Waimakariri District (e.g. Christchurch, elsewhere in New Zealand, or International visitors). The only requirement for participation was that respondents be at least 18 years of age.

The survey was administered face to face by Council staff and local rangers. Respondents were anonymous and limited personal information was collected. It was carried out on all days of the week, with the exception of Sunday. Most surveys were collected in the afternoon (63%). One survey had no time detailed but the remainder were completed in the morning and these accounted for 36% of the surveys collected.

The sample size of 300 means that the survey results are likely to be a good representation of beach users views, although the views of those under 18 years of age are excluded.

This survey is the second completed to investigate the effectiveness of the NPBB 2016. It will therefore provide useful trends information that can be used to help the Council identify specific issues and how to best respond to them.

The 2019 final survey document recommended that questions six and seven be amalgamated to avoid duplication, therefore question six was removed from the 2021 survey.

A question asking respondents to identify if they had observed conflict on the beach was added to the survey to further expand the information we collected on issues in the coastal environment.

Question five in the 2019 survey was an open ended question resulting in 44% of respondents being unable to identify what they enjoyed or why they chose that particular beach to visit. In the survey analysis all the respondents answers were put into themes. These themes were then used to generate a list of options in the 2021 survey to allow respondents to more easily identify what added to their enjoyment and selection of beach.

A copy of the Survey questions can be found in the appendices on pages 40-41.



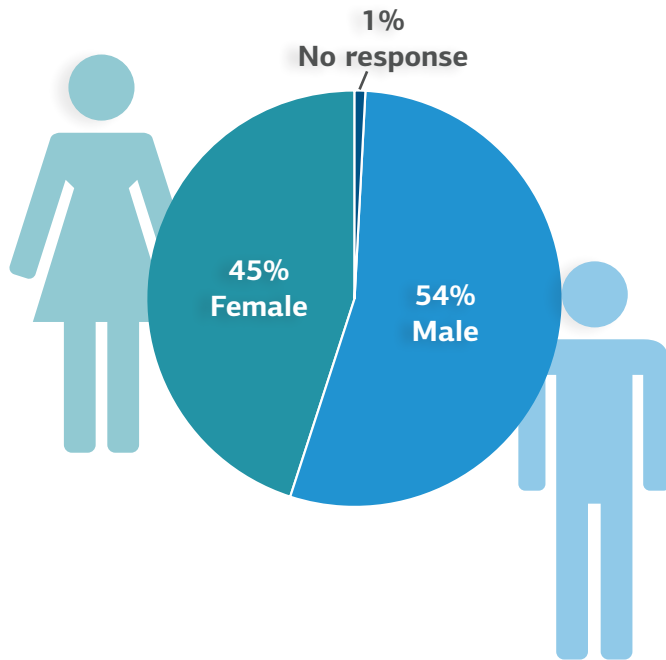
In this report n = number of people

The Respondents

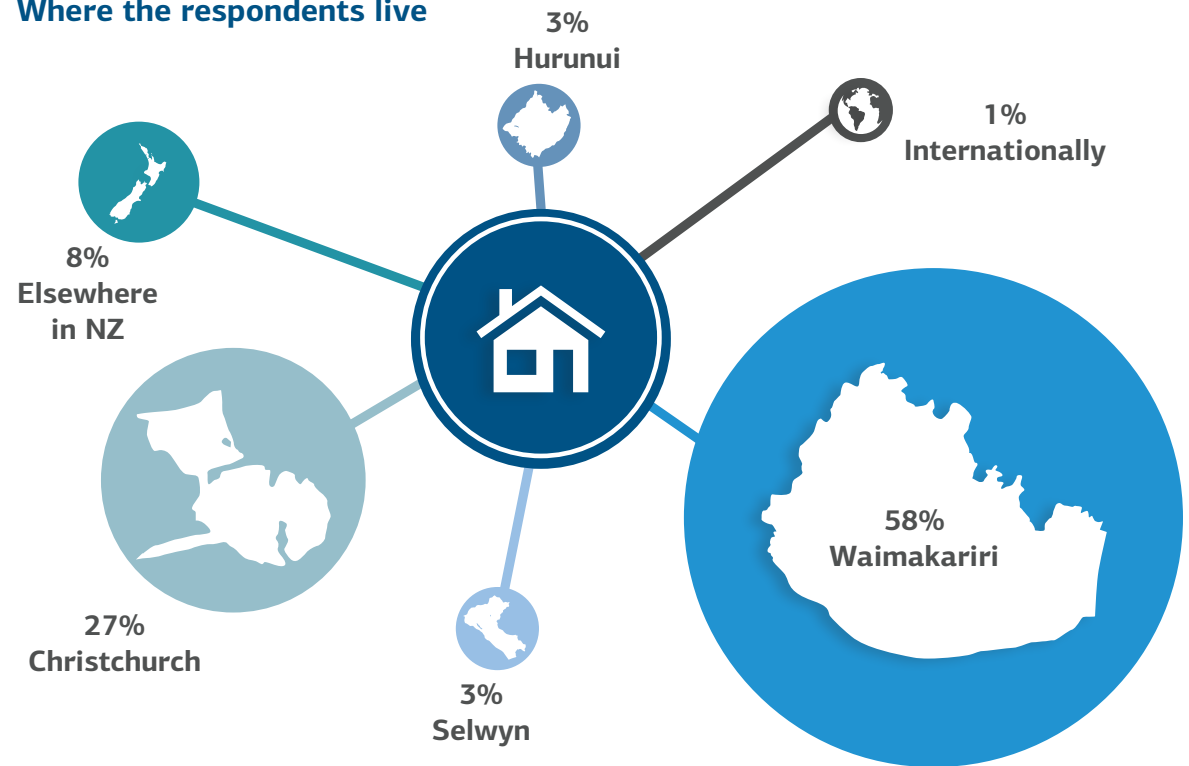


A Quick Summary

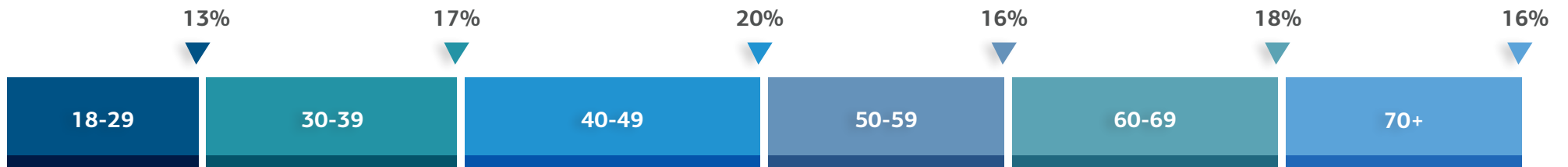
Gender of respondents



Where the respondents live



Age of respondents



The Respondents

Respondents were asked questions about their age group, gender, and where they normally lived. These questions were asked to construct a general profile of beach users, and to gain an understanding of where people using the beaches in the Waimakariri District were coming from.

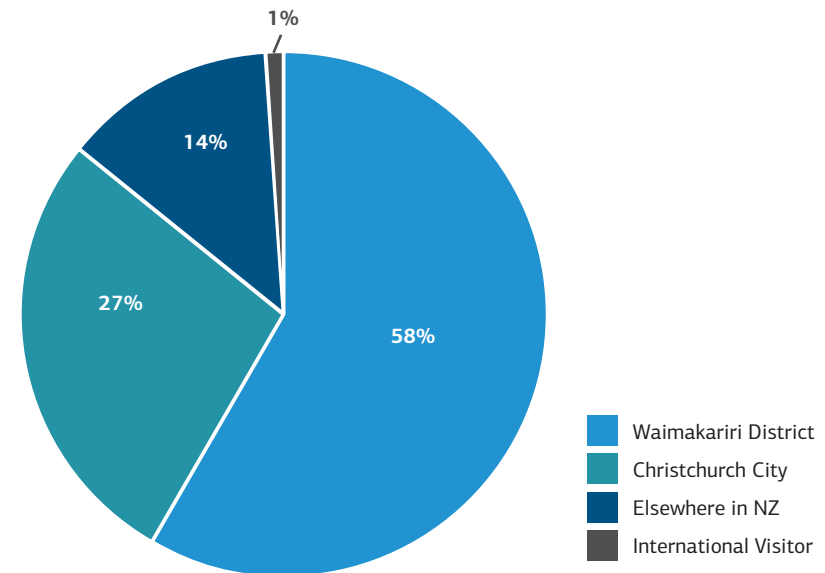
Place of residence

Figure one displays the place of residence for survey respondents. The majority of respondents lived in the Waimakariri District (58%), with the next highest proportion living in Christchurch (27%). Those from elsewhere in New Zealand accounted for 14% of respondents. International visitors accounted for only 1% of the total number of respondents.

Respondents from elsewhere in New Zealand lived in a diverse range of locations which included the Selwyn District, Hurunui District, Nelson, West Coast, and Auckland. International visitors dropped 7% from the last survey to make up 1% of the respondents surveyed. These visitors were from Germany, Russia and Canada.



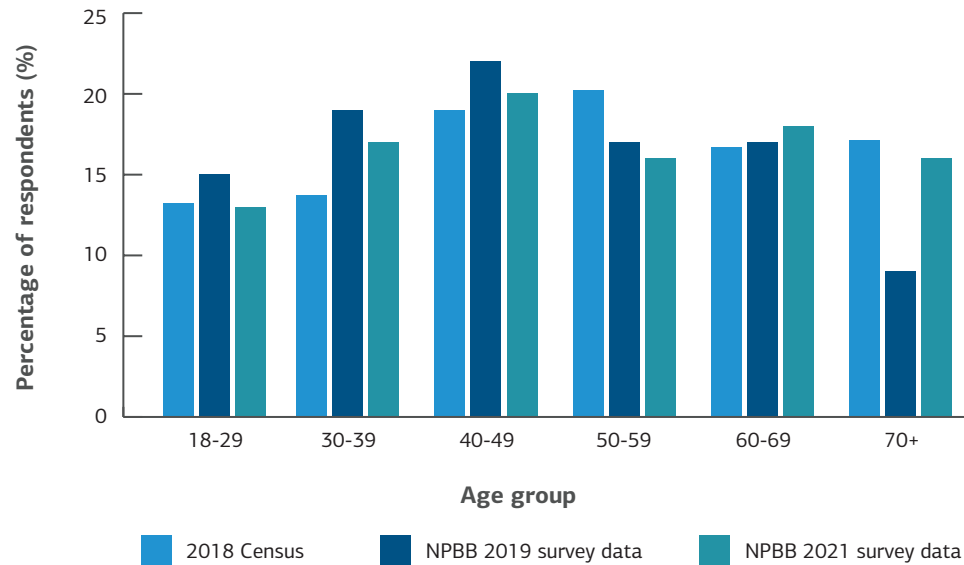
Figure 1: Place of residence of respondents (n=300)



Age of respondents

Figure two displays the ages of survey respondents. Those aged 40-49 accounted for the highest proportion of users (20%), which was followed by those aged 60-69 (18%). Those aged 30-39 accounted for 17% and those aged 50-59 and 70+ each accounted for 16%. Those aged 18-29 accounted for the lowest proportion of beach users at 13%. Respondents 70+ were better represented in the 2021 survey than the 2019 survey and are a better reflection of the district demographics.

Figure 2: Age of respondents (n=298)

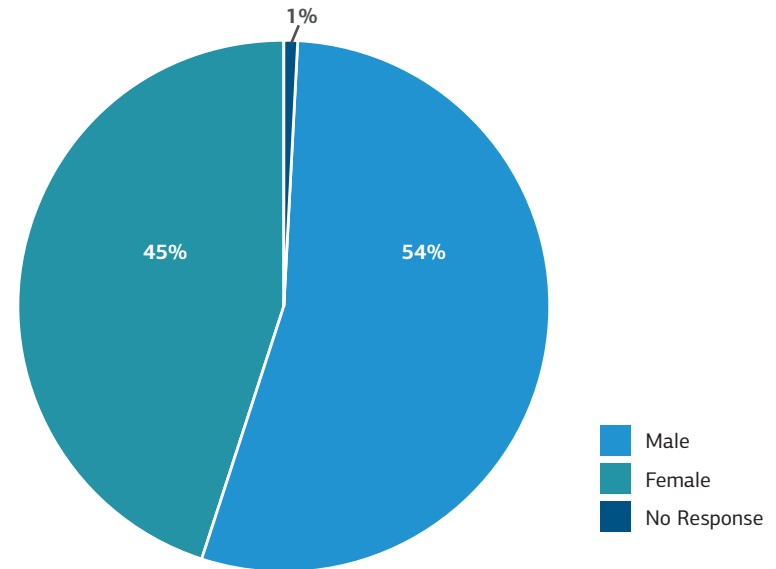


Please note Census data is for Waimakariri residents only and has been adjusted to reflect that only those over 18 were surveyed. Not all respondents were from the Waimakariri District.

Gender of respondents

Figure three displays the gender of survey respondents. In total, of the 300 surveys collected 2 did not have gender specified, another 5 were taken from couples and both genders were ticked. Males made up a higher proportion of respondents accounting for 54% compared to females who accounted for 45%.

Figure 3: Gender of respondents (n=305)

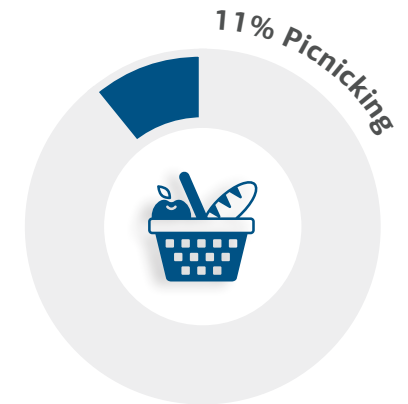
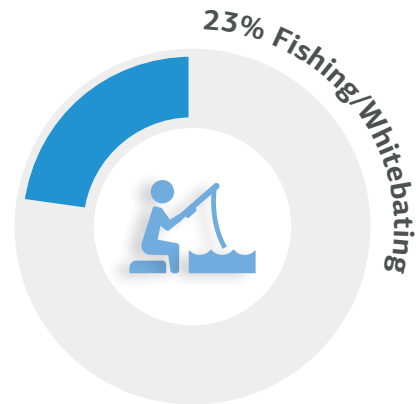
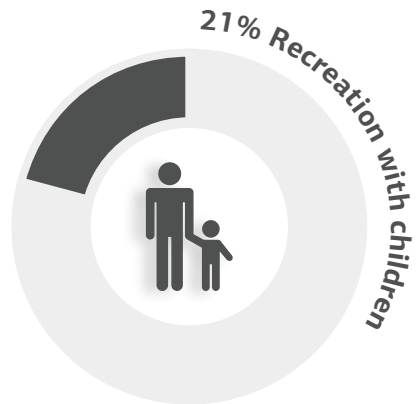
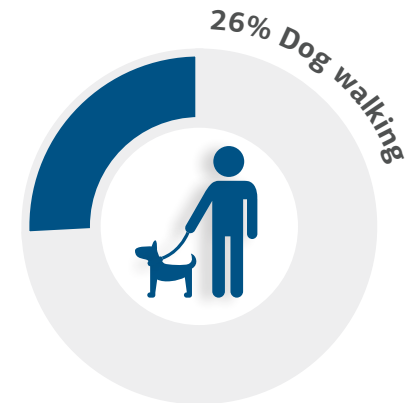
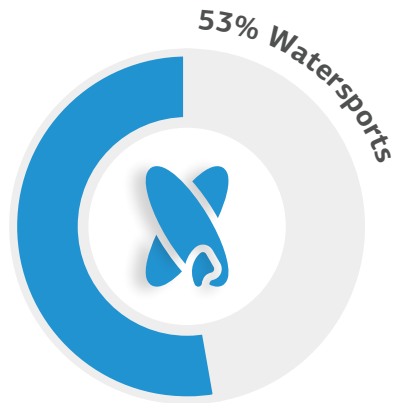


The Range of Activities



A Quick Summary

Range of activities



The Range of Activities

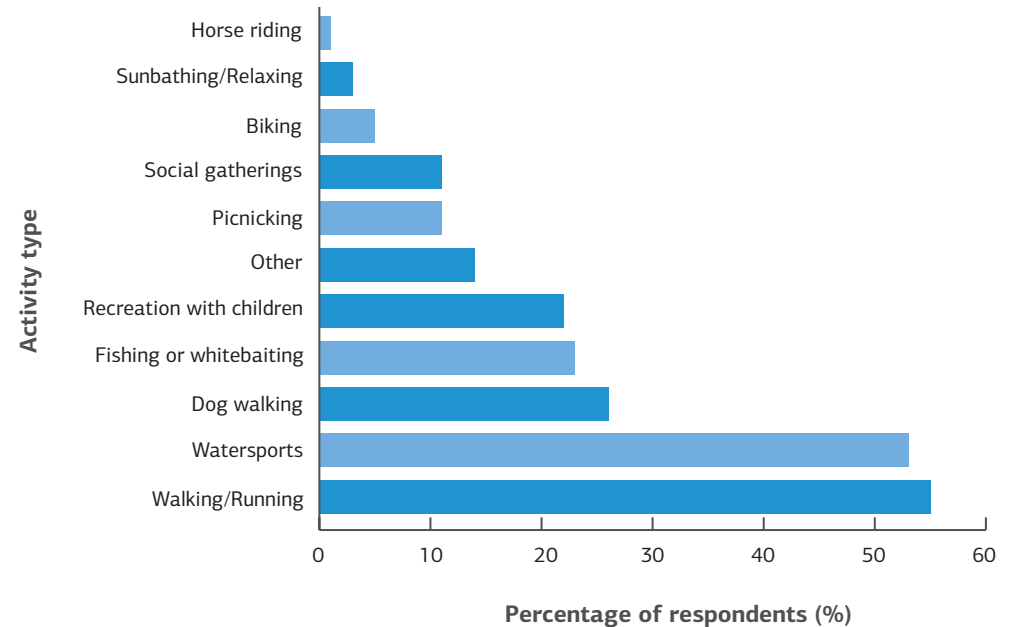
Activities reported by respondents

Respondents were asked about the range of activities that they would normally do in the coastal environment. In this question, respondents were able to select all of the answers that applied. In total, 300 respondents reported 670 activities, down from 714 in the 2019 survey. Figure four displays the activities that respondents were most likely to report, which included walking and running (55%), water sports such as swimming and surfing (53%), dog walking (26%), recreation with children (21%), and fishing or whitebaiting (23%).

A smaller number of respondents reported activities such as picnicking (11%), social gatherings (11%), biking (5%), sunbathing/relaxing (3%) and horse riding (1%).

The activities mentioned by only one to three respondents were included in an “other” category. This contained activities such as jet skiing, kitesurfing, photography, sightseeing, sand castle building and litter collection.

Figure 4: Activities of respondents in the Northern Pegasus Bay area (n=300)



Please note responses add up to > 100% as some people did more than one activity





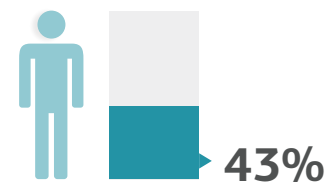
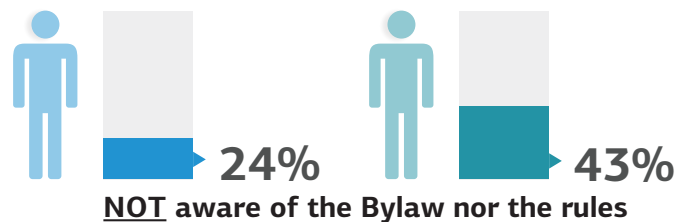
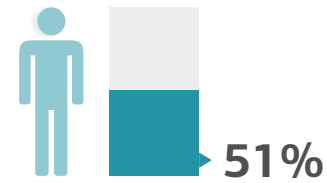
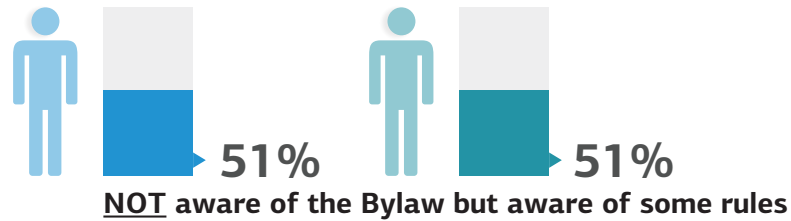
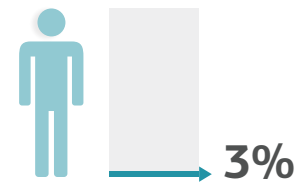
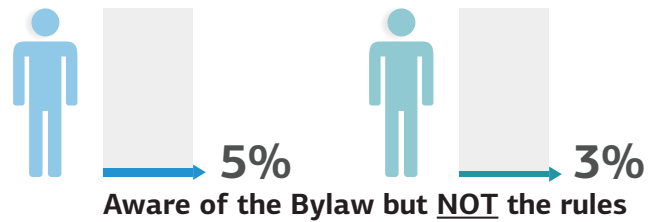
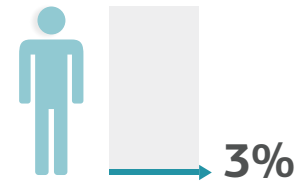
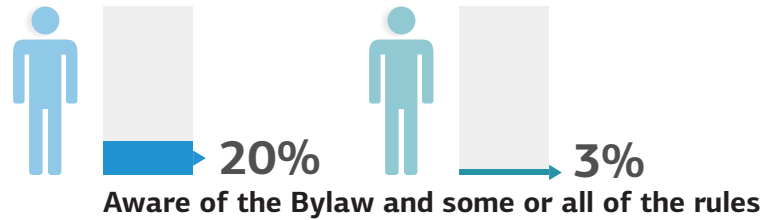
Bylaw Awareness



A Quick Summary

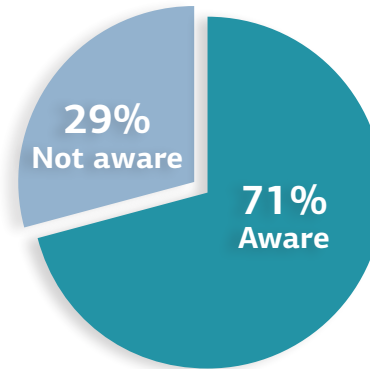
Local awareness

Non-local awareness

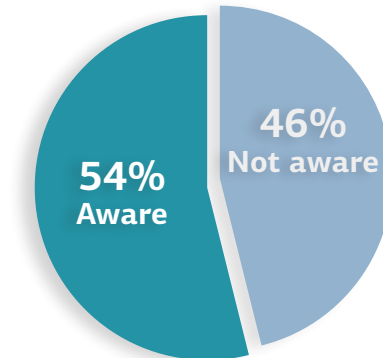


Overall awareness

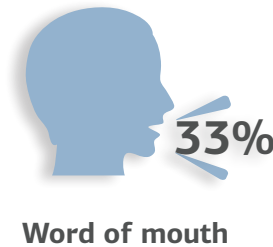
Local



Non-local



How respondents became aware



Bylaw Awareness

Awareness of Bylaw or rules

Respondents were asked about their awareness of the NPBB 2016 or any rules in the coastal environment. This was to gauge how well the Bylaw was known by beach users, or whether respondents were at least aware of any prohibited activities.

Overall, 64% of all respondents had some awareness of there being rules in the coastal environment and 36% had none. Those aware of the rules was an amalgamation of respondents aware of the Bylaw, and some, or all, of the rules, and respondents not aware of the Bylaw, but aware of rules in the coastal environment.

Those not aware of the rules was an amalgamation between respondents that were aware of the Bylaw, but not the rules, and respondents that were not aware of the Bylaw, or any rules.

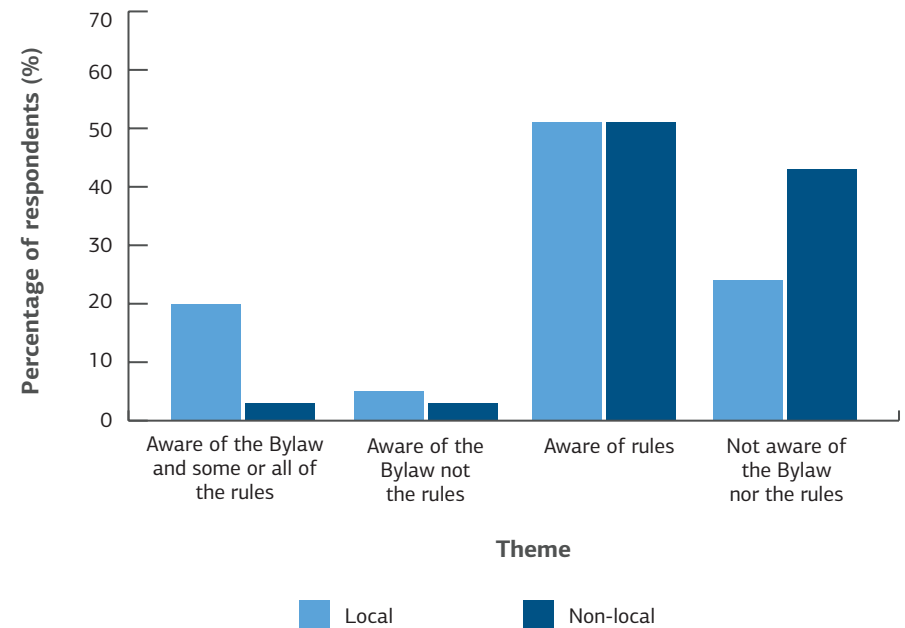
Figure five displays a comparison of Waimakariri District residents (local) and those living outside of the Waimakariri District (non-local).

Local respondents were 17% more likely to be aware of the Bylaw and some, or all, of the rules compared to those outside of the Waimakariri District (20% compared to 3%).

Awareness of the Bylaw but not the rules was similar for both groups, with 5% of locals, and 3% for non-locals.

Non-local respondents were considerably less aware of any rules (43% compared to 24%).

Figure 5: Comparison of Bylaw awareness for local and non-local respondents (n=300)

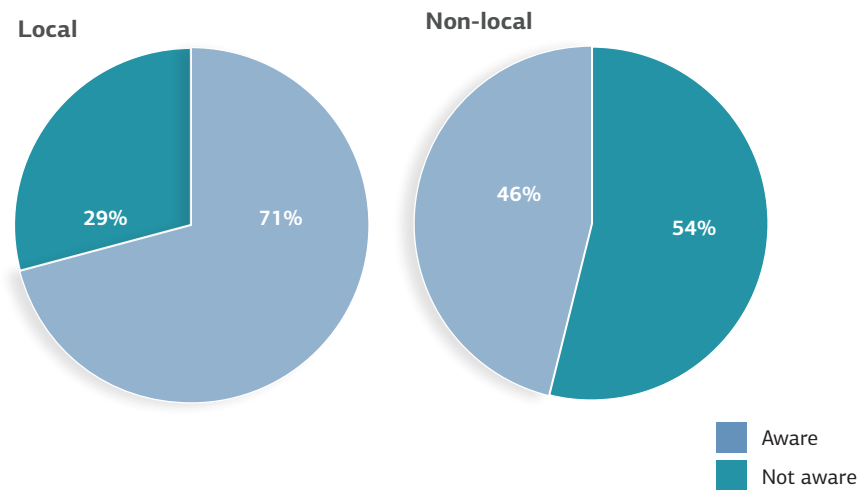


Comparison of rules awareness

Figure six displays a comparison between local and non-local respondent’s awareness of the rules. Those aware of rules included respondents that were aware of the Bylaw and some of the rules, as well as those just aware of some of the rules. Those that were not aware of the rules included respondents aware of the Bylaw but not the rules, and those not aware of the Bylaw or any rules.

Local respondents were considerably more likely to be aware of the rules than non-local respondents (71% compared to 46%). In addition, 54% of non-locals were not aware of any rules in the coastal environment compared to 29% of locals.

Figure 6: Comparison of local and non-local awareness of the rules in the coastal environment



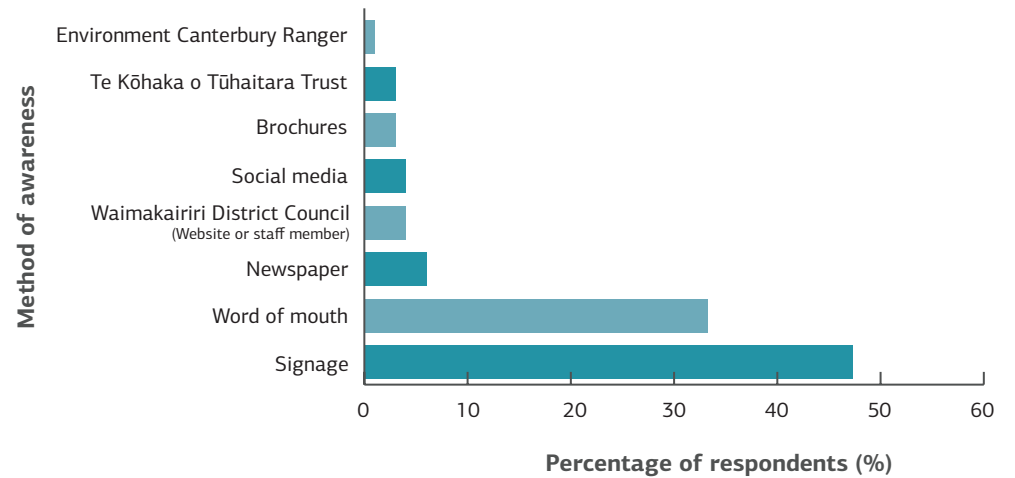
How respondents became aware

Figure seven displays the way in which respondents became aware of the Bylaw or rules. This was asked to determine the most effective communication tool for informing people about the Bylaw.

Signage was found to be the most effective, accounting for almost half of those respondents aware of the Bylaw or controls on activities. This was followed by word of mouth and the newspaper. Those made aware through the Council were mostly made aware by access to the website, although one respondent was informed by a Council staff member directly.

Less people were informed about the Bylaw via social media, the Environment Canterbury Ranger Service, brochures and Te Kōhaka o Tūhaitara Trust.

Figure 7: How respondents became aware of the Bylaw or the rules (n=126)



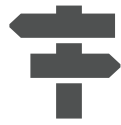
Please note responses add up to > 100% as some people were informed by more than one method

The Best Aspects of the Coastal Environment



A Quick Summary

The best aspects



73%

Enjoy the access and proximity of the coastal environment.

56%

Choose a particular beach because it is safe.

47%

Enjoy that the coastal environment is quiet, peaceful and uncrowded.

27%

Enjoy the scenery.

21%

Enjoy the activities and recreation available.

The Best Aspects of the Coastal Environment

Respondents were asked what they enjoyed most about the coastal environment. They were able to list multiple themes and a total of 828 were mentioned by 300 people. Many of these have been grouped together in the analysis, as they were very similar (e.g. access and proximity). Figure eight displays the top ten themes that emerged from this question.

Accessibility and proximity to home were key factors that 73% of respondents mentioned contributed to their enjoyment of the coastal environment.

A large number (56%) of respondents also highlighted safety as one of the best aspects and motivations for visiting the North Pegasus Bay.

A number of respondents (27%) made positive comments on the scenery, including the beauty of the coastal environment.

Respondents enjoyed the range of activities and recreation that could be undertaken at the coast (21%). These included body boarding, paddling and activities such as kite surfing and disc golf.

A number of respondents (21%) made positive comments on the natural and beach environment. These comments mostly referred to the naturalness of the area, the beach area, and the general landscape.

A smaller number of respondents (16%) believed that the coastal environment was clean and tidy. This was discussed in relation to the presence of litter, and the condition of the environment itself.

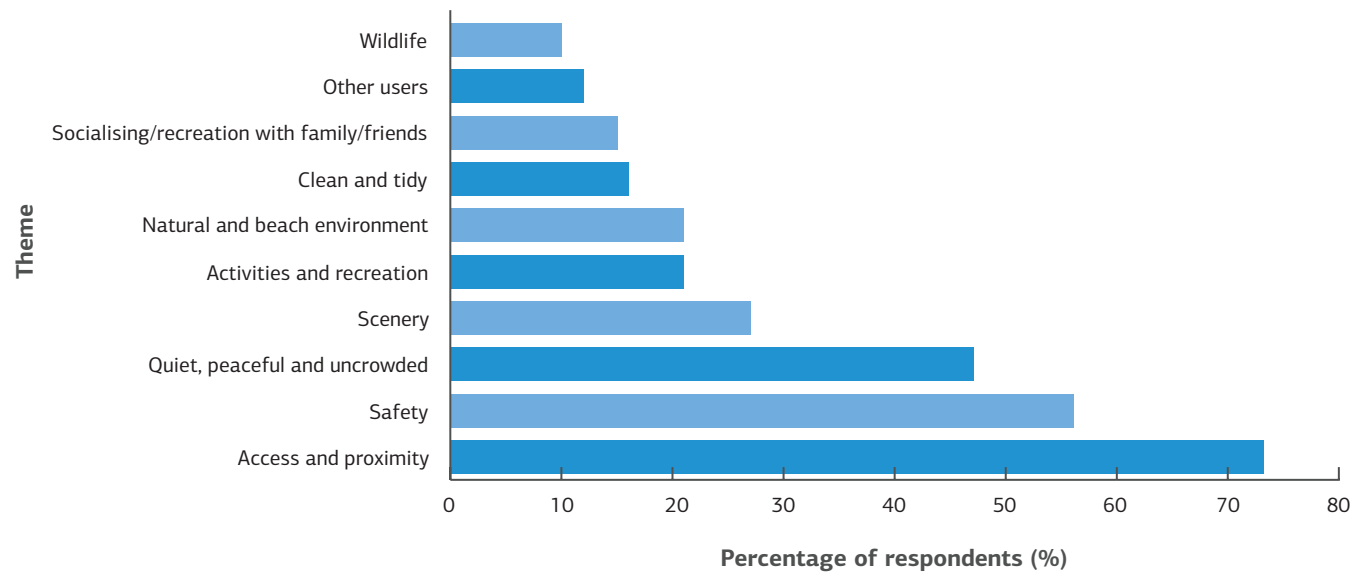
Other themes that accounted for 15% or less included socialising with family or friends (15%), friendliness of other users (12%), and wildlife (10%). The positive

wildlife comments were mostly made in regard to the Ashley-Rakahuri Estuary, which is a significant site for bird life.

Facilities and life guards each accounted for 6% of the total number of respondents.



Figure 8: The best aspects of the coastal environment (n=300)



Please note responses add up to > 100% as some people liked more than one aspect

The Main Issues



A Quick Summary

Total number of issues

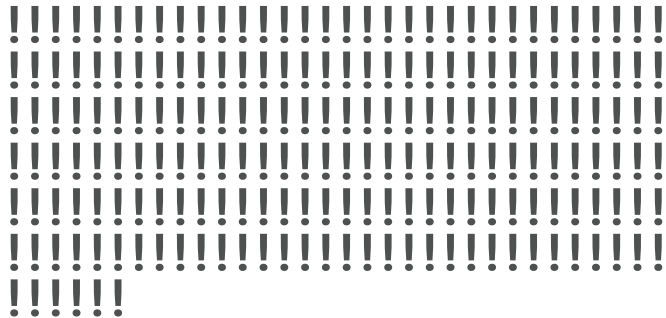


48% of people reported issues.

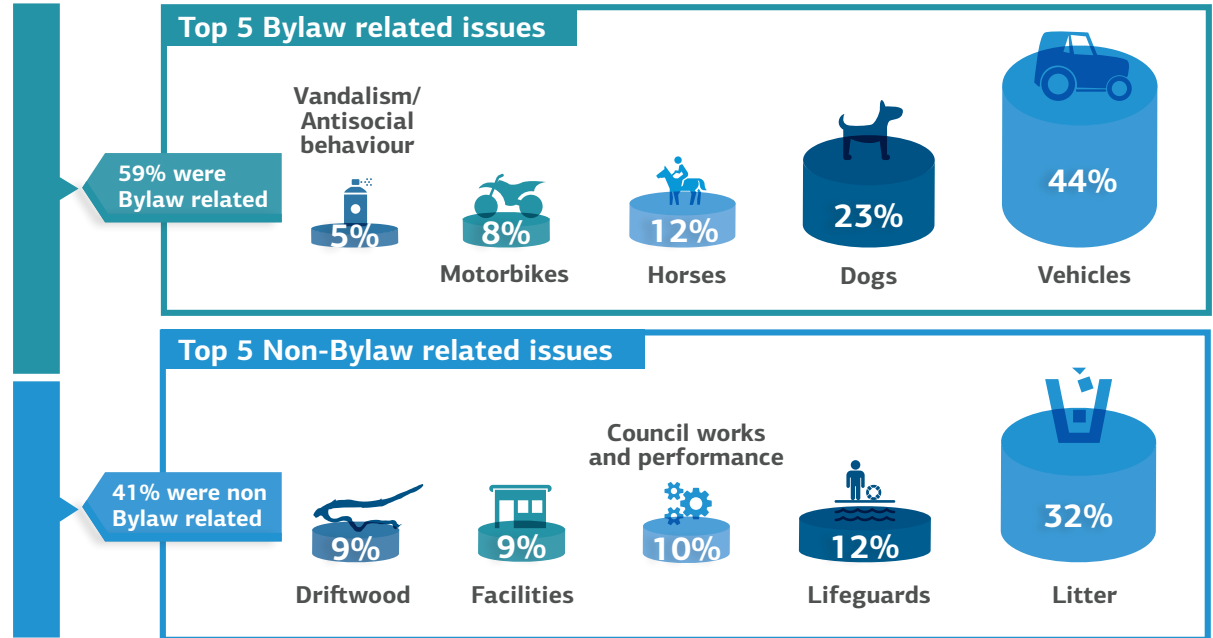
In total **143** people,



raised **198** issues.



Issue type



Issue locations

- Respondents at **Pines Beach** were most likely to report **vehicle issues**
- Litter** was more of an issue with **Kairaki and Pines Beach** respondents
- Respondents at **Pegasus Beach** reported the most **dog issues**
- Motorbikes** were mostly an issue with **Pegasus Beach** respondents

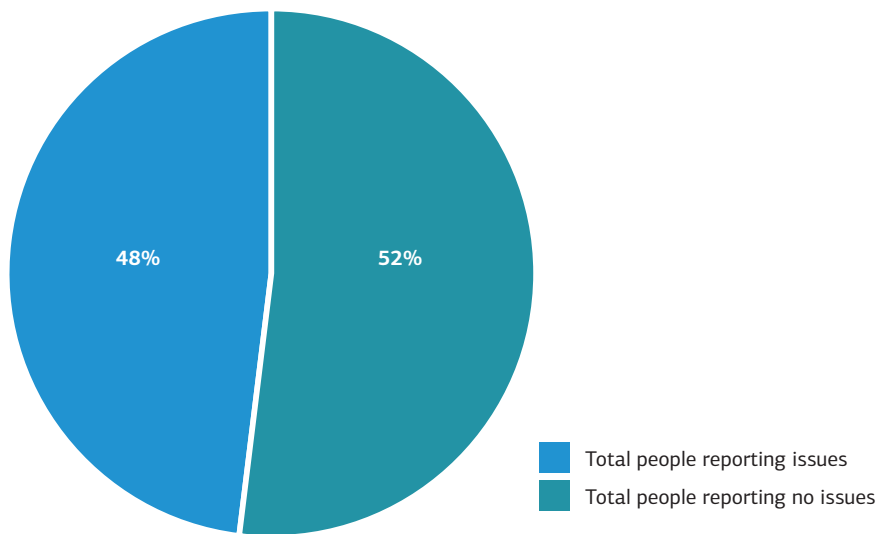
The Main Issues

Total number of issues versus no issues

This question was asked to determine what the main issues were for beach users in the coastal environment. Respondents often reported a range of issues, some of which fell outside the scope of the Bylaw.

In total, 48% of respondents reported at least one issue, whilst 52% reported none.

Figure 10: Total number of respondents reporting issues versus number of reporting no issues (n=300)

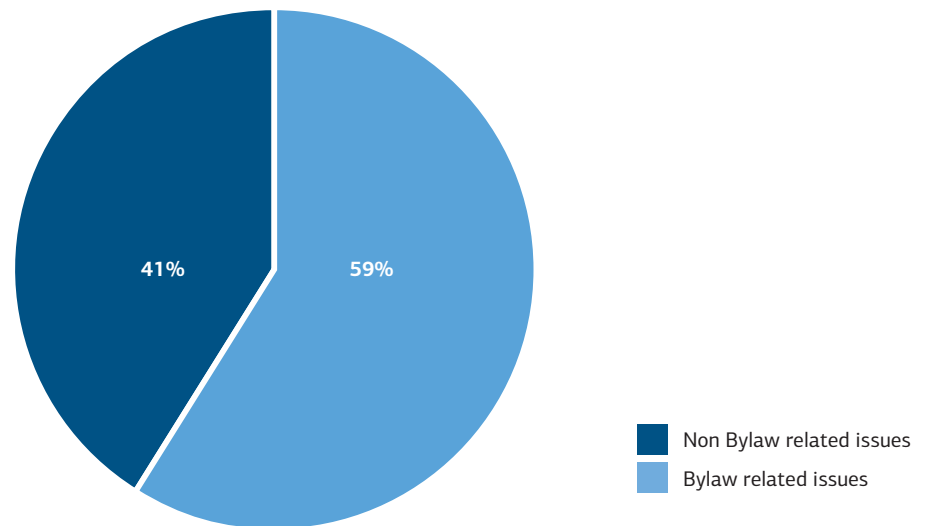


Bylaw related issues versus non Bylaw related issues

Figure 11 displays the total number of Bylaw issues raised by respondents compared to non Bylaw issues. Non Bylaw issues referred to the types of issues raised by respondents that were either not covered by the Bylaw, or were not caused as a result of the Bylaw.

In total, 143 people raised 198 issues. Of these 198 issues, 59% were Bylaw related compared to 41%, which were non Bylaw related.

Figure 11: Bylaw related issues versus non Bylaw related issues (n=198)



List of Bylaw related issues

Of the 300 respondents to the survey 94 raised 116 Bylaw related issues.

Vehicles accounted for the highest proportion of Bylaw related issues (44%). Of the 51 comments from respondents most were related to vehicles in prohibited areas and vehicles driving at speed on the beach.

Dogs accounted for the second highest proportion of Bylaw related issues (23%). Of the 27 respondents most reported uncontrolled dogs (e.g. dogs off leads), dog faeces left behind on the beach and a small number mentioned user conflicts with other dog owners.

Horses were also an issue for 12% of respondents. A total of 14 complaints included user conflicts, such as horses on walking tracks, the general presence of horses on the beach, and horse faeces.

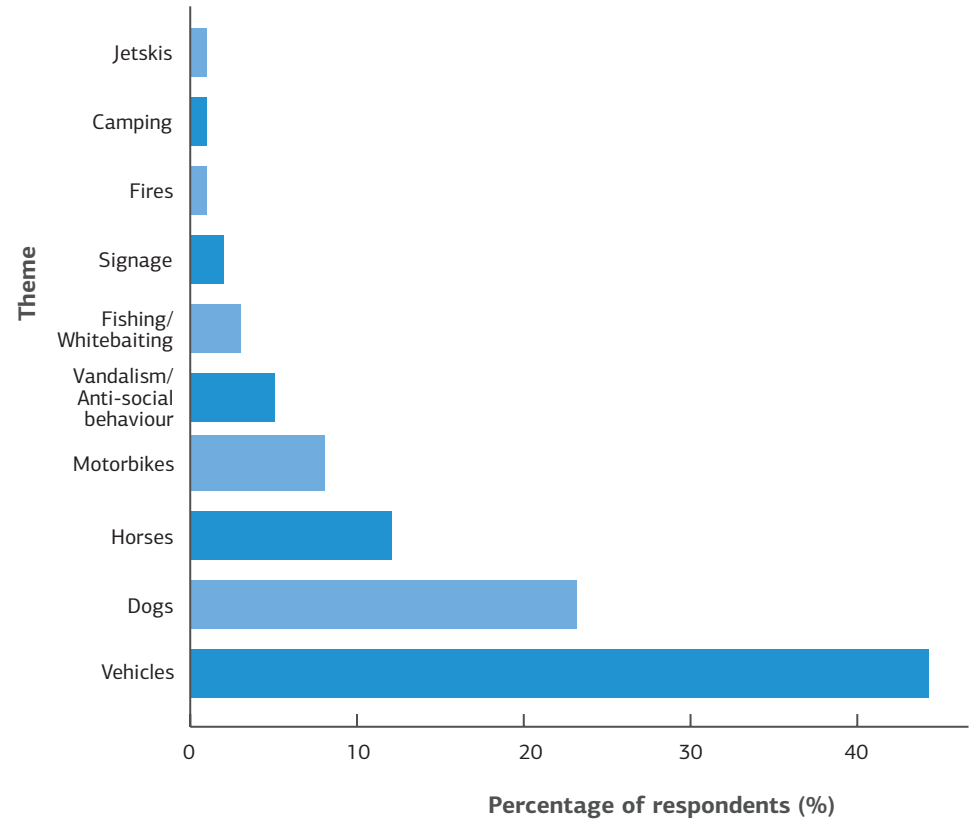
Motorbikes were an issue for a smaller number of respondents (8%). A total of 9 complaints from respondents included motorbikes in prohibited areas (e.g. sand dunes, Ashley-Rakahuri Estuary or the beach) and safety concerns with motorbikes driving at speed.

Vandalism and anti-social behavior was mentioned by 6 users as a concern around the Woodend Beach carpark (5%).

Fishing and whitebaiting was mentioned by 4 respondents (3%). These comments were general and related to a range of issues such as user conflicts with other fisherman.

All other issues accounted for 5% of the total number of bylaw related issues. The remaining issues included lack of signage (2%), fires (1%) jetskis (1%) and camping (1%).

Figure 12: Bylaw related issues (n=116)



List of non Bylaw related issues

Figure 13 displays the total number of non Bylaw issues raised by respondents. In total, there were 82 non Bylaw related issues raised.

Litter accounted for the highest proportion of non Bylaw related issues (32%). Of the 26 complaints many comments referred to litter being left behind by other users, pollution found on the beach, or general comments about litter.

Lifeguards contributed to 12% of the total number of non Bylaw related issues raised by 10 respondents. These comments included a range of different issues such as lack of lifeguards, extending hours, lifeguards not being on duty when they should have been and more beaches having lifeguards present.

A small number of respondents (9%) also discussed the need for more facilities. These seven comments included more rubbish bins, more parking and facility upgrades.

Council activities and performance accounted for 10% of non Bylaw issues and of these eight comments most related to the felling of the pines trees and lack of enforcement.

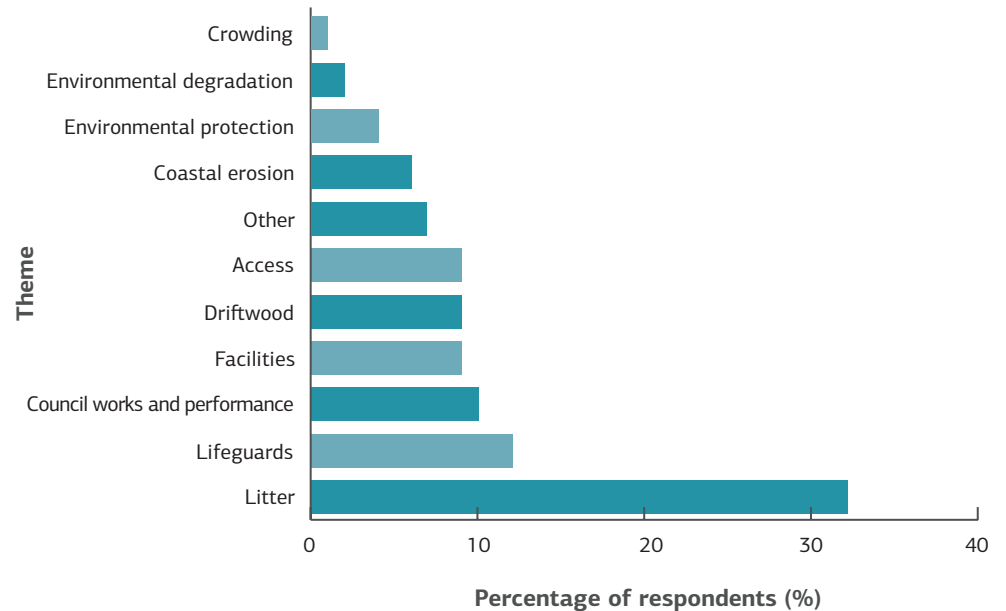
The presence of driftwood along the beach accounted for 9% of non Bylaw related issues. This was raised by seven respondents as a safety issue.

There were seven comments made in relation to access (9%). These comments were mostly in relation to a lack of wheelchair access and suggestions for a boardwalk.

Coastal erosion (6%), environmental protection (4%) and environmental degradation (2%) accounted for 12% of non Bylaw related issues. Comments were wide ranging and covered general protection of the environment and the need for environmental education.

The other category is an amalgamation of issues raised by 7% of respondents. Issues included water quality and feral cats. Crowding (1%) was mentioned by a few respondents.

Figure 13: Non Bylaw related issues (n=82)



Please note responses add up to > 100% as some people indicated more than one issue

Table of issues by survey location

Table one displays the frequency of which each of the top five main issues were raised by respondents from the different survey locations. The top five issues were both Bylaw related and non Bylaw related. Most of the time, there was a correlation between the location of the survey and the location of the issue reported.

Table 1: Frequency of issues raised by respondents by site

Location of respondents	Vehicles	Dogs	Litter	Horses	Lifeguards
	<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>
Kairaki Beach	10	0	7	1	0
Pines Beach	19	3	8	2	2
Woodend Beach	5	5	4	5	3
Pegasus Beach	6	8	4	4	2
Waikuku Beach	7	5	3	2	3
Ashley-Rakahuri Estuary	4	6	0	0	0
Total	51	27	26	14	10

Vehicles

Vehicles were mostly an issue for Kairaki Beach and Pines Beach respondents. This is where vehicle access is permitted for legitimate activities.

Dogs

Dogs were mostly reported by respondents from Pegasus Beach followed by the Ashley-Rakahuri Estuary. They were less of an issue at Pines Beach, and not mentioned as an issue at Kairaki.



Litter

Litter was reported by eight respondents from Pines Beach as a main issue. This was followed by respondents from Kairaki Beach. Woodend Beach, Pegasus Beach and Waikuku Beach were more evenly reported. Litter was not reported as being an issue at the Estuary.

Horses

Horses were mainly reported as an issue at Pegasus Beach and Woodend Beach.

Lifeguards

Lack of Lifeguards was reported as an issue at Woodend Beach and Waikuku Beach.

Observed Conflict



A Quick Summary



Not observed any conflict

81%



Observed conflict

19%

Top 3 topics of conflict observed:



Fishing/Whitebaiting 34%



Vehicles 19%



Dogs 16%

Observed Conflict

The question “Have you observed any conflict on the beach?” was added to the 2021 survey to include visitors that had witnessed other user’s negative encounters to further expand the information collected about coastal environment issues.

Of the 300 respondents surveyed, only 56 reported observing conflict between other beach users and a total of 62 occurrences were noted.

The most common cause of the conflict observed was fishing/whitebaiting (34%). These comments highlighted the conflict occurring during whitebaiting season between individuals participating in fishing/whitebaiting.

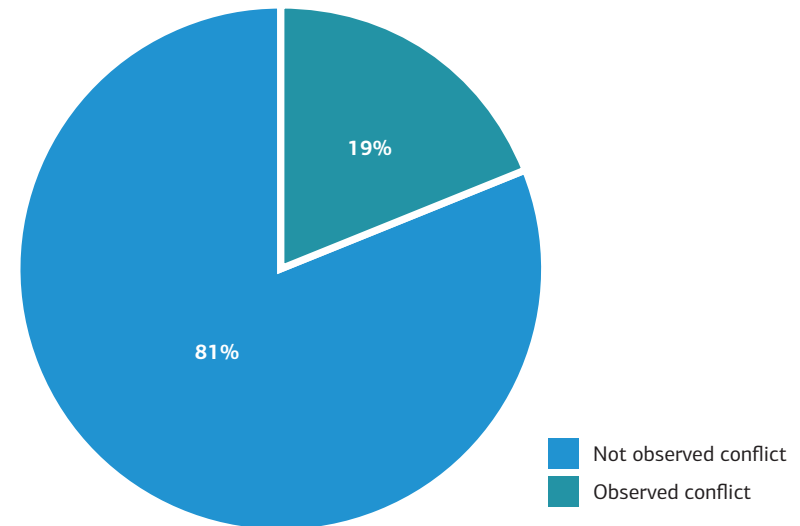
Vehicles were the second leading cause of conflict observed in the coastal environment between beach users, with 19% of respondents to this question detailing excessive speed and careless driving on the beach.

Conflict seen between dog owners and other users of the beach was 16%. The comments around the situations were varied and included dogs not under control, dogs in prohibited areas and dogs chasing the wildlife.

Negative encounters over motorbikes was also noted by 8% of respondents. These included motorbikes in prohibited areas and excessive speed.

Antisocial behaviour was also observed in the coastal environment by 6% of respondents which included disagreements between youth, gang members and disruptive use of the Woodend and Pegasus Beach carparks.

Figure 14: Total number of respondents reporting observing conflict vs the total number of respondents reporting not observing conflict (n=300)

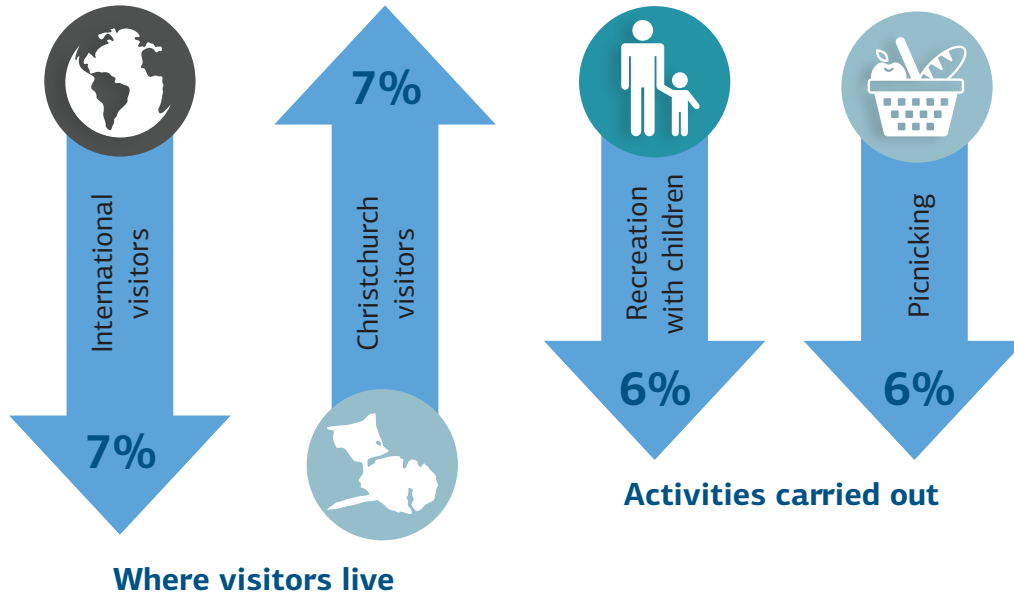




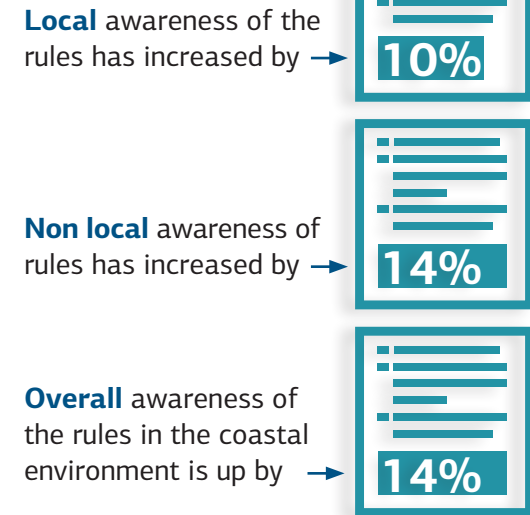
Trends



A Quick Summary



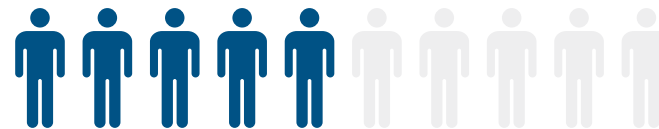
Awareness of rules:



The main issues



In 2019 **6 out of 10** people surveyed reported issues



In 2021 **5 out of 10** people surveyed reported issues

Trends

The proposed targets from the 2019 Intercept Survey report are based on maintaining the status quo or improving on the baselines established.

2019 Survey targets	2021 Survey results
No more than 6% dissatisfaction with horses	12% (14)
No more than 37% dissatisfaction with litter ✓	32% (26)
Less than 33% dissatisfaction with vehicles	44% (51)
Less than 24% dissatisfaction with dogs ✓	23% (27)
Less than 17% dissatisfaction with motorbikes ✓	8% (9)

Three of the five targets established in the 2019 survey were achieved. The vehicle target was not achieved with an increase of 11% and the horse target by 6%.

The respondents

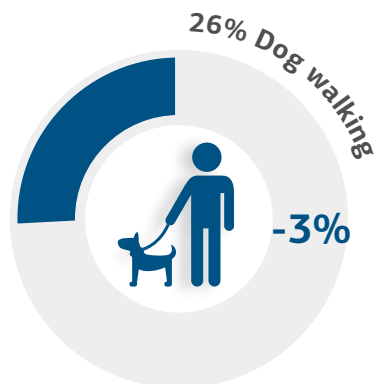
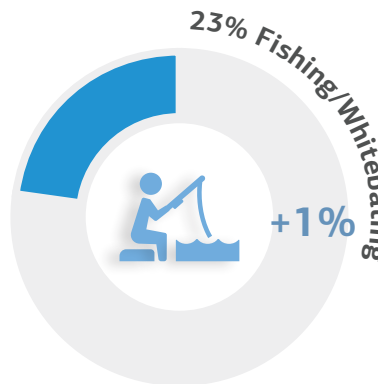
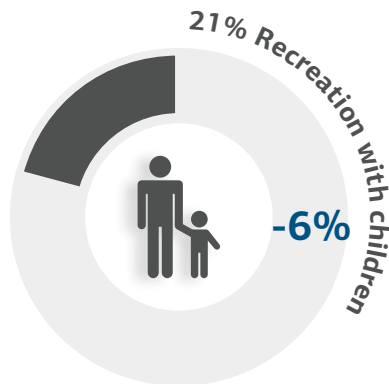
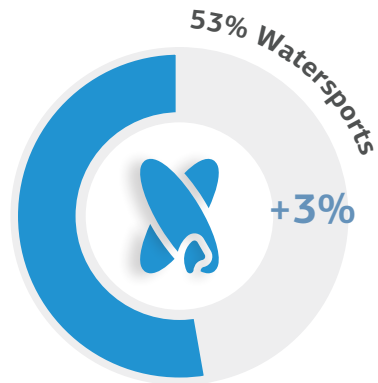
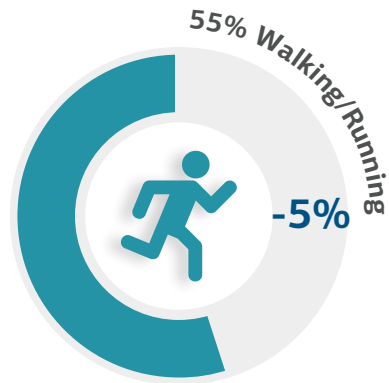
International visitors went down 7% in the 2021 survey due to the Covid-19 pandemic and the New Zealand borders being closed to international travellers.

Visitors from Christchurch increased as a proportion of beach users from 20% in 2019 to 27% in 2021.

The gender breakdown between respondents to the 2019 survey and 2021 were very similar.

The breakdown of age ranges surveyed was more evenly proportioned in the 2021 survey.





The range of activities

Respondents using the beach for walking and running activities was down 5% in the 2021 survey with 164 respondents stating this was an activity they done at the beach compared to 180 in the 2019 survey.

Respondents participating in water sports was up 3% in the 2021 survey with 159 respondents stating this was an activity they took part in at the beach compared to 150 in the 2019 survey.

Dog walking activities along the beach was down 3% in the 2021 survey 86 respondents identified this as an activity they came to the beach for compared to 76 in the 2021 survey.

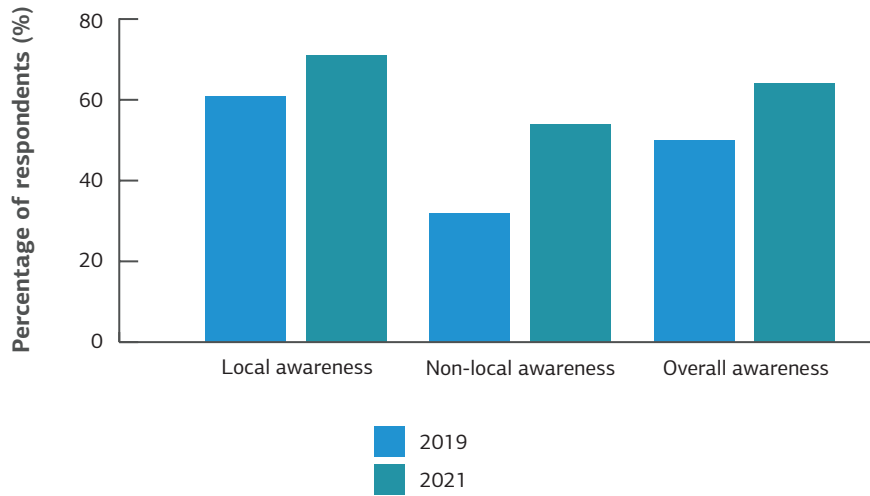
Recreation with children and picnicking both dropped 6% in the 2021 survey. A total of 63 respondents stated recreation with children was an activity they had done at the beach compared to 80 in the 2019 survey. Picnicking was recorded by 34 respondents compared to 50 in the 2019 survey.

Fishing/Whitebaiting activities were more of less the same as reported in the 2019 survey.

Bylaw awareness

The awareness of rules in the coastal environment has increased overall between the 2019 and 2021 surveys.

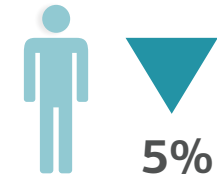
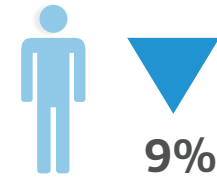
Figure 15: Comparison of rules awareness for local, non-local and overall respondents (n=300)



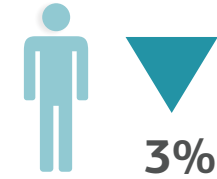
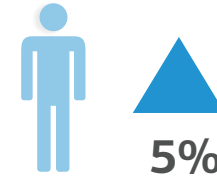
Local awareness

Non-local awareness

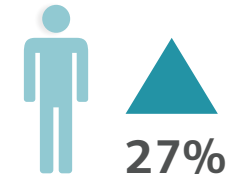
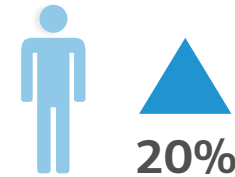
Awareness of the Bylaw and some rules has decreased by:



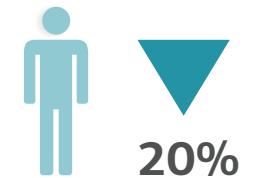
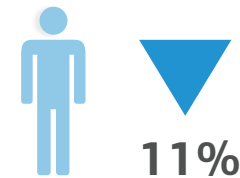
Awareness of the Bylaw, but NOT the rules has increased/decreased by:



Awareness of the rules, but NOT the Bylaw has increased by:



Number of people NOT aware of the Bylaw nor the rules has decreased by:



How respondents became aware of the rules within the coastal environment

Between the 2019 and 2021 surveys, respondents that became aware of the Bylaw and rules through signage had decreased by 14%. Those who became aware from newspapers had also dropped 8%. The awareness through word of mouth increased by 8% from the previous survey data.

Figure 16: How respondents became aware 2019

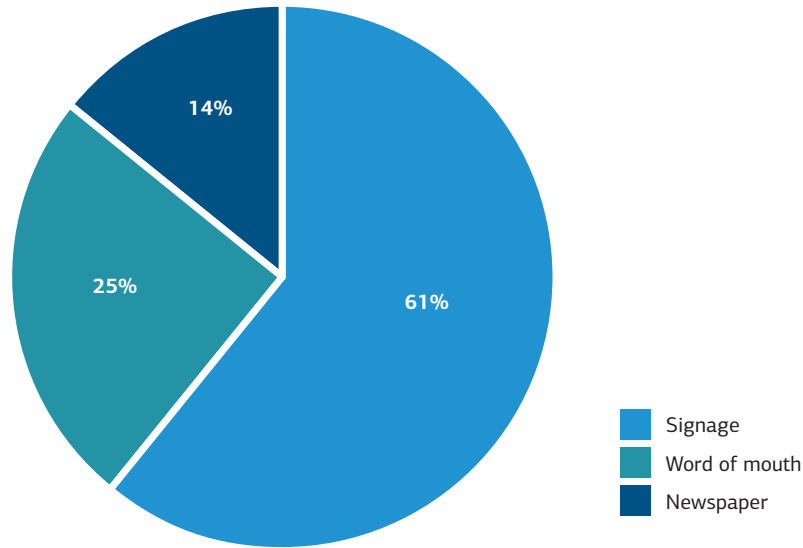
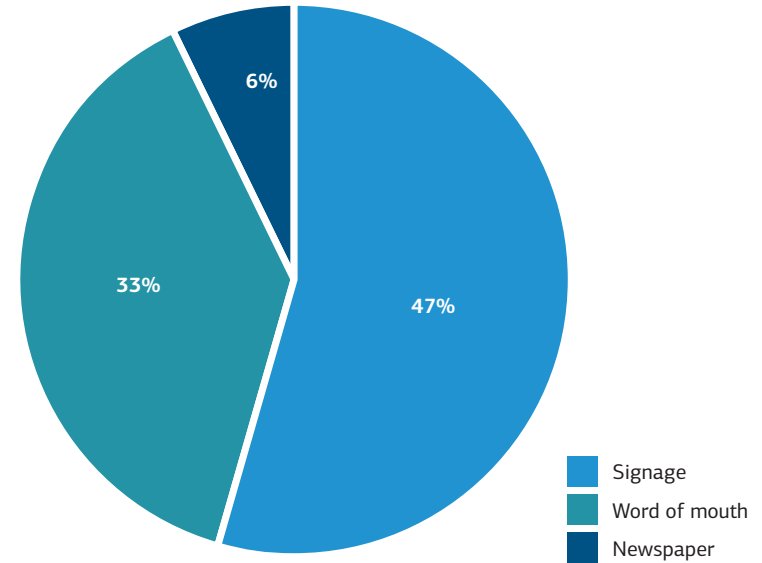


Figure 17: How respondents became aware 2021



The main issue

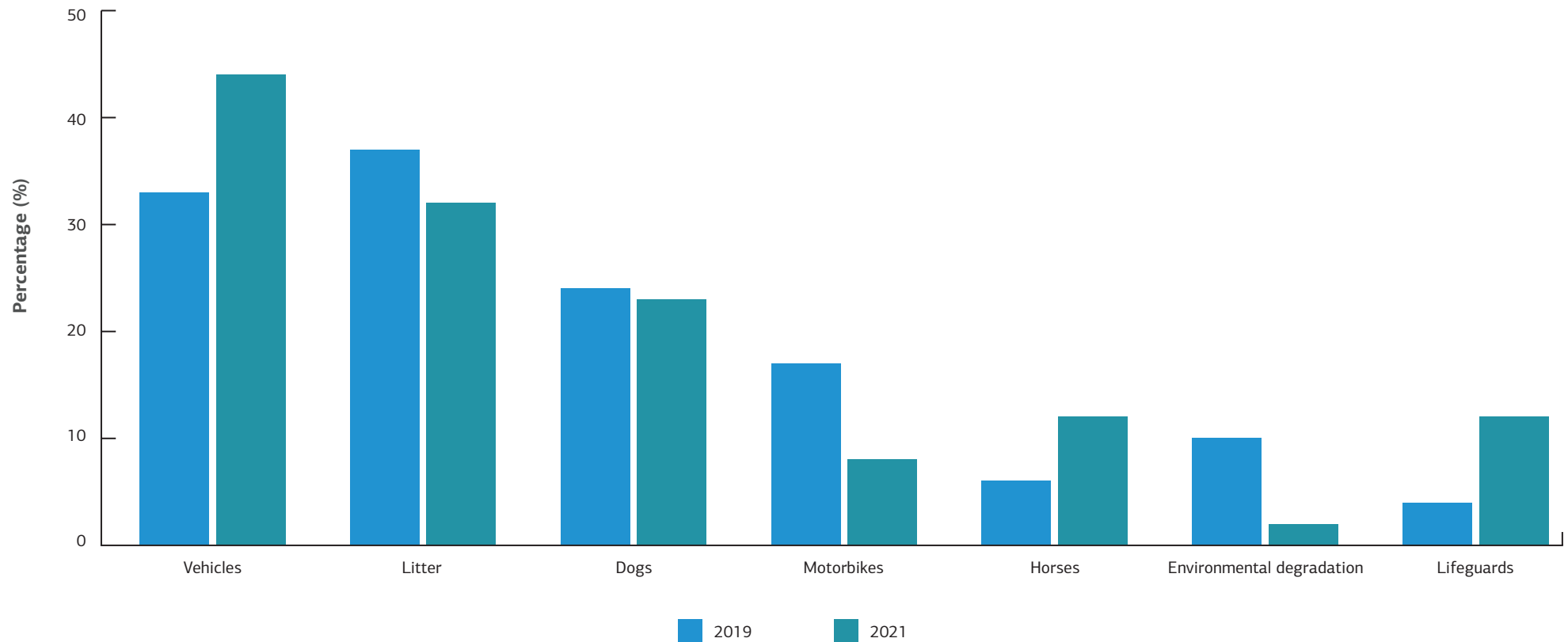
In 2019, 179 of the 300 respondents identified 255 separate issues for beach users in the coastal environment. In the 2021 survey this decreased by 12% to 145 respondents of the 300 identifying 198 issues in the coastal environment.

The top three issues remained the same between the two surveys.

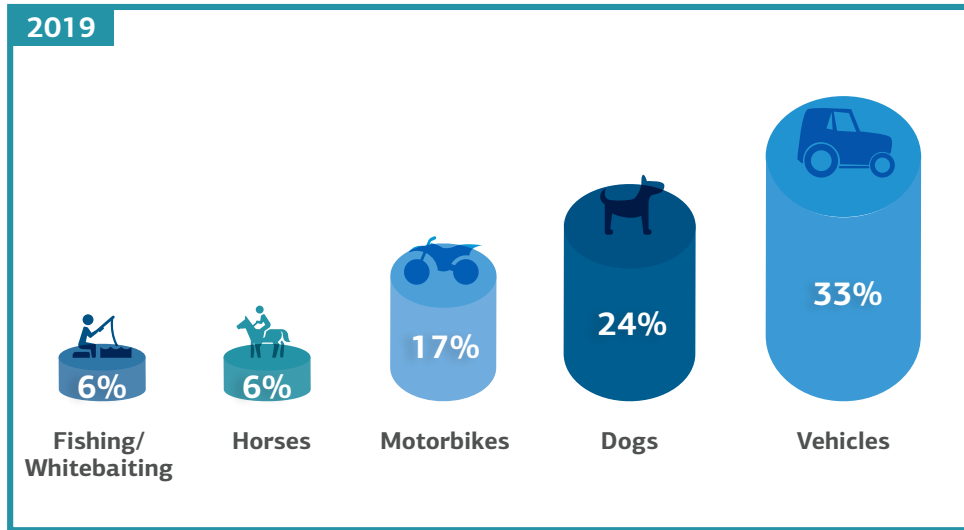
While vehicles had increased by 11%, litter had decreased by 5% and dogs were approximately the same.

Vehicles, horses and lifeguards had become more of an issue than in the 2019 survey.

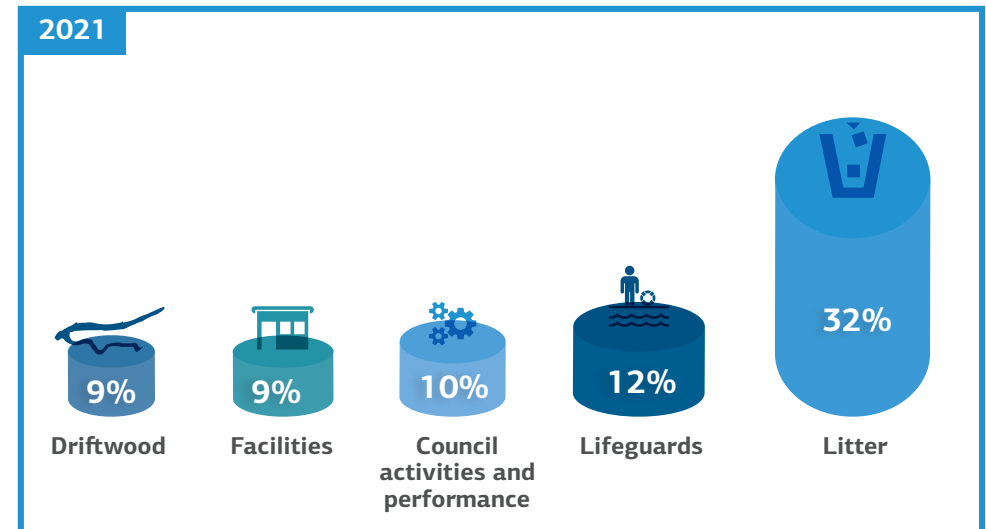
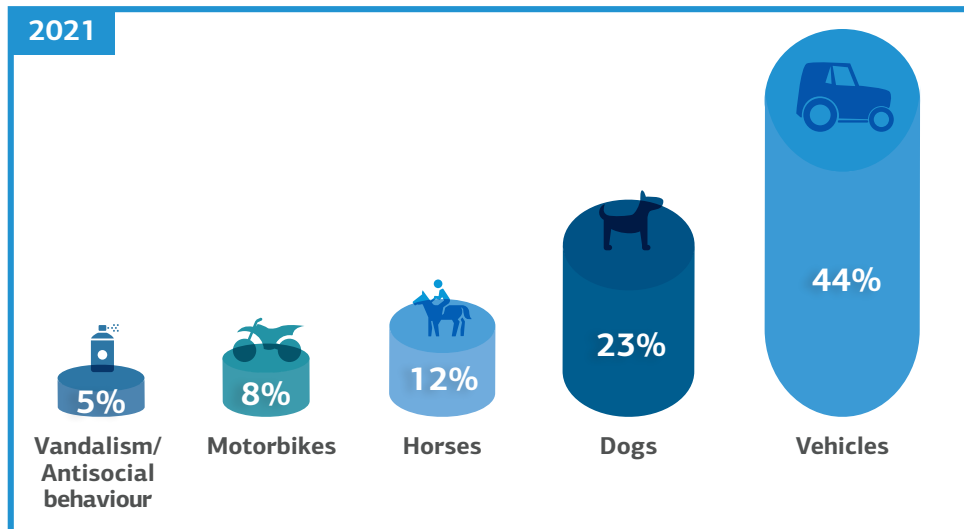
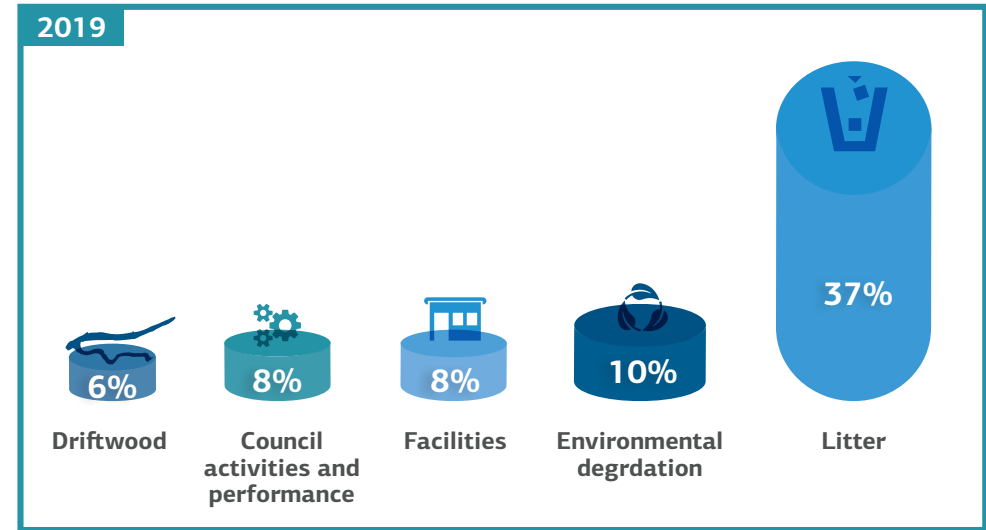
Figure 18: Comparison of the main issues arising from the 2019 and 2021 surveys



Top 5 Bylaw related issues



Top 5 non-Bylaw related issues

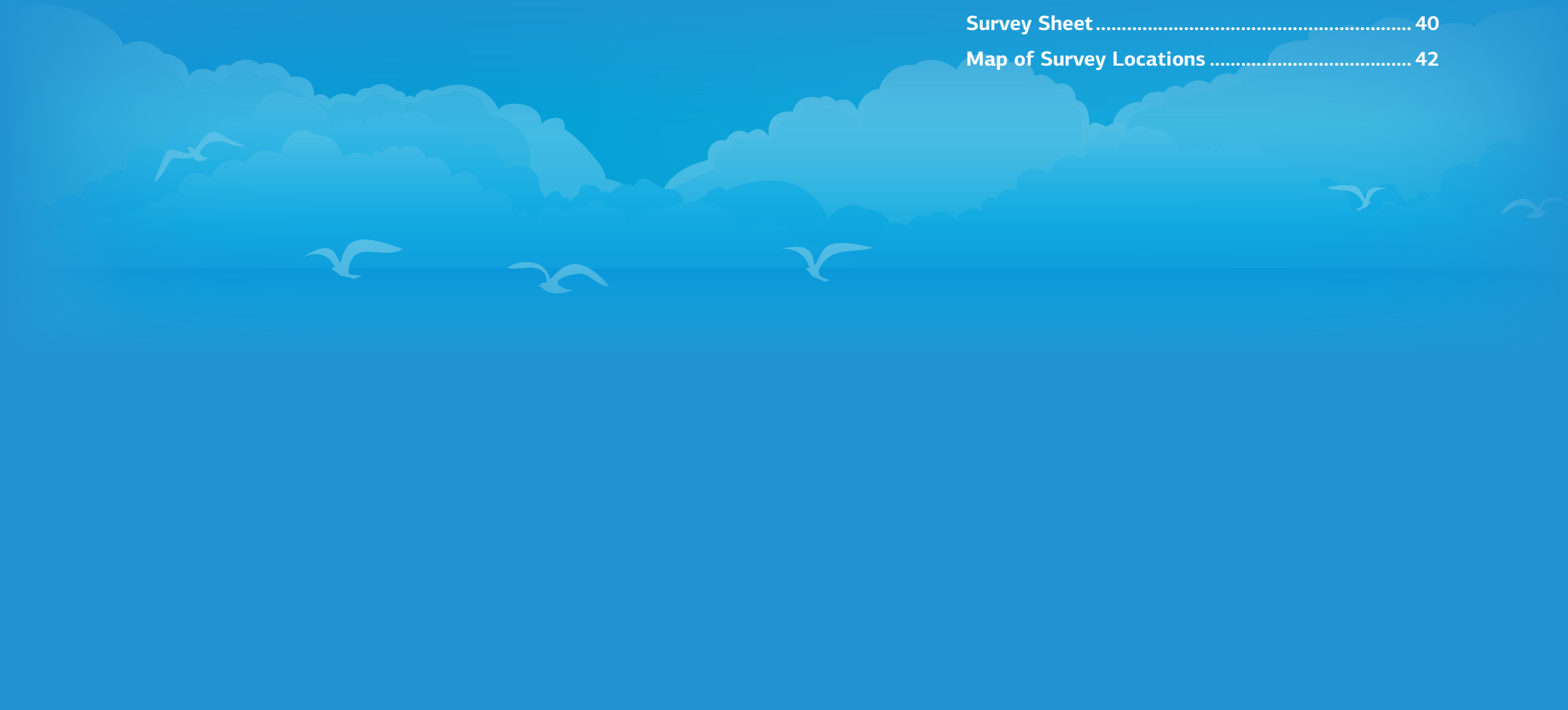


In total there were **116 Bylaw related issues** raised by respondents in the **2021** survey, which is **28 less Bylaw related issues** than reported in the **2019** survey.

In total there were **82 non-Bylaw related issues** reported by respondents in the **2021** survey, which is **30 less non-Bylaw related issues** than reported in the **2019** survey.

Appendices

Survey Sheet	40
Map of Survey Locations	42



Pegasus Bay Survey

Time: _____ Survey location: _____ Weather: _____ M F

1. What is your age group? (Do not approach people under 18 years)

- 18-29 30-39 40-49
- 50-59 60-69 70+

3. Where do you normally live?

- Waimakariri District Christchurch City Hurunui District
- Selwyn District Other (Please specify) _____

4. What type(s) of activities would you normally do at the beach?

- Walking and/or Running Water Sports (Swimming, Surfing etc)
- Dog Walking Fishing/Whitebaiting
- Picnicking Recreational driving on the beach (Quad bike or Motor vehicle)
- Cycling Recreational horse riding
- Social gatherings Recreation with children
- Gathering Mahinga Kai Other (Please specify) _____
- Driving to take recreation equipment to the water's edge

97

5. What do you enjoy about this coastal environment?

- Safe Scenic Wildlife
- Friendly Peaceful Not busy
- Accessible Clean and tidy Environment
- Close to home Family friendly Facilities available
- Fishing/whitebaiting Water sports available
- Other (Please specify) _____

6. In your opinion, what are the main issues, and whereabouts do they occur in this coastal environment?

6. Have you observed any conflict on the beach? Where? What did you see?

8. Are you aware of the Northern Pegasus Bay Bylaw 2016?

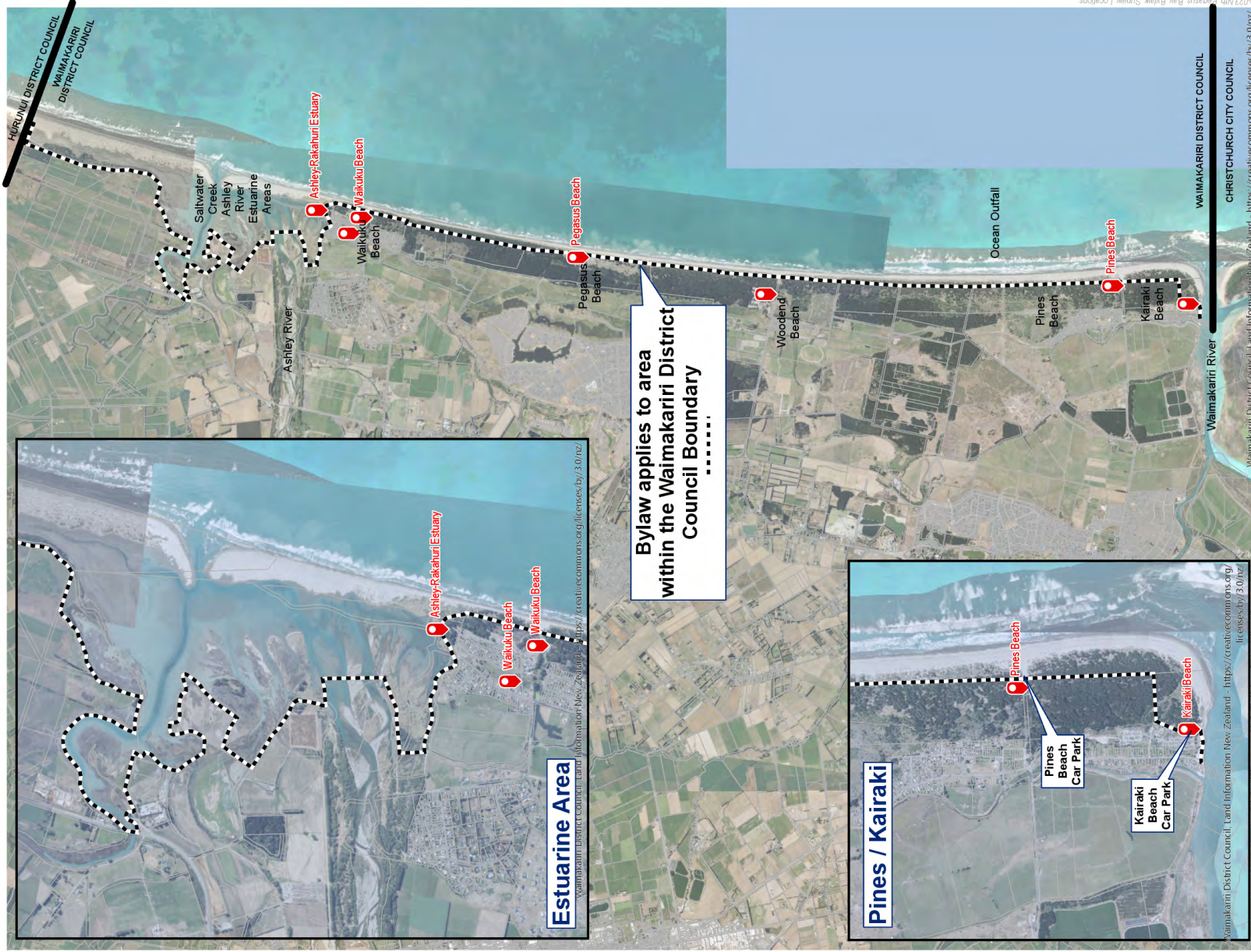
- I have no awareness of the Bylaw, nor any of the rules. (Skip to question 10)
- I am aware of the Bylaw, and some, or all, of the rules.
- I am aware of the Bylaw, but not the rules.
- I have no awareness of the Bylaw but understand there are controls on some activities.


9. If aware, how did you become aware of the Bylaw?

- Word of mouth
- Council website
- Social media
- Waimakariri District Council staff member
- Te Kōhaka o Tūhaitara Trust
- Other (Please specify) _____
- Signage
- Brochures
- Newspaper
- Northern Pegasus Bay Advisory Group member
- Environment Canterbury ranger presence

98

10. Is there any other comments you would like to make about this coastal environment?





**Northern Pegasus Bay Bylaw
Survey Locations**

Job: 19-023
Version: A

SCALE (A3): 1:45,000
DATE: 4/03/2019







215 High Street
Private Bag 1005
Rangiora 7440, New Zealand

Phone 0800 965 468

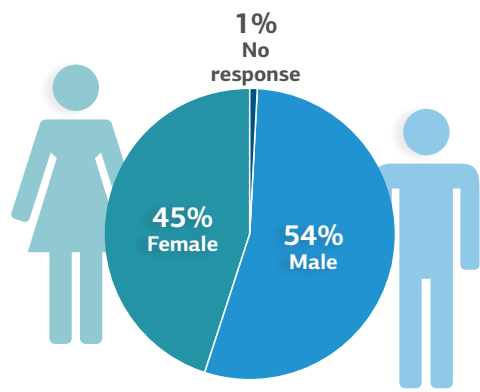
waimakariri.govt.nz

2021 Beach User Intercept Survey

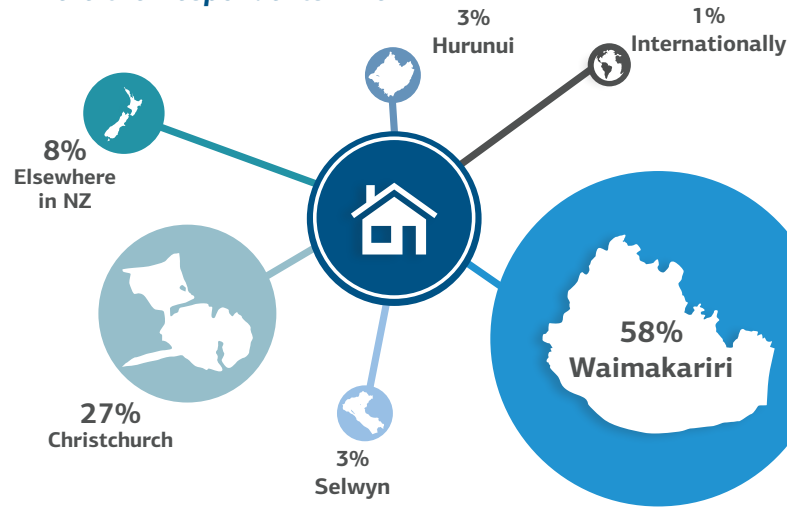
300 beach users were asked for their views on the coastal environment to help inform the review of the Northern Pegasus Bay Bylaw 2016. This is what they had to say.

Who Was Asked?

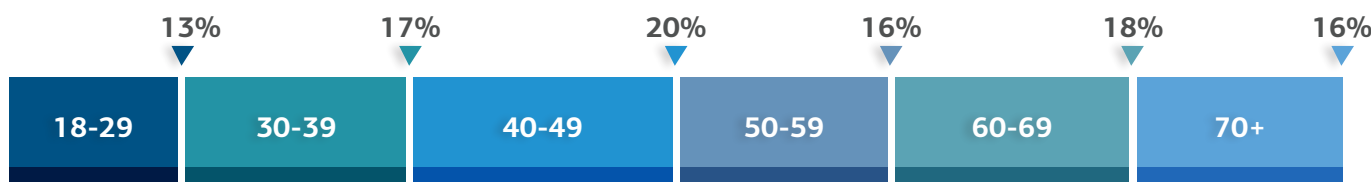
Gender of Respondents



Where the Respondents Live



Age of Respondents



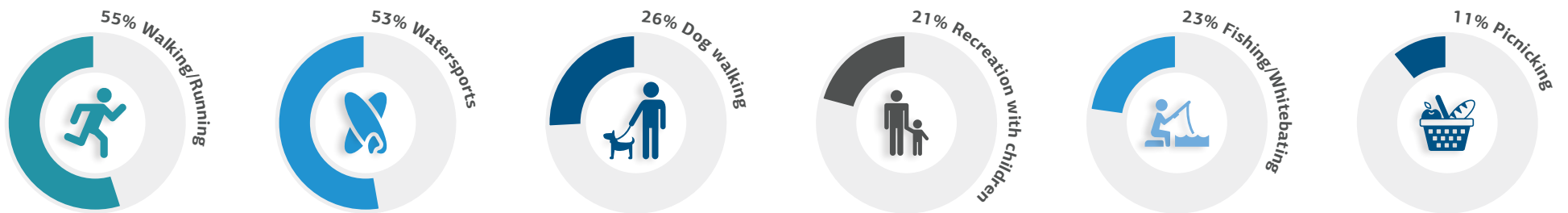
What Do They Like?



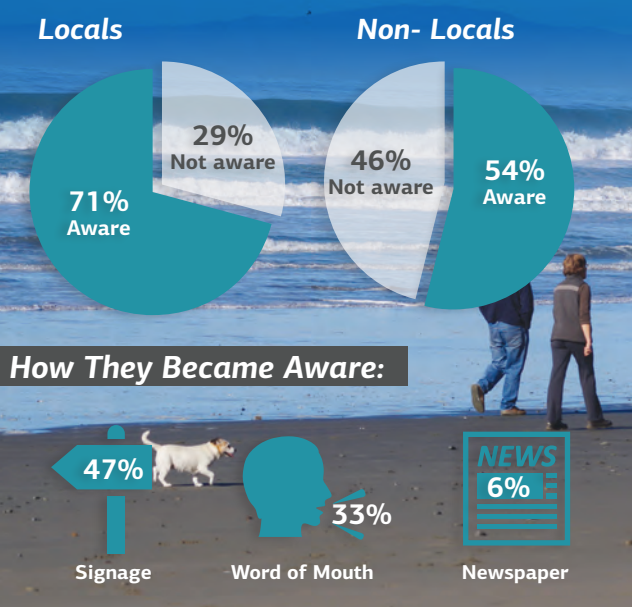
What Don't They Like?



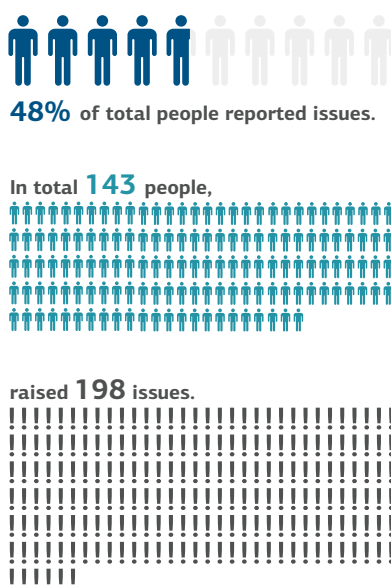
What are the Activities of Respondents in the Northern Pegasus Bay Area?



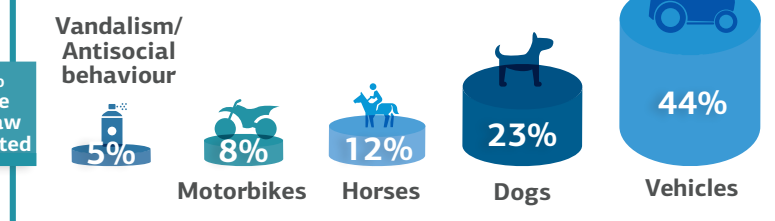
Who is Aware of the Bylaw/Rules?



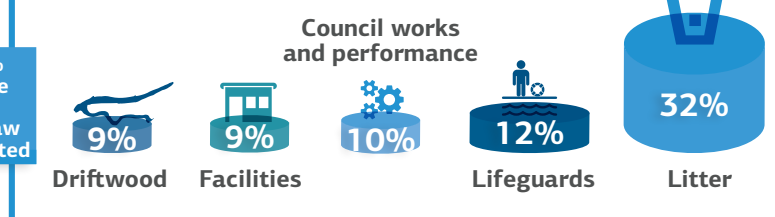
Issues?



Top 5 Bylaw related issues



Top 5 Non-Bylaw related issues



“I would like to see more bins along the walkway.”

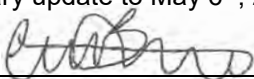
“I love the smell of pines at Kairaki Beach.”

“I think vehicles seem out of place at the beach.”

WAIMAKARIRI DISTRICT COUNCIL**REPORT FOR INFORMATION**

FILE NO and TRIM NO: GOV-01-04 / 220511075545
REPORT TO: COMMUNITY & RECREATION COMMITTEE
DATE OF MEETING: 31ST May, 2022
AUTHOR(S): Paula Eskett
SUBJECT: Library update to May 6th, 2022

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


 Department Manager


 Chief Executive

1. SUMMARY

1.1. This report provides an update on key activities, customer service improvements and innovations undertaken by Waimakariri Libraries from March 3rd to May 6th, 2022.

2. RECOMMENDATION

THAT the Community & Recreation Committee

- (a) **Receives** Report No. 220511075545
- (b) **Notes** the customer service improvements, community feedback, events, and use of New Zealand Libraries Partnership Programme funding to contribute positively to community outcomes by Waimakariri Libraries, from March 3rd to May 6th, 2022.
- (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. Fiction Addiction – the new book group that feeds your need to read**

4.1.1. Waimakariri Libraries has launched an online book group called Fiction Addiction, inviting readers to connect on Facebook.

Hosting the group on the social media platform allows sustainability of the service in the pandemic environment, as there is no need to consider event protocols at different settings. It also provides important opportunities for members of our hapori (community) to form social connections in a time when gathering kanohi ki te kanohi (face to face) might cause anxiety or simply be unachievable due to pandemic protocols.



Image 1: Logo design for Fiction Addiction Book Group

- 4.1.2. The tag line 'calm your inner reading beast' promotes a fun environment.

By running the book group online & hosting an evening chat we hope to engage to a wide range of ages and to allow working people, parents, and the housebound to participate, connect, learn, engage and indulge in the joy of reading, all from the comfort of their own home.

Anyone can join the book club at no cost. Within 10 days of launching Fiction Addiction had 33 members.

- 4.1.3. Fiction Addiction runs on a monthly cycle. New titles are announced at the start of the month.

Readers have a choice of a digital option – an eBook or eAudiobook – which is available for immediate download. This also increases accessibility, encouraging participation among sight impaired, dyslexic customers, housebound etc.

The other title is a hardcopy book that can be picked up from any library branch.

Book club members have the month to read their chosen title before an online book group meeting on the last Thursday evening of each month hosted via Facebook.

- 4.1.4. During the month library staff post questions, thoughts and ideas about the books being read. This is to stimulate comment and online discussion. Members are welcome to be active participates in these debates or they can simply gather new information and perspectives without interacting.

The group agrees to abide by a set of book club rules to promote respect and trust in all discussions and interactions.

In order to drive online engagement, and provoke thought and discussion, the group began with the icebreaker question, "What's your favourite genre to read?" Answers indicated that mystery and crime are popular in the Waimakariri District.

- 4.1.5. Physical copies of each month's chosen book are labelled with Fiction Addiction stickers, allowing for further promotion of the book club, and of the books as great reads, once they have done their stint as books of the month.

The library team is exploring the idea of creating book club bags using former Fiction Addiction reads. These would be a value added service for private book groups in the district to loan our pre-labelled book group sets.

- 4.1.6. Fiction Addiction meets Waimakariri Libraries strategic goals of keeping people informed and connected, and the Community Outcomes of giving people wide ranging opportunities to learn and helping to develop a strong sense of community in the district; supporting and promoting reading and literacy while building social inclusion.

4.2. Collections Update - Languages Other Than English

- 4.2.1. Waimakariri Libraries has been able to purchase a substantial amount of eBook and eAudio content for the BorrowBox platform in languages other than English.

BorrowBox is our main digital platform and has been growing in membership and borrowing numbers since Aotearoa’s first lockdown in March 2020.

- 4.2.2. Though Rangiora Library houses a great physical world languages collection, the beauty of our digital collection is that it is accessible 24/7 through our e-library.

The new digital collection is comprised of more than 800 titles across six different languages – Chinese, German, Hindi, Italian, Maori and Spanish.

A small amount of digital language learning material was also purchased.

- 4.2.3. Plans are underway to promote this collection to borrowers for whom English is not their first language.

Community Connections Coordinator Anna Paterson, has been in contact with Julie Cloughley who runs the free English classes for the Community Team, and she will bring her students into the library at a future date to introduce them to the digital world language collection.

Anna has also reached out to the G.L.O.W (Global Locals of Waimakariri) group to let them know about this new collection. We hope to welcome the group into the Rangiora Library soon for a morning tea, Q&A, and showcase of the new languages collection.

- 4.2.4. As our digital library grows to more closely resemble the collections found in our physical branches, we hope to be meeting community needs more effectively, ensuring there is a strong sense of community in our district and that there is ample opportunity to connect, learn, and thrive across the Waimakariri.

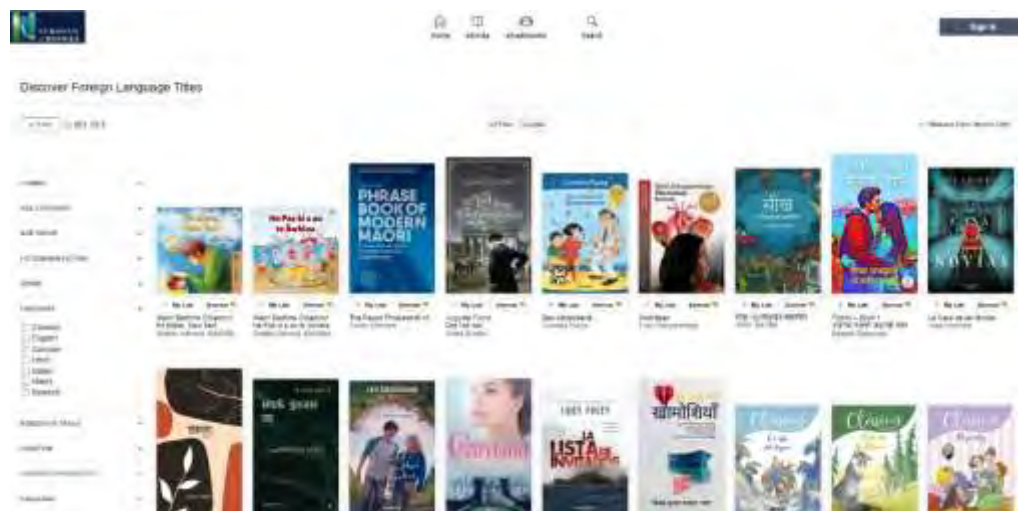


Image 2: A screenshot of Waimakariri Libraries’ Borrowbox collection in languages other than English.

4.3. **Aotearoa People's Network Kaharoa (APNK) Refresh 2022**

- 4.3.1. Later this year Waimakariri Libraries will be refreshing our public computing services, supported by Aotearoa People's Network Kaharoa (APNK).

Keeping our public computing service fit for purpose and as future proofed as possible is an essential component of ensuring our libraries have the capacity to manage and respond to changing needs of our District's demographics.

- 4.3.2. APNK offers computer hardware and high-speed internet for Aotearoa's public libraries so that all New Zealanders can be connected online.

APNK operates on a cost-sharing model with the National Library, allocating hardware to local council districts on a per-population basis.

Hardware is provided on a lease arrangement with a guaranteed technology refresh every three years.

Hardware is allocated using a formula based partly on population; councils are allocated a number of points depending on population size. They then use the points to select hardware to suit the needs of each library.

The primary hardware options are:

- 14" Chromebooks
- 22" Chromestation
- 24" Chromestation
- A4 colour printer
- A4 scanner

- 4.3.3. Waimakariri Library's equipment will be updated in in late July.

The Library Leadership Team, advised by team member Debbie Lambert, will be reviewing current equipment and usage at each branch and looking at future community needs.

We know, for example, that while Rangiora Library currently receives the most visits per day, the proportion of visits that include computer and printing use and support at Kaiapoi Library is significantly higher.

- 4.3.4. The new chromebook equipment will allow community members to make use of an available computer anywhere they find comfortable in the library, rather than at the less flexible 'public computer stations' we are familiar with.

This will allow us to reconfigure our spaces and service practices to maintain an excellent experience for those members of the public choosing and needing to use our public computing offer to access important information and services for their day-to-day lives.

- 4.3.5. Debbie will lead the refresh part of the project, setting up and installing all new equipment and returning the old hardware.

4.4. **NZLPP Update: Digital Inclusion**

- 4.4.1. Digital skills classes

Since our last report, library staff have delivered 11 digital skills classes at all three library branches as well as Pegasus Community Centre, benefiting 27 members of our hapori.

Sessions covered using smart phones, email and TradeMe.

Our programme of digital skills classes are commonly attended by older adults who are struggling to navigate the digital world. Library staff are able to give attendees the confidence they need to live their lives to the full, empowering them to continue to learn new skills.

One attendee at a recent smart phones class commented on how they were able to use their smart phone in ways they had not known were possible, and that they had enjoyed the small class sizes.

4.4.2. One-on-one help

Our Book-a-Librarian service continues to be a core part of our technology services. It allows patrons to have a 30-minute one-on-one session with a librarian.

Since the beginning of the year, 34 library patrons have used this service to get assistance on topics such as using library apps, managing digital photos, using websites and applying for jobs.

Many more community members have benefited from being able to seek the team's guidance and assistance at any time on a range of digital matters, outside the Book-a-Librarian service.

Recent ad hoc enquiries for digital assistance have included navigating at times complex requirements for international travel, searching the companies register, researching local population growth via Stats NZ, helping navigate a governmental website from The Netherlands to assist a member of the public in accessing an international pension.

4.4.3. Skinny Jump

As a partner to the Digital Inclusion Alliance Aotearoa, Waimakariri Libraries provides access to the Skinny Jump service for our hapori, allowing disadvantaged groups and individuals to function more effectively in the digital world.

Since the beginning of 2022, library staff have helped 20 members of the Waimakariri hapori access this service.

Skinny Jump is a subsidised, low cost internet access option for eligible families and individuals. It aims to connect those otherwise unable to access the internet at home to the world of information, entertainment, and civic services found online.

4.4.4. School holiday competition

Digital inclusion is often thought of as mahi solely focused on our older community members, however it can also be about building a sense of community using digital tools.

During the April school holidays the library team asked Waimakariri rangatahi and tamariki to share what makes their town great via a photo or video.

The competition aimed to encourage creativity and expression in young people and increase engagement with the library, particularly the libraries' social media platforms, Facebook and Instagram.

The Facebook post promoting the competition reached more than 2000 people, and the entries showed some great talent amongst the youth of our district.

These entries were then judged by library staff, with prizes including a Bluetooth speaker and family movie passes.

4.5. **NZLPP Update: Community Connections - Storywalk® Project**

4.5.1. The Libraries and Green Space teams are collaborating on a Storywalk® project that will bring stories into our local parks in the Waimakariri area.

4.5.2. What is a StoryWalk®?

StoryWalk® is an international initiative that has gained popularity worldwide in recent years due the need to rethink programme delivery and community engagement in a pandemic environment.

Laminated pages of a children's picture book are displayed along a path through a park or nature reserve for people to read as they walk or ride along.

Libraries throughout Aotearoa have been creating Storywalks® with great success. Examples include Gore District Libraries, Hastings District Libraries, and Napier Libraries. Our team has been able to learn from their colleagues' experience at these libraries in crafting our own StoryWalk® experience for Waimakariri.

The StoryWalk® initiative aims to get people out and about in nature together, combining the benefits of physical exercise and reading an uplifting tale to support mental health and literacy development, especially for tamariki and whānau.

A StoryWalk®:

- Promotes literacy and reading as beneficial for social and mental wellbeing for young and old
- Provides a free activity for anyone, but particularly whānau, to enjoy together
- Encourages physical activity and appreciation of our parks and reserves
- Increases awareness of the beauty of nature and its many benefits for all ages

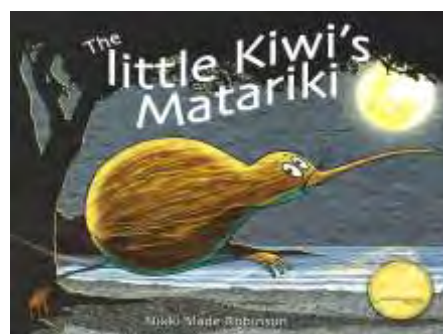
4.5.3. What will our StoryWalk® look like?

Waimakariri Libraries inaugural StoryWalk® will be erected at Northbrook Wetlands. This location offers a smooth, wheelchair-accessible track, which is ideal for parents with prams and adults and tamariki on bicycles.

There is also an abundance of wildlife and native trees that tie in with the story that will be displayed, *The Little Kiwi's Matariki*, written and illustrated by Nikki Slade.

Northbrook wetlands is the site of early European industry with remnants of flax mills, a brewery, fellmongery and a tannery, which will be incorporated into the story boards.

The author and publisher have generously given their permission to use their book, and have other stories we could use in the future.



A launch date in June will tie in perfectly with celebrations for Matariki.

Image 3: the cover of Little Kiwi's Matariki

The team has opted for temporary story boards using corfluted board. Being temporary in nature provides an opportunity to gather evidence and qualitative data from our hapori to build our case to have permanent storyboards in more of our parks. With temporary boards, we would then have the option to move them around different parks in the district.

Permanent boards would enable the hapori to enjoy a new story every few months and provide opportunities to showcase local authors and amplify cultural and historical celebrations events happening in the district.

4.5.4. Evaluating impact

Plans are underway to create activity packs to tie into the StoryWalk® that would be available to collect form our library branches.

These would provide additional engagement with the story, while providing subtle opportunities to collect feedback on how participants have interacted with the experience.

Those enjoying the StoryWalk® will be encouraged to take a selfie with the character Kiwi on the last story board and post it to the Waimakariri Libraries Facebook page using a QR code. A digital and physical StoryWalk® Wall of Fame (with printed selfies in library branches) would serve as a representation of numbers engaging with the experience as well as promotion for others.

4.6. Rangatahi Engagement Update

4.6.1. Rangatahi Engagement Co-ordinator Rebecca Morland has had a busy start to her fixed term role at Ruataniwha Kaiapoi Library. Joining the team at the beginning of February, she has spent her first few months getting up to speed with library operations, establishing and beginning mahi on her three core goals for the role:

- Lifting numbers of rangatahi using our library spaces
- Building the confidence of Waimakariri Libraries staff regarding behaviour management and strategies of our rangatahi hapori.
- Building relations with Local Rūnganga and rangatahi-focused groups.

4.6.2. TikTok and meeting local rangatahi where they are

With Covid-19 restrictions in place for most of the summer months, Rebecca's first challenge is to activate the library space for local rangatahi. She has approached this by looking at where local youth are spending their time online, and establishing ways to connect with them.

A significant part of this mahi has been developing a proposal for Waimakariri Libraries to venture into the world of TikTok, one of the more popular and fast growing social media apps with the rangatahi age group.

4.6.3. Rebecca collaborated with Digital Inclusion Co-ordinator Sarah Stenhouse on our school holiday photo & video competition encouraging young people to share what they loved about their town in the online space.

4.6.4. Rebecca is hard at work on more creative ideas to position Ruataniwha Kaiapoi Library as a youth-friendly space. These include a Quarterly magazine showcasing young writers and artist, a Bucket List campaign for Instagram, and re-thinking our youth zone within the library.

4.6.5. Building confidence to manage behaviour and engage with rangatahi

Kaipoi Library has traditionally seen an increase in undesirable behaviour throughout the school holiday period. To prepare for the April school holidays, Rebecca shared her approach to behaviour management with the team, aiming to enhance their skills.

Rebecca outlined strategies and guidelines to support staff in feeling more confident in their interactions with rangatahi, and laid the groundwork for further teamwork in this space.

She is planning a workshop for all staff who work at Kaiapoi Library to revise the team's collective approach to rangatahi engagement and behaviour management, and to bring everyone on board with a refreshed approach.

There are a few members of our team that are less confident than others and the goal of this workshop is to build the confidence of our team across the board, and establish policies and procedures around behaviour management in our libraries.

Including all staff in this mahi should mean greater buy-in and ownership of this important work.

4.6.6. Whakawhanaungatanga – New Zealand Book Awards for Children and Young Adults and Books Alive

Waimakariri Libraries has for the last two years showcased some of Aotearoa's best books in English and Te Reo Māori via the annual Books Alive celebration of the New Zealand Book Awards for Children and Young Adults.

Each year libraries across New Zealand apply for permission to film a reading of a finalist title. This process is tightly controlled due to copyright permissions, and all recordings must be removed and deleted within a certain timeframe after being published live on library Facebook pages and websites.

This year Waimakariri Libraries has once again applied to record a reading of finalists in the English and Te Reo Māori, and so that this process runs smoothly, Rebecca has secured a local Te Reo speaker and community member who is very happy to read for us.

For Rebecca, this was a perfect opportunity to make new connections within our local rūnganga, and specifically the rangatahi age group.

Halle Pitama has tentatively accepted our invitation, and filming is expected to proceed in the second week of June. Halle was recommended for this event due to her contributions within the Tuahiwi Rūnganga.

Halle speaks with much fluency in Te Reo, being educated at both Tuahiwi School and Te Kura Whakapumau. She is very involved with Rūnganga and is a Kaiapoi local so she is a known face within our community.

Working with Halle will segue in building an ongoing relationship between Rebecca as Rangatahi Co-ordinator and the Tuahiwi rangatahi rōpu.

4.6.7. Whakawhanaungatanga - Youth Council

Unfortunately, Rebecca contracted COVID-19 when she was scheduled to meet with the Youth Council for their end of February meeting. She has requested to attend the next meeting and looks forward to making connections with this group.

4.7. **Battle of the Bubbles – nurturing team wellbeing & finding new strengths**

4.7.1. Under the red traffic light setting of the COVID-19 Protection Framework library staff worked largely in workplace 'bubbles', rather than working across branches.

As a way to stay connected and boost wellbeing and morale during the high stress and increased pressure time at the peak of the omicron wave, Assistant Librarian Amy Hallmark created regular inter-library bubble challenges.

4.7.2. The challenges provided the team with brief moments of light relief and connection in amongst busy days of community service.

Early challenges included a book-spine haiku competition, creating a human rainbow, and delivering the best Valentine's Day serenade accompanied by a themed morning tea.

A dance and physical strength challenge saw Mayor Dan Gordon make a special appearance as scrutineer, timing Beth Tavui's plank. Jeannette Busch astounded everyone with her arm strength by holding out three Guinness World Record Books for more than six minutes.

The challenge of creating a library mascot saw enthusiastic team members dress up for the day. Ciaran Findlay dressed as a pirate (Captain Kaiapoi) and stayed in costume while checking vaccine passes which elicited many a smile from surprised library visitors, and not a single objection! Beth dressed up as Lara the Lethal Librarian (Lara Croft's cousin) and was photographed defending library patrons with a scanner, ukulele and her trusty library card.

A fashion challenge came next, with the teams strutting their stuff down library catwalks, before our libraries opened to the community. Rangiora chose to embrace a theme of fashion through the ages while Kaiapoi focused on more

contemporary trends. Team Leader Laura Caygill wowed the judges with her post-modern, banana inspired costume. Rangiora's Karen Livingstone dressed from head to toe as a 1920's flapper and won the best walk by doing the Charleston down the book aisles.

4.7.3. Lightheartedly judging each challenge were wonderful colleagues from the Records, Greenspace, Creative Admin, Community and Management Teams.

4.7.4. While on the surface the challenges involved small moments of frivolity, the benefits will long be evident in the team:

- Staff were able to display hitherto undiscovered creative skills, such as filming and editing, as well as leadership potential.
- New team members (four staff members had been with us for less than two months when the challenges began) were able to quickly embrace the vibrant and collaborative team culture
- The brainstorming and sharing of ideas for each challenge led to exciting plans for upcoming programming such as Kidsfest and TikTok.

It was impressive to see how each team pulled their resources together during their brief moments of downtime (and a significant amount of after-hours editing mahi from some individuals) to create something special.

The Waimakariri Libraries Team bubbles might have burst, but morale has definitely boomed.

4.8. **Implications for Community Wellbeing**

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

Libraries Fiction Addiction virtual book group and services focused on the needs of tamariki and rangatahi support, strengthen social wellbeing and work to combat inequity in our hapori.

The APNK refresh increases capacity of to the District's Libraries free computing technology, and improves hapori access supporting both economic and social wellbeing's and lifelong learning opportunities.

Matariki events create opportunities for sharing beliefs, customs and improved understanding supporting better cultural wellbeing across our District.

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

5. **COMMUNITY VIEWS**

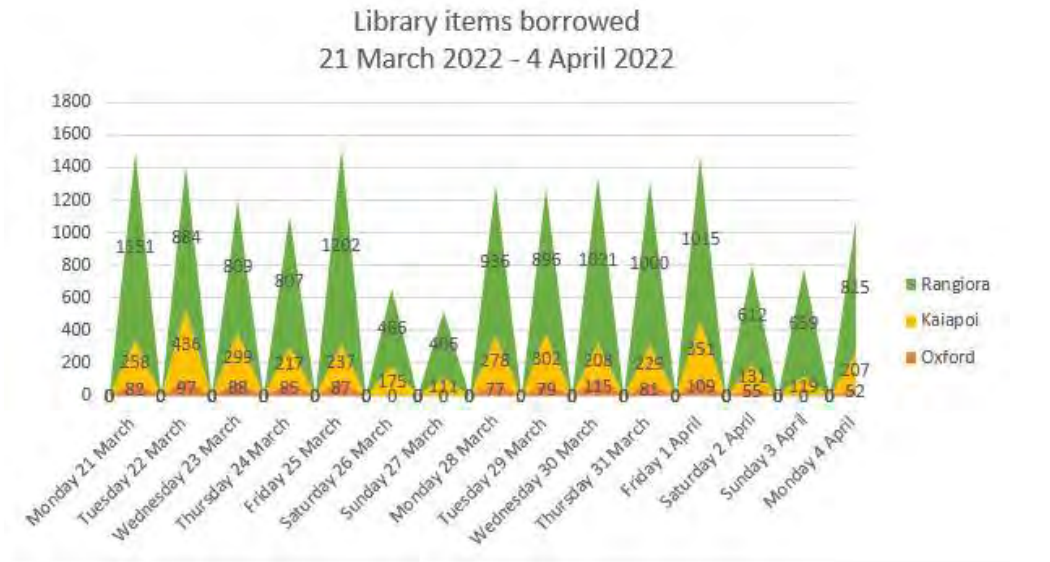
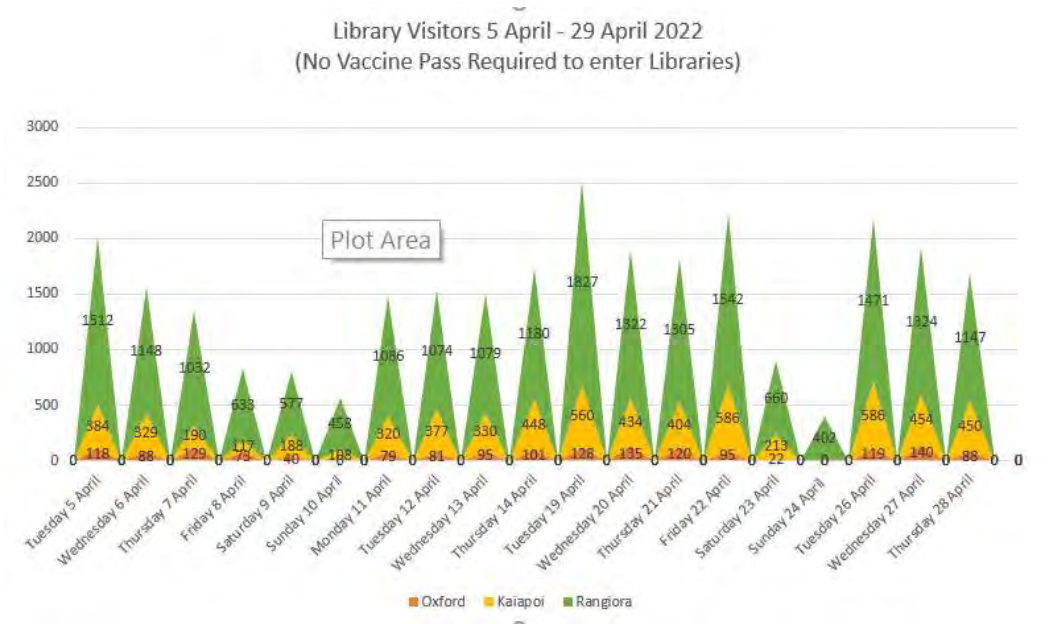
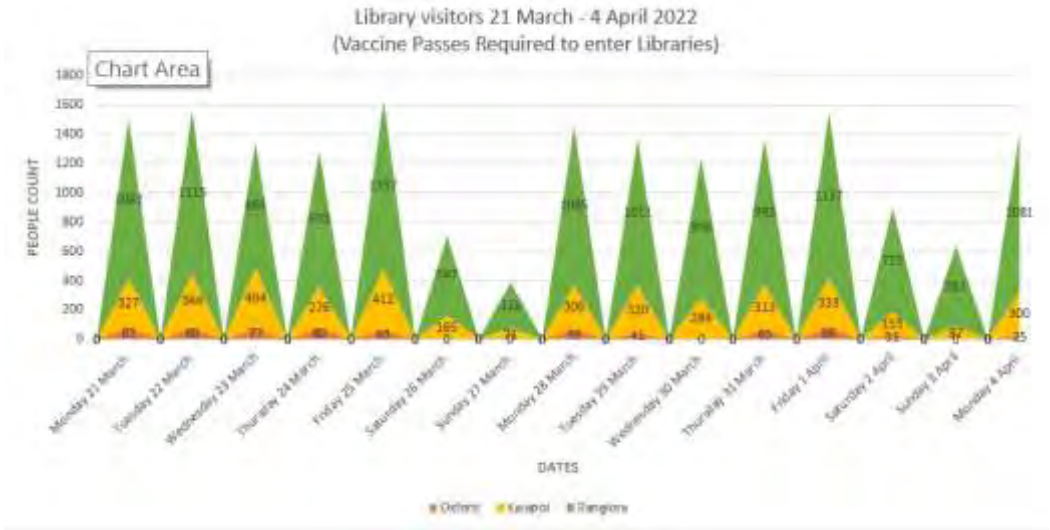
5.1. **Mana whenua**

Te Ngāi Tūāhuriri hapū are likely to be affected by, or have an interest in the subject matter of this report.

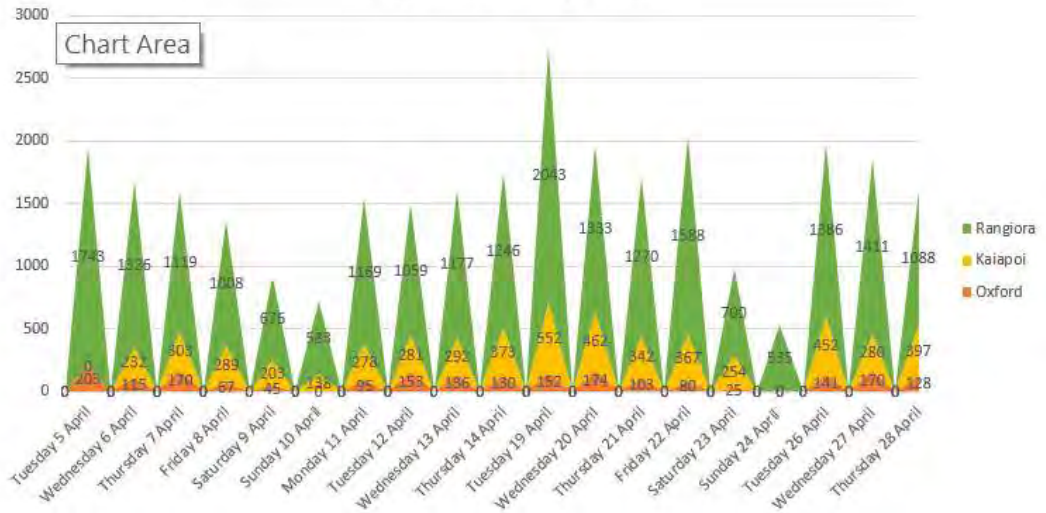
5.2. **Groups and Organisations**

There are groups and organisations likely to be affected by, or to have an interest in the subject matter of this report.

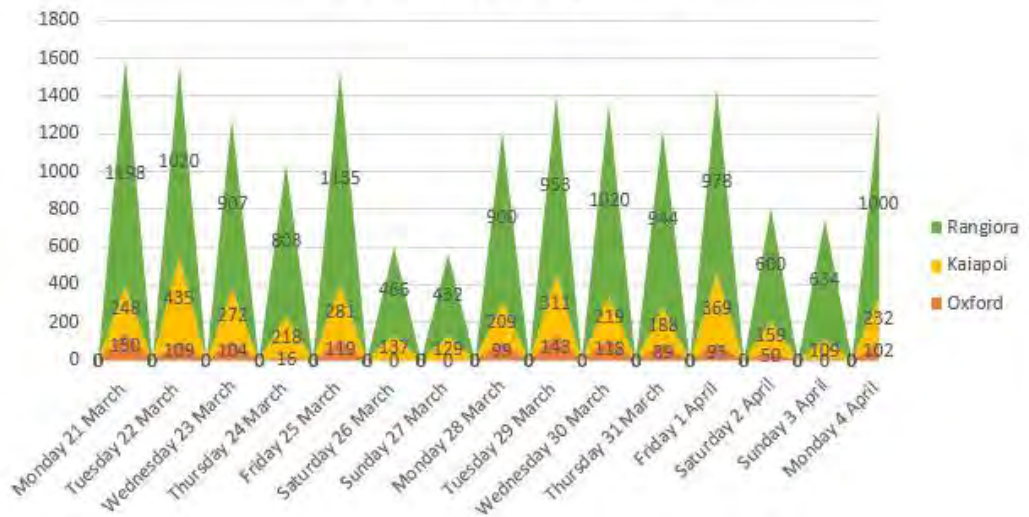
The following tables compare library visitor numbers, numbers of items issued and returned during two time periods; 21 March – 4 April, 2022 when vaccine passes were required to enter Libraries and 5th April – 29th April when vaccine passes were no longer required to enter Libraries.

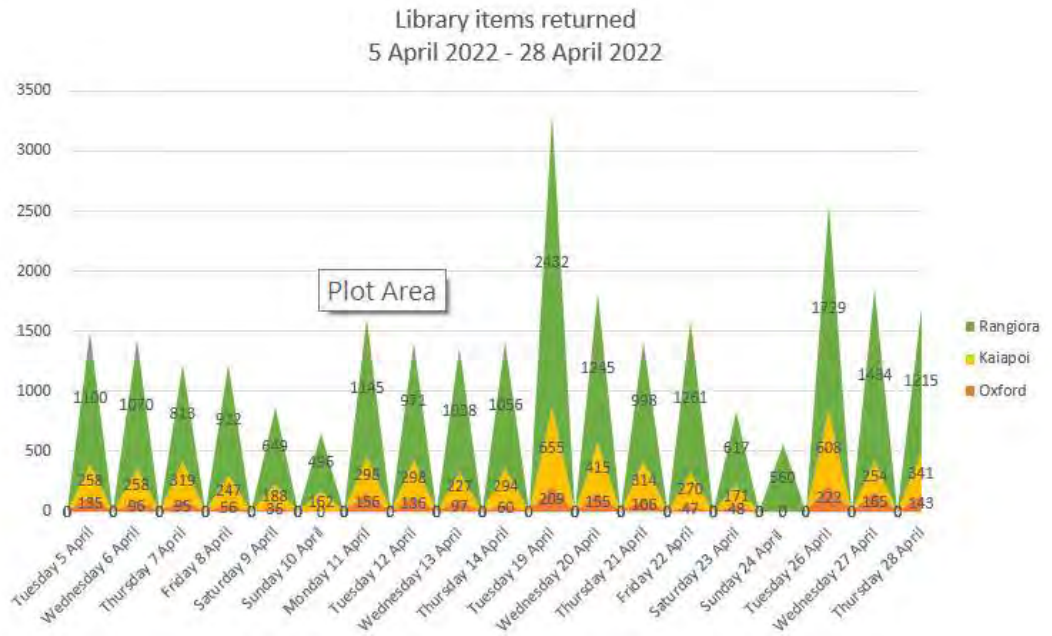


Library items borrowed
5 April 2022 - 28 April 2022



Library items returned
21 March 2022 - 4 April 2022





5.3. Wider Community

The wider community is likely to be affected by, or to have an interest in the subject matter of this report.

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 2022		
	<i>Actual</i>	<i>Budget</i>
Revenue		
Revenue	77,974	95,713
Rates	3,017,863	3,008,821
	3,095,837	3,104,535
Operating Expenses		
Maintenance	1,389,811	1,465,057
Overheads	292,357	406,905
Internal Interest	644,710	664,990
Depreciation	9,549	10,946
	541,216	619,688
	2,877,643	3,167,586
Surplus/ (Deficit)	218,195	(63,052)

6.2. Sustainability and Climate Change Impacts

The recommendations in this report do not 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.

- People have wider ranging opportunities for learning and being informed
- There is a strong sense of community within our District
- Effect is given to the principles of Te Tiriti O Waitangi
- The community's cultures, art, and heritage are conserved, developed and celebrated
- This is a safe environment.

7.4. Authorising Delegations

WAIMAKARIRI DISTRICT COUNCIL**REPORT FOR INFORMATION****FILE NO and TRIM NO:** GOV-01-04 / AQU-02-09 / 220509072485**REPORT TO:** COMMUNITY AND RECREATION COMMITTEE**DATE OF MEETING:** Tuesday 31st May 2022**AUTHOR(S):** Matthew Greenwood, Aquatics Manager**SUBJECT:** Aquatics March Update**ENDORSED BY:**
(for Reports to Council,
Committees or Boards)

Department 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 Attendance, Water Treatment results and a budget update for the year to April 2022.
- 1.2. This report details efforts around Covid and staffing, and their impacts on the provision of service.

Attachments:

- i. Nil

2. RECOMMENDATION**THAT** the Community and Recreation Committee:

- (a) **Receives** Report No. 220509072485.
- (b) **Notes** Aquatic Facilities progress against key performance indicators including Financial results, Water Quality and Customer Satisfaction.
- (c) **Notes** the impact of Covid on Facility Attendance across our network.
- (d) **Notes** the efforts taken to maintain service levels with the ongoing impacts of Covid isolation and staffing limitations.

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. 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 Attendance**

The following table provides a summary of attendance across the two indoor, year-round facilities for the most recent month, to compare with the previous month and previous year.

Attendance type	Kaiapoi Aquatic Centre			Dudley Park Aquatic Centre		
	Apr-21	Mar-22	Apr-22	Apr-21	Mar-22	Apr-22
Programmes	1,897	4,066	1,761	3,522	6,533	3,644
Recreation	1,688	500	1,688	8,790	3,042	6,582
Pre-paid	979	1,036	855	2,967	2,602	2,406
Total	4,564	5,602	4,304	15,279	12,177	12,632

Legend:

Programmes – Learn to Swim, Aquarobics and Schools programmes.

Recreation – Incorporates all casual swim types; adult, child, family, lane and leisure swims

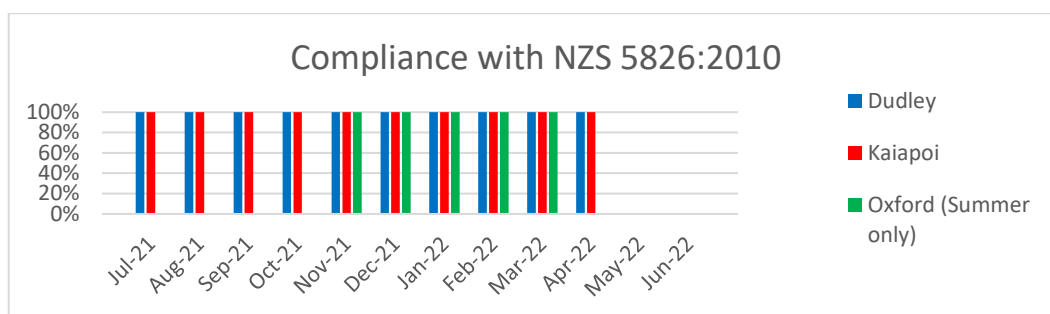
Prepaid – This includes redemption of all concession and membership card types.

In the table above you can see the effects of the school holiday period (Mar-22) heading in to a new school term (Apr-22) with the balance of activity shifting from Recreation back to Programmes. Actual attendance figures for April remain slightly down against last year. While the lifting of Covid restrictions has seen a positive response within the community, we continue to see numbers impacted by people isolating due to ongoing community spread. Further, our district has a large elderly demographic, which would be predicted to take a more cautious approach in returning to public areas, as is reflected in the statistics.

While numbers continue to stabilise when compared with previous months, enquiries for Learn to Swim programmes are up, which bodes well for programme numbers going in to winter, which is normally some of our slower months.

4.2. **Water quality update**

Water quality at the Aquatic Facilities is measured both internally throughout the day by staff and externally through monthly microbiological tests conducted by an independent lab. The table below indicates the achievement of the required PoolSafe and New Zealand water quality standards as measured by facility and month.



The water quality and testing at the Aquatic Facilities has met or exceeded New Zealand and PoolSafe standards for the 2021/22 year

4.3. Covid impact update

Removal of vaccine pass requirements and the move to Orange from the Red Covid protection setting has seen a change in customer confidence, with customers returning to swim and bookings up for Learn to Swim lessons. We are still requiring customers to wear masks at reception and support any staff and customers who also choose to wear them poolside, although this is not required due to the warm, damp atmosphere.

Community spread is still a very real risk and we are now beginning to see an increase in staff being required to isolate. The majority of cases have started as household contacts which bodes well for our ongoing precautions, including mask wearing at reception, distancing and stringent cleaning. Most of these household cases have gone on to become positive cases, which often further delays their return to work while they recover properly.

While we have been able to manage some of the absences, a number have involved key staff working full shifts. The team have worked hard to cover these gaps but at times this has led to impacted levels of service. Once we have exhausted all available options for cover, we notify the Management team and Councillors, and begin a process of advertising the changed hours to the community. Through our communications with the public it has been gratifying to see the outpouring of support and concern for staff wellbeing when these changes are announced.

While staffing impacts remain unpredictable, we are now starting to see fewer staff requiring time off for isolation, which bodes well for the provision of service going forward. Between this and a number of new staff coming online over the last few weeks, we expect these disruptions to be fewer and farther between going forward.

4.4. Staffing and recruitment

Further to the impacts created by staff in isolation, the team are now completing their third round of recruitment since Christmas. With record low unemployment, lack of travellers on “working holidays” and the opening of new facilities, we have seen a large number of staff moving on to take up other employment.

As part of this process we have investigated a number of alternate avenues, including co-opting surf guards, early education temping agencies for police-vetted staff and speaking to the Sport and Recreation Trust to find exercise tutors for the Aquarobics class.

The attraction and retention of talent within our industry is fast becoming a major concern for industry leaders and looks to be a main focus of an upcoming National Aquatics symposium. Other facility managers within the industry confirmed that they have also seen staff choosing to move on part way through the employment process in response to other opportunities and better offers. We continue to work closely with the Council's HR team to target our adverts to mature and reliable candidates.

With this current recruitment we are working to identify candidates who are keen to develop their skills working with the community and who have matching availability for our peak

work times. We offer a range of in-house training to further develop staff across a range of roles with flexibility and hours to suit most arrangements. We are confident that this round will get us back to a robust position, minimising future impacts to the community.

Implications for Community Wellbeing

Staff are in the process of investigating the Hāpai and Green Prescription initiatives which provide pathways to better accessibility and fitness to those most in need of outcomes.

While there are no specific implications raised by the issues above, Community Wellbeing continues to be a key driver for activities within the district's Aquatic Centres. The Community and Recreation team are currently looking to develop a number of initiatives to reintroduce recreation back to the community following Covid restrictions and an observed aversion to being in shared spaces. From the sharing of knowledge, developing key life skills, fellowship and the opportunity to make new friends, rehabilitation and recovery, to opportunities for exercise, relaxation and positive family interaction, 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, Recreation Aotearoa and the North Canterbury Sports and Recreation Trust, to name a few.

5.3. Wider Community

In our most recent customer satisfaction survey the Aquatic Facilities achieved an overall customer satisfaction rating of 91%. While this is down from our previous result of 96%, it exceeds the target of 90%, especially when considering the challenging environment that we are operating in.

Aquatics staff continue to engage with our community, through developments such as SwimDesk, the website, Facebook pages and emails to members. Further, we invite feedback through our in-house surveys, customer feedback boxes, staff interaction 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 2021/22 year as at March 2022.

Aquatic Facilities Budget Summary	YTD Actual \$'000	YTD Budget \$'000	Variance \$'000
Operational Income	876	1,341	(465)
Rates Funding	2,423	2,416	7
Total Income	3,300	3,757	(457)

Operation Expenses	2,439	2,576	138
Maintenance	165	213	48
Overheads	508	497	(11)
Internal Interest	193	194	1
Depreciation	382	407	25
Total Expenditure	3,686	3,886	200
Total Surplus (deficit)	(386)	(129)	(257)

Covid continues its impact on Operational Income. This period saw sites move from the Red to the Orange setting under the Covid Protection Framework. As noted in previous reports, the final income deficit, currently 465k is anticipated to grow as income continues to not align with the activity as anticipated for the Long Term Plan budget. This will require a future adjustment against 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 for staff and paying for time spent supporting other areas within Council. Further information on the Covid leave support scheme subsidy payments as applied for on behalf of Aquatic staff will be provided with the next update.

Staff are following up on a number of maintenance items across the network with works due for completion by the end of the financial year. Items such as pump servicing at the summer pools are scheduled to occur out of season to minimise impact on customers.

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

Staff continue to monitor and comply with all guidance coming from the Government and Ministry of Health. Ongoing planning has ensured staff are able to put appropriate

measures in place, often at short notice. Staff continue to meet with neighbouring Councils and the wider Aquatics industry to discuss, plan and share industry best practice solutions.

As detailed in 4.3 & 6.4 with ongoing community spread, Aquatics' greatest risk continues to be the ability to fully staff the facilities with staff required to isolate. To different degrees staff have had to employ our Business Continuity Plan (BCP) a number of times to manage our Levels of Service. This ensures we will be able to maximise the available space and activity, and ensure safe staffing levels with potentially limited staff resource.

Staffing limitations continue to put pressure on both Aquatics leadership and the other operational staff. This requires a heightened awareness by the leadership team of the individual team member's wellbeing.

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

While we have completed a number of recent 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.

6.4 **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, CDHB and other key groups to ensure our ongoing operation continues to comply with Ministry of Health instructions and guidance.

As detailed in 4.3 & 6.3 ongoing community spread risks impacting staffing and 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.

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.