

Waimakariri District Council

Community and Recreation Committee

Agenda

Tuesday 20 February 2024

3:30pm

Council Chambers
215 High Street
Rangiora

Members:

Cr Robbie Brine (Chairperson)

Cr Brent Cairns

Cr Al Blackie

Cr Niki Mealings

Cr Philip Redmond

Mayor Dan Gordon (ex officio)

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A MEETING OF THE COMMUNITY AND RECREATION COMMITTEE WILL BE HELD IN THE COUNCIL CHAMBER, 215 HIGH STREET, RANGIORA ON TUESDAY 20 FEBRUARY 2024 AT 3:30PM.

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

BUSINESS

Page No

1 **APOLOGIES**

2 **CONFLICTS OF INTEREST**

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

3 **CONFIRMATION OF MINUTES**

3.1 **Minutes of the meeting of the Community and Recreation Committee held on 12 December 2023**

6 – 18

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Confirms** the circulated Minutes of the meeting of the Community and Recreation Committee, held on 12 December 2023 as a true and accurate record.

3.2 **Matters arising (From Minutes)**

4 **DEPUTATIONS**

5 **REPORTS**

5.1 **Community Team Year in Review Report 2022/2023 – Tessa Sturley (Community Team Manager)**

19 – 57

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** report No. 240207017577.
- (b) **Notes** the collaborative, community-led approach adopted by the Community Team as part of business as usual and Civil Defence response and social recovery.

- (c) **Notes** that, as detailed in the Community Team Year in Review Report 2022/2023, all population and performance measure targets for the Community Development Strategy 2015 -2025 have now been met or exceeded.
- (d) **Notes** the pending review of the Community Development Strategy, due for completion before June 2024.

5.2 **Libraries Update to 29 January 2024 – Paula Eskett (District Libraries Manager)**

58 – 64

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No.240208018003.
- (b) **Notes** the customer service improvements.
- (c) **Circulates** the report to the Community Boards for their information.

5.3 **Aquatics February Report – Matthew Greenwood (Aquatics Manager)**

RECOMMENDATION

65 – 72

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 240207017098.
- (b) **Notes** Aquatic Facilities progress against key performance indicators including facility Attendance and a Financial result, \$16,000 better than budget.
- (c) **Notes** upcoming programmed maintenance closures will impact levels of service but allow us to complete works to refresh facilities and maintain key plant systems.
- (d) **Notes** a result of 96% for overall customer satisfaction as part of our biannual customer satisfaction survey.
- (e) **Circulates** this report to the Community Boards for their information.

6 CORRESPONDENCE

Nil.

7 PORTFOLIO UPDATES

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

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

7.3 **Community Development and Wellbeing – Councillor Brent Cairns.**

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

8 QUESTIONS

9 URGENT GENERAL BUSINESS

NEXT MEETING

The next meeting of the Community and Recreation Committee will be held on Tuesday 19 March 2024 at 3.30pm.

MINUTES OF A MEETING OF THE COMMUNITY AND RECREATION COMMITTEE HELD IN THE COUNCIL CHAMBER, 215 HIGH STREET, RANGIORA ON TUESDAY 12 DECEMBER 2023 AT 3PM.

PRESENT

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

IN ATTENDANCE

Councillors T Fulton, J Goldsworthy, and P Williams.

J Millward (Chief Executive), C Brown (General Manager Community and Recreation), G MacLeod (Greenspace Manager), T Sturley (Community Team Manager), M Greenwood (Aquatics Manager), K Howat (Team Leader Parks and Facilities), L Sole (Libraries Content and Discovery Team Leader), M McGregor (Senior Advisor Community and Recreation), J Rae (Greenspace Asset and Capital Project Advisor), B Dollery (Ecologist – Biodiversity), and T Kunkel (Governance Team Leader).

Eleven members of the public were present.

1 APOLOGIES

There were no apologies.

2 CONFLICTS OF INTEREST

Councillor T Fulton declared an interest in Item 5.1, 'Oxford Health and Fitness Trust Loan Request,' as he was a member of the trust.

3 CONFIRMATION OF MINUTES

3.1 Minutes of the meeting of the Community and Recreation Committee held on 17 October 2023

Moved: Councillor Blackie Seconded: Mayor Gordon

THAT the Community and Recreation Committee:

- (a) **Confirms** the circulated Minutes of the meeting of the Community and Recreation Committee, held on 17 October 2023, as a true and accurate record.

CARRIED

3.2 Matters Arising (From Minutes)

There were no matters arising.

4 DEPUTATIONS

4.1 Redevelopment of Rangiora High School – David Lows and Sophia Bidwell

D Lows provided an overview of the Master Plan for the proposed redevelopment of the Rangiora High School (the school) campus. He explained the constraints of the current buildings on the site and the impact that it would have on any potential redevelopment. It was found that the school's buildings were largely not fit for purpose, and it was recommended that some of the buildings, such as the hall and sports centre, should be demolished. The plan was to "open up" the school with a student-focused greenspace in the centre, allowing for community and student access. Currently, one of the most significant issues was that the school campus being divided by the East Belt.

The Master Plan made provision for the redevelopment of all facilities on one main campus with footpaths guiding student flow.

S Bidwell highlighted that the school supported the Arts in general and was committed to the development of the Arts, hence the proposed development of the new Performing Arts Centre at the school. The proposed centre would create a space to stage larger productions and benefit the Waimakariri District and even the entire North Canterbury.

D Lows noted that a feasibility study had been done to establish the cost of developing a Performing Arts Centre, and it was estimated that approximately \$10 million to \$12 million would be needed to build an 800 seats centre, which could meet the needs of the school and the North Canterbury community. The school was keen to work with the Council to ensure that the proposed redevelopment of the school aligned with other proposed developments in the area.

Councillor Brine questioned the proposed funding streams for the Performing Arts Centre. D Lows advised that the Ministry of Education had indicated they would commit approximately \$2 million to \$3 million. The Rangiora High School Board of Trustees had also committed \$2 million to \$3 million. The remainder of the construction cost would need to be raised.

Mayor Gordon enquired if the funding from the Ministry of Education and the Rangiora High School Board of Trustees had been committed. D Lows noted that this was still the initial stage of the project. However, the Ministry and the Board had indicated their support for the project plan. Also, the School had some reserves from the sale of a portion of the school farm, which may be used to fund the school's redevelopment.

Councillor Blackie asked what engagement had been undertaken with local iwi and was advised that local iwi had indicated their support of the project; however, in-depth engagement still needed to be initiated.

Councillor Futon questioned if the Performing Arts Centre would be used to promote the school as a "centre of excellence" for potential art students. S Bidwell advised that the school already had 250 students enrolled in various arts programmes. It was hoped that the centre would promote the school and Canterbury North as an arts destination.

In response to a question from Mayor Gordon, C Brown confirmed that the way forward would be for the school to make a submission to the Council's 2024/34 Draft Long Term Plan on the proposed Performing Arts Centre.

Councillor Brine enquired as to the proposed timeframe for constructing the proposed Performing Arts Centre, and D Lows noted that the school was hoping to commence construction within the next two to three years.

Councillor Brine thanked D Lows and S Bidwell for sharing the Master Plan for the proposed redevelopment of the Rangiora High School campus with the Committee.

4.2 **Rangiora Bowling Club – Norman Hewett**

N Hewett highlighted the challenges that the Rangiora Bowling Club (the Club) was experiencing. The Club appreciated that the Club building was of historical value to the Rangiora community. However, the Club believed that the building, which needed extensive and costly repairs, was not fit for purpose. For insurance purposes, the building had to be revalued every two years, and in 2022, the building was valued at \$3,145,000. The Club's annual insurance cost was \$21,000, which equalled its total annual subscription, and the Club was struggling to afford the insurance cost.

N Hewett noted that the Club believed it should not be responsible for looking after the historical building on behalf of the wider community. If the Council deemed the structure of such historical value that it needed to be retained for the community, then the Council should maintain the building. The Club was requesting that the Club building's heritage

listing be removed so that the building could be removed or demolished to allow the Club to continue with its primary function.

N Hewett advised that members were happy with the club's current location. However, the costs associated with the heritage status of the club building were causing a large amount of angst among the members. Unfortunately, unless some assistance was forthcoming, the building would continue to deteriorate and eventually have to be demolished. The Club wished to invite Councillors to visit the Club to better understand its challenges.

Mayor Gordon noted that the Club had previously shared their concerns with the Council, and staff was requested to assist them. He enquired what assistance was provided. N Hewett commented that staff was working with the Club, however, the Club still needed to undertake a feasibility study.

Mayor Gordon questioned if the Club had discussed the withdrawal of the heritage listing of the Club building with Heritage New Zealand. N Hewett noted the lack of support from Heritage New Zealand.

Councillor Redmond sought clarity on the number of members the Club had and was advised that there were 140 members.

Councillor Redmond enquired if the Club had reserves to fund the maintenance of the Club building. N Hewett explained that the Club's reserves were earmarked to replace the synthetic green at the Club.

Councillor Redmond further enquired if the Club had applied to the Council's Heritage Fund for support, and N Hewett confirmed that the Club had not.

In response to a question for Mayor Gordon, C Brown confirmed that the way forward would be for the Rangiora Bowling Club to make a submission to the Council's 2024/34 Draft Long Term Plan on the retention and maintenance of the Club building.

Mayor Gordon requested that a visit to the Rangiora Bowling Club for Councillors and that representatives from the Greenspace Team be asked to attend to discuss the Club's challenges.

4.3 North Canterbury Sport and Recreation Trust – Don Robertson and Rosie Oliver

D. Robertson thanked Council staff for supporting the North Canterbury Sport and Recreation Trust (NCSRT). He highlighted the various programmes run by the NCSRT in the Waimakariri District. D Robertson noted that stadium users had an interest in the stadium being financially viable to run their activities. The MainPower Stadium not only met the physical activity needs of a wide range of residents and visitors to the district, but it also provided a safe and clean environment for socialising while attending events. A monetary value could not be placed on the benefit of programmes, such as Reactivate North Canterbury being run at the stadium to improve the health, well-being and movement of people struggling with various medical conditions.

In response to a question from Councillor Mealings, R Oliver explained that the Reactivate Programme aimed to find more natural solutions to improving people's overall health to help reduce reliance on medications. Every situation was unique and may include exercise, functional movements, diet, or social activities.

Councillor Redmond enquired if the NCSRT favoured the change from a lease agreement to a management agreement for the operation of the indoor courts, administration area, and function room. D Robertson confirmed that the NCSRT supported the proposed change as it would ensure that the activities would remain affordable to the community.

5 **REPORTS**

At this time, Item 5.5 was taken, however, the Minutes have been recorded in the order of the Agenda.

5.1 **Oxford Health and Fitness Trust Loan Request – K Howat (Team Leader Parks and Facilities)**

Having previously declared a conflict of interest, Councillor Fulton sat back from the meeting table and did not participate in deliberations.

K Howat advised that the Oxford Health and Fitness Centre was built in 2011 in Pearson Park and has been a popular facility for the local community since its opening. The Oxford Health and Fitness Trust (the Trust) owned and rented the facility to the North Canterbury Sport and Recreation Trust (NCSRT), which managed the centre. The Trust had submitted a loan application to the Rata Foundation to build a 153-square-metre extension onto the existing gym facility in Pearson Park, Oxford. However, the Trust was aware that as a contestable fund, there was no guarantee their application would succeed. Hence, they had also approached the Council for a possible \$200,000 loan should their Rata application be declined.

Councillor Mealings questioned if the Trust would be provided with an option to repay the proposed loan faster if they were able. C Brown explained that if the Council approved the loan, the details of the loan repayments would be finalised as part of the Loan Agreement. However, the Council had always been supportive of organisations repaying loans faster in a bid to save money. He noted that the Loan Agreement would be submitted to the Council for approval if the Council approved the loan.

Mayor Gordon enquired if staff had investigated if the Trust would be able to repay a loan if needed. K Howat advised that based on the financial statements provided by the Trust, they were in a position to repay a \$200, 000 loan. C Brown noted that the Trust was in an excellent financial position, which was not expected to change. He further stated that the Council previously acted as a guarantor for a \$150,000 loan, which the Trust paid off in six months.

Councillor Redmond asked if it would not be better if the Council acted as a guarantor for a loan rather than loaning the Trust the money. C Brown acknowledged that the Council would prefer to act as a guarantor for the Rata Foundation loan.

Councillor Redmond further enquired whether there were other financial institutions which the Trust could approach for a loan. C Brown commented that more traditional financial institutions, such as banks, would expect the Trust to pay very high interest rates.

Moved: Councillor Cairns

Seconded: Mayor Gordon

THAT the Community and Recreation Committee:

(a) **Receives** Report No. 231130192636.

AND

THAT the Community and Recreation Committee recommends:

THAT the Council:

- (b) **Receives** Report No. 231130192636.
- (c) **Approves** in principle a loan of \$200,000 to the Oxford Health and Fitness Trust for the cost of building extensions subject to the outcome of a Rata Foundation community loan application.
- (d) **Notes** that, should the loan be required, a later report would be brought to the Council at the time which would include the specific details around this loan.
- (e) **Notes** that the Pearson Park Advisory Group had been consulted and supported the proposed building extension.

CARRIED

Councillor Futon abstained.

Councillor Cairns supported the motion based on the current popularity of the Oxford Health and Fitness Centre and the projected increase in membership due to the proposed extension.

Mayor Gordon noted that the Oxford community work hard to build and maintain assets such as the Oxford Health and Fitness Centre. The centre was very popular; there was no other gym in Oxford, so he supported the motion. However, he noted that should the loan be required, the report brought to the Council should include specific details about the Trust's ability to afford the loan.

Councillor Remond supported the proposed extension to the existing gym facility and, therefore, also the motion, with the understanding that should the loan be required, a report would be submitted to the Council.

5.2 **Draft Community and Recreation Activity Management Plan 2024 – G MacLeod (Greenspace Manager) and J Rae (Greenspace Asset and Capital Project Advisor)**

G MacLeod, J Rae and M Greenwood were present for the consideration of the report. G MacLeod advised that approval was sought for the Draft Community and Recreation Activity Management Plan 2024 (the Plan). The Plan outlined the significant issues associated with Greenspace and Aquatic activities and assets for the next ten years. The Plan identified future funding requirements and upgrades to maintain service levels, manage growth and renew existing assets. G MacLeod also noted that the Plan was an update rather than a complete refresh from the 2021 Activity Management Plan and was peer-reviewed by Audit New Zealand.

In response to a question by Councillor Mealing, G MacLeod confirmed that biodiversity climate change and sustainability had been considered in the drafting of the Plan and were included as part of 'Future Demand and Growth'. C Brown noted that the Plan also aligned with the National Policy Statement for Indigenous Biodiversity and the Council's Climate Change Policy.

Furthermore, Councillor Mealing raised a concern that the reference in the Plan to "*in the rural space between urban areas*" could be construed as Council support for urban sprawl. She, therefore, suggested that the wording be amended.

Councillor Blackie recommended that the reference in the Plan to Tangata Whenua of Aotearoa be amended to Mana Whenua, as the definition of Mana Whenua was better known. He also suggested that reference to the 'principles' of Te Tiriti with Ngāi Tūāhuriri be removed as the Plan should refer to "*a meaningful, open and trusting relationship based on Te Tiriti with Ngāi Tūāhuriri.*" G MacLeod confirmed that the proposed amendment would be included in the version of the Plan submitted to Council for approval.

Moved: Mayor Gordon

Seconded: Councillor Blackie

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 231116185475.

AND

THAT the Community and Recreation Committee recommends:

THAT the Council:

- (b) **Receives** Report No. 231116185475.
- (c) **Adopts** the Draft Community and Recreation Activity Management Plan for the purposes of Long Term Plan (LTP) consultation (TRIM 231116185502).
- (d) **Notes** the Activity Management Plan had been peer-reviewed by a specialist consultant with changes made to reflect this prior to coming to the Community and Recreation Committee for adoption.
- (e) **Notes** that the previous score from the consultant for the 2021 Activity Management Plan was 68%. The score for the draft 2024 Activity Management Plan was sitting at 73%, the industry benchmark sits at 70%.
- (f) **Notes** that the Council would adopt the final Activity Management Plan in conjunction with the adoption of the final Long Term Plan in June 2024.

CARRIED

Mayor Gordon supported the motion with the proposed amendment to the Plan being made before its submission to the Council for approval.

Councillor Blackie concurred with the comments made by Mayor Gordon and thanked the staff for the work undertaken in preparation of the Plan.

5.3 **Community Facilities Network Plan (Draft 2023) – G MacLeod (Greenspace Manager) and M McGregor (Senior Advisor Community and Recreation)**

G MacLeod and M McGregor were present for the consideration of the report. G MacLeod provided an overview of the draft Community Facilities Network Plan (CFNP) compiled by Recreation Sport and Leisure Consultancy (RSL Consultancy). He explained that the Council owned and operated 27 community facilities, which were utilised in varying degrees depending on location, functionality, and condition. Several independently owned facilities were also available for community use, such as sports clubs, churches, and schools. The CFNP was developed to understand the current capacity vs demand for community spaces and inform the Council's future capital and operational spending in this area.

Councillor Mealings questioned why the ownership of some of the Community Facilities included in the CFNP had not been verified. C Brown confirmed that the Schedule of Community Facilities included in the CFNP would be updated to include the ownership of all facilities.

With regard to proposed facility upgrades, Councillor Mealings advised that the Mandeville Sports Club was already investigating the possible improvement of the clubhouse. G MacLeod noted that RSL Consultancy had liaised with the Mandeville Sports Club regarding their future plans.

Moved: Councillor Cairns

Seconded: Councillor Blackie

THAT the Community and Recreation Committee:

(a) **Receives** Report No: 231115183576.

AND

THAT the Community and Recreation Committee recommends:

THAT the Council:

(b) **Receives** Report No: 231115183576.

(c) **Receives** the Community Facilities Network Plan as presented by RSL Consulting.

(d) **Considers** the action implementation plan as part of the 2024/34 Long Term Plan (LTP).

(e) **Notes** that staff had not proposed all recommendations for input into the 2024/34 draft Long Term Plan due to limited resources and prioritisation of funding.

(f) **Accepts** the draft as it was presented and approves the Action Implementation Plan as part of the 2024/34 Long Term Plan document.

CARRIED

5.4 **Application to the Biodiversity Contestable Fund – B Dollery (Ecologist – Biodiversity)**

B Dollery explained that an application had been received for an area of bush at 117 Mounseys Road, which was an extension of Taylor's Bush on a neighbouring property. The Significant Natural Area (SNA) was identified in 2018 and was a newly listed area under the proposed District Plan. The SNA had not received any protection, enhancement, or maintenance funding. The SNA housed distinct flora, rare in Canterbury, and provided habitat for several species. The landowners had made a substantial effort to plant native species and carry out pest, predator and weed control across their land.

There were no questions from elected members.

Moved: Councillor Blackie

Seconded: Councillor Mealings

THAT the Community and Recreation Committee:

(a) **Receives** Report No. 231124189477.

(b) **Approves** a grant of \$8,459 towards the work of James and Angelina Stephens to enhance and protect this newly mapped Significant Natural Area.

(c) **Notes** the amount available in the Biodiversity Contestable Fund totals \$98,370.

(d) **Notes** that successful application would be subject to an Accountability Agreement between the applicants and the Council.

CARRIED

Councillor Blackie supported the motion as the funding was available in the Biodiversity Contestable Fund, and he believed that the project was worthy of support.

Councillor Mealings agreed with the comments made by Councillor Blackie.

5.5 **MainPower Stadium Management Agreement – M McGregor (Senior Advisor Community and Recreation)**

C Brown explained that in terms of the MainPower Stadium Management Agreement, rent had been assessed for each area of the facility and was set at \$116 p/m². However, ongoing discussion had occurred between the North Canterbury Sport and Recreation Trust (NCSRT) and the Council regarding the assessment of rent. In particular, the assessment of the community courts area, the acknowledgement of the financial contribution to the facility by the NCSRT and the recognition of the work they carry out in the community. C Brown advised that indoor sports courts typically ran at a loss, and it had become clear that the revenue being generated by the stadium was not sufficient to meet the operating costs sustainably. Hence, staff worked with the NCSRT to try and establish a rent review process and methodology that would see the NCRST pay the Council a fair lease fee, was viable for the NCRST and recognised the commercial aspects of the venue. It was estimated that an additional \$100,000 in operational funding would be required per year to ensure the operational sustainability and upkeep of the stadium. This would be included in the Greenspace 2024/34 Long-Term Plan budget for the Council's consideration.

Councillor Cairns noted that solar panels would be installed at the stadium, which could save approximately \$42,000 per year. He enquired if the potential saving would reduce the required additional \$100,000 in operational funding. C Brown advised that the Council would be paying a set Management Fee. Thus, additional operational funding would still be required. However, the \$42,000 savings received for installing Solar Panels would be offset against the Management Fee.

In response to a question from Council's Williams, C Brown confirmed that rental was set at \$116 p/m² for all areas at the stadium, including the commercial areas. The rent review conducted by the Council indicated that rentals for commercial health and fitness facilities were between \$180 and \$220 p/m². However, even if the Council increased the rental for the commercial areas, thereby increasing the Council's income, it still was insufficient to cover the fee the Council had to pay to the NCRST for the successful management of the stadium.

Councillor Redmond asked who, under the Management Agreement, would be responsible for promoting the stadium and generating business. C Brown noted that the Management Agreement would detail the NCRST obligations for promoting the stadium and generating income.

Moved: Mayor Gordon

Seconded: Councillor Brine

THAT the Community and Recreation Committee:

- (a) **Receives** report No: 231107178453.
- (b) **Notes** that staff were recommending a change in agreement for the operation of MainPower Stadium indoor courts, administration area, and the function room from a lease agreement to a management agreement.
- (c) **Notes** the Fitness Centre, Café, and Active Health areas would remain under a commercial lease agreement.
- (d) **Notes** that staff were estimating that an additional \$100,000 would be required per year in operational funding to ensure the operational sustainability and upkeep of the facility, this had been included in the 2024/34 Long-Term Plan budget for the Council consideration.

- (e) **Notes** that there was an opportunity to install solar panels at MainPower Stadium to offset a portion of the power costs associated with the operation of the facility. Once the business case was completed, a full proposal for the installation of solar panels at the stadium would be tabled in a separate report.
- (f) **Notes** should the Council agree to the additional funding, staff would bring a report on the Management Agreement (including relevant performance measures) back for Council approval.

CARRIED

Mayor Gordon acknowledged the success of the Council's longstanding partnership with the NCRST. He noted that the NCRST was running a number of programs and facilities in the Waimakariri District, and any profits made were reinvested in the programmes. He further noted that the NCRST was meeting the physical and social needs of people in the district, and the Council wished the NCRST to remain sustainable. Mayor Gordon did not support retendering the operation contact for the MainPower Stadium as he believed that the NCRST was effectively managing the facility. However, he supported the motion with the understanding that the additional funding would be included in the Draft 2024/34 Long-Term Plan budget for the Council's consideration.

Councillor Redmond concurred with the comments made by Mayor Gordon, and he congratulated the NCRST on the successful running of the MainPower Stadium. He supported the motion with the understanding that the preferred option would be to change the lease agreement to a management agreement for the operation of the indoor courts, administration area, and function room.

5.6 **Waimakariri Sports Facilities Plan Review – G MacLeod (Greenspace Manager) and M McGregor (Senior Advisor Community and Recreation)**

G MacLeod presented the outcomes of the recently completed Sports Facilities Plan (the Plan) review. The review was conducted by RSL Consultants, who completed the previous plan in 2020. Greenspace commissioned this review to inform 2024/34 Long Term Plan budgets and decisions. RSL Consultants conducted interviews with staff officers in the sports and recreation areas and with key organisations operating facilities as part of the review.

G MacLeod elaborated on the recommendations made by RSL Consultants regarding the Southbrook Sports Pavilion rebuild and the second cricket oval at 154 East Belt, which had been included in the 2024/34 Long Term Plan.

C Brown noted several of the outcomes of the Waimakariri Sports Facilities Plan 2020/32 and the vast investment that the Council had made in sports and recreation in the district.

Councillor Mealings advised that the facilities at Ohoka School were also available for community use. G MacLeod undertook to update the Plan accordingly.

Moved: Councillor Brine

Seconded: Councillor Blackie

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 231115183586.
- (b) **Receives** the Waimakariri Sports Facilities Plan Review (Trim: 231130192819).
- (c) **Notes** that staff had reviewed the recommendations in the Sports Facilities Plan Review and included the following for consideration by the Council as part of the draft 2024/34 Long Term Plan:
 - A third part contribution towards the Southbrook Sports Pavilion rebuild (\$1,300,000.00).

- A 50% contribution towards the cost of the second cricket oval at 154 East Belt (\$500,000.00).
- (d) **Notes** that all other funding reflected in this report was included in the 2024/34 Long Term Plan unless otherwise noted.

CARRIED

Councillors Brine, Blackie and Redmond supported the motion, noting that Council would consider the recommendations in the Plan as part of the draft 2024/34 Long Term Plan.

5.7 **Aquatics December Report and Aquatics Plan Updates – M Greenwood (Aquatics Manager)**

M Greenwood provided an overview of the Aquatic Facilities unit's year-to-date progress, as measured against the unit's most significant Key Performance Indicators. He highlighted the following:

- Aquatics customer attendance continued to grow.
- The review of the District Aquatic Plan.
- The need for the development of Hydrotherapy and Leisure facilities.
- The feasibility of developing a hydro-slide in the Waimakariri District.

There were no questions from elected members.

Moved: Councillor Redmond

Seconded: Councillor Cains

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 231004157525.
- (b) **Notes** Aquatic Facilities progress against key performance indicators including facility Attendance and Financial results.
- (c) **Notes** that the development of Hydrotherapy and Leisure facilities would align with current community demand as detailed in the District Aquatic Plan.
- (d) **Notes** integration of the Dudley Pavilion and Dudley Pool facilities would see higher activation and engagement with efficient use of spaces aligning with recommendations in the District Aquatics and Community Facilities Network Plans.
- (e) **Notes** that the development of a hydro-slide would best be considered again in future planning following the construction of Parakiore in Christchurch.
- (f) **Notes** that the Council would consider the development of new services as part of its 2024/34 Long Term Plan process.
- (g) **Circulates** this report to the Community Boards for information.

CARRIED

5.8 Libraries Update to November 15, 2023 – P Eskett (Libraries Manager)

L Sole provided an update on the key activities and customer service innovations undertaken by Waimakariri Libraries in October and November 2023. He emphasized the following:

- Waimakariri Libraries' annual data shows strong performance in lending.
- Space constraints at Rangiora Libraries.
- Engagement of young people

Councillor Redmond questioned the decrease in revenue, and C Brown explained that the Libraries' estimated revenue had been affected by the Council's policy of no fines for extended loans. The revenue was expected to balance by the end of the financial year.

Councillor Cairns enquired if the 60,000 increased loans were inclusive of all Waimakariri Libraries and how many people visited the Kaiapoi and Oxford Libraries annually. L Sole advised that the increase in lending was inclusive of all libraries. The Kaiapo Library averaged approximately 400 visitors per day, and the Oxford Library approximately 400 visitors per day. The hosting of events at the libraries, such as story time and craft groups, encouraged visitors.

C Brown noted that the Council had reduced the number of books in the Waimakariri collection, and the team had therefore been able to concentrate and showcase the books popular with the community, thus the increase in lending.

Moved: Councillor Cains

Seconded: Councillor Mealings

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 231123188350.
- (b) **Notes** a significant increase in total physical (book) loans with an additional 60,000 loans over the previous year. This included an increase of 27,328 issues in children and young adults and 33,618 in adults. The total number of issues for the previous year was 638,477 items, a record for Waimakariri Libraries.
- (c) **Notes** Growth of Instagram and Facebook to engage with hapori (community), particularly Rangatahi (youth) which had resulted in increased engagement around library services in our physical spaces.
- (d) **Circulate** the report to the Community Boards for information.

CARRIED

Councillors Cairns and Mealing commended the library staff for their excellent work in supporting the Waimakariri community.

Mayor Gordon acknowledged the volunteers who assisted in the libraries and created a space of community engagement.

6 CORRESPONDENCE

Nil.

7 PORTFOLIO UPDATES

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

- Silverstream Reserve – Hosted function for volunteers, who detected 2,900 hours during the year.

- Kaiapoi River – The three new five-knot buoys would be installed by Environment Canterbury this week. The acting Harbour Master was trying to secure funding to address the problems with speeding.
- Te Kohaka o Tuhaitara Trust – The Mahinga Kai contract for the entrance and the fences was out for tender. The Kairaki sections were on the market.

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

- Tennis courts on Coldstream Road – Commended the staff and the developers for the excellent development.
- Maria Andrews – the carpark upgrade was proceeding.

7.3 **Community Development and Wellbeing – Councillor Brent Cairns.**

- Road Safety Working Group meeting - Previously, the ratio of drivers over the breath alcohol limit was 1/100, and in Christchurch City, the ratio was 1/25. New Zealand Police were conducting more breath testing stops.
- Beach matting trial at Waikuku Beach - Organised by the Ocean Access Advocates Roopu. They had 10 meters of matting on loan and aspired to make the ocean increasingly accessible. Information was available at <https://www.facebook.com/profile.php?id=61552398036357>.
- The Community Wellbeing Forum - The new strategy would essentially aim to build on existing resources, with an emphasis on advocacy, empowering people out of adversity, inclusion and activating our communities, places, and spaces. Two of the biggest challenges that we currently face were mental health and access to health service providers (essentially GPs and mental health support). Housing, of course, was a continuing priority. However, there was a fair bit happening in that space. Additional navigators were needed who could assist individuals and whanau who have complex needs and help them to navigate a range of supports to affect positive outcomes.
- Christmas Carnivals – The carnivals were well attended, and the various promotions associations should be commended for their work. All have reported they were able to keep to budget, and some reported surpluses relating to generous support from businesses or charging for some of the activities.
- Many businesses report that in these tough times, discretionary spending was down, with an increase in staff costs along with interest and rental costs.
- Toot for Tucker - The amount donated increased by approximately 40%.
- Strawberry Fair – The fair would be hosted at the Kaiapoi Food Forest from 11am to 3pm on Saturday 17 December 2023

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

- Waimakariri Public Arts Trust – the Branded Exhibition was fairly successful, although the Trust did not sell as many paintings as hoped, the exhibition raised the Trust's profile. The Trust was thankful that the Council approved the exemption for the Trust from reporting on performance requirements under the Local Government Act 2002.
- Waimakariri Arts Collection Trust – Seven paintings had been identified for exhibition in the Council Chamber

8 QUESTIONS

Nil.

9 URGENT GENERAL BUSINESS

Nil

NEXT MEETING

The next meeting of the Community and Recreation Committee would be held on Tuesday 20 February 2024 at 3.30pm.

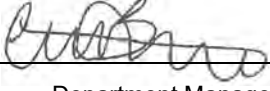
THERE BEING NO FURTHER BUSINESS THE MEETING CLOSED AT 4.55pm.

CONFIRMED

Chairperson

Date

Unconfirmed

WAIMAKARIRI DISTRICT COUNCIL**REPORT FOR INFORMATION****FILE NO and TRIM NO:** GOV-01-04 / CMS-09-10-02 / 240207017577**REPORT TO:** Community and Recreation Committee**DATE OF MEETING:** 20 February 2024**FROM:** Tessa Sturley – Community Team Manager**SUBJECT:** COMMUNITY TEAM YEAR IN REVIEW REPORT 2022/2023**SIGNED BY:**
(for Reports to Council,
Committees or Boards)
Department Manager
Chief Executive**1. SUMMARY**

1.1. This report provides an overview of the Community Team Year in Review report, 2022/2023, which details activity in four key areas:

- Community Development
- Community Safety
- Youth Development and Opportunity
- Civil Defence Welfare Response and Recovery

1.2. It details the collaborative, community-led approach applied to the work of the Community Team in response to community-identified need and opportunity.

Attachments:

- i. Waimakariri District Council Community Team Year in Review 2022/2023 report (Trim # 240123009045)

2. RECOMMENDATION

THAT the Community and Recreation committee:

- (a) **Receives** report No. 240207017577
- (b) **Notes** the collaborative, community-led approach adopted by the Community Team as part of business as usual and Civil Defence response and social recovery.
- (c) **Notes** that, as detailed in the Community Team Year in Review Report 2022/2023, all population and performance measure targets for the Community Development Strategy 2015 -2025 have now been met or exceeded.
- (d) **Notes** the pending review of the Community Development Strategy, due for completion before June 2024.

3. **BACKGROUND**

- 3.1. In line with the four pillars of the Waimakariri Community Development Strategy 2015 - 2025, the Community Team's collective role is to:
- **Engage** with the community and so capture its views, imagination, skills, experience and ideas.
 - **Inform** the community about significant relevant issues and opportunities that affect the lives of our residents.
 - **Connect** people, groups and organisations with others who can help to address those issues and opportunities.
 - Help them to establish working groups and **empower** them with the skills, information and resources they need to collectively translate their ideas into action.
- 3.2. The collective works of the Community Team align with all four of Council's Community Outcomes.
- 3.3. Both business-as-usual and Civil Defence Emergency/pandemic recovery incorporate several key portfolios, facilitating and supporting the addressing of key community-identified priorities, as detailed in the table below:

SAFE COMMUNITIES	RELATIONSHIPS	Families	Youth	Peers
	RESILIENCE AND WELLBEING	Alcohol Positive Ageing	Suicide & Self Harm Civil Defence Welfare	
	SAFE ENVIRONMENTS	Homes Internet	Rural Properties	Streets
WELCOMING COMMUNITIES	CONNECTION	Residents Groups Social Isolation Easily accessible, relevant information	Subdivisions Collaborative Networks	
	INVOLVEMENT	Volunteering	Skill sharing Arts Strategy	
	INCLUSION	Migrants	Accessibility	
EMPOWERED COMMUNITIES	CAPABILITY AND CAPACITY BUILDING	Capability-building for volunteers, members, staff and leaders of community groups and organisations Support and advice for growing community groups, organisations and sectors (E.g. Arts)		
	COMMUNITY ENGAGEMENT	Support and promotion to encourage residents to have a voice in local, regional and national consultations		
	OPPORTUNITY	WaiYouth - Events Youth Council - Youth Voice		

		<p>Youth Services Network - Opportunities and support for local young people</p> <p>Emergency and Transition Housing</p> <p>North Canterbury Youth Futures for Education and Employment Possibilities</p> <p>Mayor’s Taskforce for Jobs</p> <p>Food Security</p> <p>Kaiapoi Community Hub</p> <p>Mobile Community Support Hub</p>
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- 3.4. The Community Team’s ‘Year in Review’ report documents the work of the Community Team in the 2022/2023 financial year and acknowledges the contribution of the various geographic and ‘of interest’ communities that make up the Waimakariri District. Results are measured according to Results Based Accountability, which provides quantitative and qualitative evidence for success. – “What did we do? “How well did we do it?” and “Is anyone better off?”
- 3.5. As well as serving as accountability to funders and community partners, the ‘Year in Review’ report celebrates what has been achieved through the collaborative work of many local organisations to enhance the wellbeing, connection, inclusion and empowerment of people right across the District.

4. ISSUES AND OPTIONS

- 4.1. The attached report provides an overview of key priorities, activities and results related to community-identified need and opportunity, both as business as usual, and in Civil Defence welfare response and social recovery from disaster, extreme weather and pandemic events.

It also details priority initiatives that address.

- Response and Social Recovery from COVID – 19 and Civil Defence weather emergencies:
- Capability and capacity building for community and voluntary sector groups and agencies,
- Community safety and wellbeing, including alcohol and drug harm, and suicide prevention.
- Cultural competency, and empowerment for ethnic migrants
- Social inclusion, including the creation of ‘Welcoming’ accessible and age-friendly communities
- Youth Development, and employment

- 4.2. Results are recorded against the Enage, Connect, Inform and Empower pillars of the Community Development Strategy 2015 -2025. As detailed in the report, quantitative results for the 2022/2023 year have seen all 2025 targets met or exceeded for both population and performance indicators.

Qualitative performance impact for each objective is reported according to the Results Based Accountability indicator, ‘Is anyone better off.’

4.3. With both population and performance targets achieved, this strategy is under review, however these pillars continue to provide an appropriate framework for effective community development.

4.4. While the report details key activity, overall things to note in relation to the four pillars are:

4.4.1. Engaging new stakeholders

- The maintenance of 18 networks and over 300 stakeholder relationships that inform and contribute to the delivery of initiatives that address local issues and opportunities.
- The incidental role of the Community Team in providing a welcoming, open door and link into community supports for some of our more vulnerable residents.
- The active role that Community Team staff play in a number of relevant regional and national networks.

4.4.2. Facilitating connection

- The collaborative approach that the community has established and continues to operate as a successful means of delivering positive social outcomes for people in the Waimakariri District.
- The work done to facilitate connection between residents at neighbourhood level, across demographic groups and communities of interest; and for some of our more vulnerable residents.
- The intentional approach applied to ensuring that new residents and migrant newcomers are welcomed and supported into the life of their communities.
- Development of a strategy to facilitate collaboration to increase the profile, capacity and capability of the local arts sector; and to increase the community's degree of connection with the arts.

4.4.3. Informing people about the issues and opportunities that affect them

- The broad range of professional development for local services, agencies and community leaders around key issues, ensuring that they are well informed and appropriately skilled to support our vulnerable residents
- The range of free, quality community education and support workshops that will help those most affected to address significant issues like suicide, drug and alcohol harm, injury and relationship violence
- The breadth of relevant, local information developed and disseminated by the Community Team through the appropriate avenues so that people can access support or opportunities to participate in the life of their community.
- The strong online and social media following that Community Team - facilitated, on-line communication fora have generated.

4.4.4. Empowering Residents

- The role of capability building workshops and one-on-one support in helping community groups and organisations to attract, manage and keep good staff and volunteers, build their profile and operate in a financially and operationally sustainable manner.

- The significant funding acquired to support a broad range of community-led initiatives, including food security, time-banking, migrants and newcomers initiatives, community safety, social support and youth development.
- The broad engagement and consultation that see hundreds of voices from the community services, social, health, business, education, faith, youth and general community sectors applied to planning local large and smaller scale projects.
- The opportunities created for young people and ethnic migrants to learn skills that will help them to gain employment.
- The work toward creating a more accessible and inclusive district
- The community-led approach applied to Civil Defence welfare response and social recovery from COVID-19 and flood events.

Implications for Community Wellbeing

There are significant implications on community wellbeing as a result of this works:

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

5. COMMUNITY VIEWS

5.1. Mana whenua

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

Staff continue to seek Ngāi Tūāhuriri feedback and representation on local networks.

5.2. Groups and Organisations

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

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. **IMPLICATIONS AND RISKS**

6.1. **Financial Implications**

There are no financial implications for Council in relation to the content of this report. However, Community Team staff will assist with the acquisition of external funding for some of the key projects that are identified by the networks that they support.

6.2. **Sustainability and Climate Change Impacts**

The information in this report does have sustainability impacts.

This work directly affects the sustainability of our community and our environment through initiatives that repurpose or reuse assets and through the expansion and development of community gardens, food forests and edible trees in public places. Using our greenspaces to support the health, wellbeing and physical nourishment of our community we maximise the use of the environmental resources we have.

6.3. **Risk Management**

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

6.4. **Health and Safety**

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

7. **CONTEXT**

7.1. **Policy**

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

7.2. **Legislation** N/A

7.3. **Community Outcomes**

This work is an active mechanism for delivery of several aspects of each of Council's four draft Community Outcomes for the Waimakariri District Council Long Term Plan:

Social: (That the Waimakariri District is) a place where everyone can have a sense of belonging

- Council commits to promoting health and wellbeing and minimizing the risk of social harm to its communities.
- Our community groups are sustainable and able to get the support they need to succeed.
- Our community has access to the knowledge and skills needed to participate fully in society and to exercise choice about how to live their lives.
- People can enjoy meaningful relationships with others in their families, whanau, communities, iwi and workplaces.

- Our community has equitable access to the essential infrastructure and services required to support community wellbeing.

Cultural: A place where our people are enabled to thrive and give creative expression to their identity and heritage.

- Public spaces express our cultural identities and help to foster an inclusive society.
- The distinctive character of our takiwā / district, arts and heritage are preserved and enhanced.
- All members of our community are able to engage in arts, culture and heritage events and activities as participants, consumers, creators or providers.
- Waimakariri's diversity is freely expressed, respected and valued.
- There is an environment that supports creativity and innovation for all.
- Local arts, culture and heritage are able to make a growing contribution to the community and economy.

Environmental: A place that values and restores our environment

- Our district is resilient and able to quickly respond to and recover from natural disasters and the effects of climate change.
- Our communities can access and enjoy natural areas and public spaces.

Economic: A place that is supported by a resilient and innovative economy.

- There is access to meaningful, rewarding, and safe employment within the district.
- Our district recognizes the value of both paid and unpaid work.
- There are sufficient skills and education opportunities available to support the economy.

7.4. Delegations

None



Tessa Sturley
COMMUNITY TEAM MANAGER



Community Team

Year in Review 2022/2023





Volunteer Expo - Kaiapoi

Celebrating Chinese Language week



Race Unity art competition



Checking our local foreshore with Accessible Beaches NZ



Community Team helping out with the Hope Trust community dinners



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Introduction

Ma tini ma mano ka rapa te whai

Many hands make light work -
Unity is strength.

Our work is to:

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

We can then acknowledge and celebrate, with our community, the great work they have done.



Tessa Sturley
Community Team Manager

While this report documents the work of the Waimakariri District Council Community Team, it also celebrates the incredible contribution of the various geographic and ‘of interest’ communities that make up the Waimakariri District. This is a great community in which it is easy to find a bunch of like-minded people together, to roll up their sleeves and get things done. A community where, for example, a contracting company, a mental health provider and a service club work together in an unlikely, but extremely successful context. Such collaboration results in an incredible array of community-led initiatives. This exemplifies the value of collective wisdom, ability and talent.

As a team of Council-based facilitators, our role is not so much to “do stuff”, but more to work with the people from these communities to “make stuff happen”. We are open eyes, listening ears and willing hands to support the community. We can then acknowledge and celebrate, with our community, the great work that they have done.

This report is part of that celebration. We hope that you enjoy seeing all that ‘you’ as a community have achieved, over the 12-month period ending 30 June 2023...with support from us.

Mayor and Chief Executive's Message



Message from the Mayor

The Waimakariri District Council has consistently demonstrated its commitment to community wellbeing through its vision, *“to pursue with the community a high quality physical and social environment, safe communities, and a healthy economy.”*

The Community Team focuses on Community Safety, Community Development, and Youth Development. In line with the Council's vision, they apply a collaborative approach to facilitating stronger, safer, vibrant communities across our District. This report documents the key achievements of the Community Team's work with a variety of partners in the community.

The Waimakariri District Council is proud of these achievements, and we are committed to continuing to make community wellbeing a priority in this District.

Dan Gordon
Mayor



Message from the Chief Executive

I am pleased to endorse this 'Year in Review' report. Its content details the results of the community-led, collaborative work of the Community Team in conjunction with a variety of local and national stakeholders in Community Safety, Community Development and Youth Development.

The documented results show the value of this approach and the outcomes that are possible when community workers, community volunteers, government and non-government agencies and the Council staff all work together on projects that enhance the quality of life for people living in the Waimakariri District.

Jeff Millward
Chief Executive

Overview: “The Waimakariri Way”

Creating and maintaining strong, connected vibrant communities

The Waimakariri District has been accredited to the World Health Organisation approved ‘International Safe Community’ model since 1999, when it was the second community in New Zealand to achieve such status.

The Community Team works under the umbrella of the Waimakariri District Council to facilitate an evidence-based, community-led approach to foster safe, resilient communities so that “Waimakariri is a District where people are thriving.”

Waimakariri District Council Community Development Strategy 2015-2025.

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

Benefits of a community-based, facilitated response

Local facilitation is essential. These things don't just happen; they need someone to pull the strings, make the connections and facilitate action. Such functions sit outside the capacity (and often capability) of already stretched service providers.

The facilitator role is:

- To scope the issues and opportunities
- To work with the experts and research proven models, and then apply local knowledge to ensure locally relevant and effective initiatives
- To identify and work with the right partners
- To ensure that the right connections and support mechanisms are in place for local people
- To ensure appropriate reach for resources, education and community supports
- To facilitate evaluation of initiatives, so that we are making a difference, rather than just being well intentioned.



Mental health awareness



Alignment with Council Community Outcomes

This work is an active mechanism for delivery of several aspects of each of Council's four Community Outcomes for the Waimakariri District Council Long Term Plan:

Social : (That the Waimakariri District is) a place where everyone can have a sense of belonging.

- Council commits to promoting health and wellbeing and minimizing the risk of social harm to its communities
- Our community groups are sustainable and able to get the support they need to succeed
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- People are able to enjoy meaningful relationships with others in their families, whanau, communities, iwi and workplaces
- Our community has equitable access to the essential infrastructure and services required to support community wellbeing.

Cultural: A place where our people are enabled to thrive and give creative expression to their identity and heritage.

- Public spaces express our cultural identities and help to foster an inclusive society
- The distinctive character of our takiwā / District, arts and heritage are preserved and enhanced
- All members of our community are able to engage in arts, culture and heritage events and activities as participants, consumers, creators or providers
- Waimakariri's diversity is freely expressed, respected and valued
- There is an environment that supports creativity and innovation for all
- Local arts, culture and heritage are able to make a growing contribution to the community and economy.

Accessibility training



Environmental: A place that values and restores our environment.

- Our District is resilient and able to quickly respond to and recover from natural disasters and the effects of climate change
- Our communities are able to access and enjoy natural areas and public spaces.

Economic: A place that is supported by a resilient and innovative economy.

- There is access to meaningful, rewarding, and safe employment within the District
- Our District recognizes the value of both paid and unpaid work
- There are sufficient skills and education opportunities available to support the economy.

Community trailer

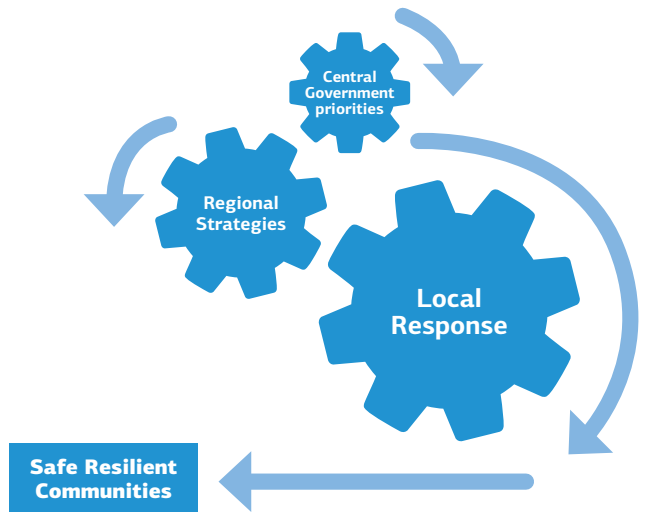


Strategic Alignment

Strategic alignment with Regional and Central Government priorities

The alignment of the Waimakariri response with regional strategies and Central Government priorities ensures that wider research and proven resources and models are applied to planning for local responses. It also translates the 'What?', or Central Government Priorities, into action to address those priorities.

This translates into increased reach, as more stakeholders are brought into community-led, collaborative responses. The significant number of partner hours and/or dollars generated translates into a return on funder investment of at least double, in terms of capacity and reach.



Pegasus Networking forum



GLOW - Global Locals of Waimakariri



Dudley Park mural painting

Key Priority Projects 2022/2023

1. Response and Social Recovery from Covid-19 and Civil Defence flood emergencies:
 - Food Secure Project, reducing food poverty through education and accessibility to free, sustainable food sources
 - Kaiapoi Community Hub, creating a welcoming, inclusive vibrant space where people can be empowered through connection, learning and skill-sharing
 - Next Steps Website development, creating an easily accessible link to information about the supports and services available to local residents; particularly in times of crisis.
2. Continued development and delivery of 'On Track' capability and capacity building series for community and voluntary sector groups and agencies.
3. Community safety and wellbeing to support and empower at-risk demographics. This included:
 - Family and relationship violence
 - Suicide prevention, wellbeing and resilience
 - Alcohol and drug harm.
4. Cultural competency, and inclusion and empowerment for ethnic migrants.
5. Social connection and inclusion.
6. Youth Development, including facilitation of:
 - Waimakariri Youth Council
 - WaiYouth Action Groups
 - North Canterbury Youth Services Network
 - Youth Opportunity and Employment.
7. Accessible and age-friendly communities.



Volunteer Expo - Rangiora



English Language classes

2022/2023 Financial Year Results

The following report details a summary of results against Waimakariri Community Development Strategy Performance Measures, along with an overview of key outputs and achievements for the Team over the 2022/2023 financial year against the four strategic goals for the strategy.

Community development strategy 2015 – 2025

- **Mission:** Facilitating stronger, safer, vibrant communities
- **Vision:** Waimakariri is a District where people are thriving
- **Strategic Goals:**
 - to engage
 - to connect
 - to inform
 - to empower

the Waimakariri community.

Population indicator results

These are measures that the work of the Community Team can claim some part of achieving.

Population indicator results				
Goal	Indicator	Benchmark	Target 2025	Result 2022/23
Connect	Percentage of respondent households involved in recreation, arts and cultural, school, church, community, sports or service groups/organisations.	40% (WDC New Dwellings Survey, 2014)	65%	*Note: Change of indicator in the 2019 survey. (see below)
Inform	Percentage of respondent households satisfied with the information about what is going on in the District.	30% (Council Community Survey 2019)	55%	82% (Council Community Survey 2019)
Goal	Indicator (New)		Benchmark	2022/23
*Connect	*Percentage of respondent households that are satisfied with their level of Social Connectedness.		75% (WDC Community Survey, 2016)	80% (WDC Community Survey, 2019)

Performance indicator results 2022/23

These are specifically measurable as outcomes directly attributed to the work of the Community Team.

Performance indicator results 2022/23				
Goal	Indicator	Benchmark (WDC Performance measures 2014/15)	Target 2025	Result 2022/23
Engage	Total number of partners supporting Community Development, Youth Development and Community Safety initiatives.	300	≥ 300	> 300
Connect	Number of local groups that connect residents or organisations, supported by the Community Team.	12	≥ 12	21
	Evidence of Community Team Support for the development of new groups that facilitate community connection.	N/A	≥ 8	12
Inform	Community Team Facebook page following.	1,789	1,800	4,300
	Monthly hits on Community page of Waimakariri District Council website.	2,800	≥ 3000	3,188
	Number of community groups contributing to Chatter monthly community information newsletter each year.	150	≥ 150	137
Empower	Number of new Community-led initiatives developed with support from the Community Team.	N/A	≥ 10	22

Progress against these goals is detailed on the following pages.

Note: With both Population and Performance Indicator targets well and truly exceeded, new targets are being set as part of a reviewed strategy 2024 – 2029.



Festival for Future



Next Steps support website

Engage

Engaging with people, groups and organisations

What did we do?

Maintained relationships with well over 300 local, regional and national partners covering the government, non-government, community and business sectors.

How well did we do it?

Maintained connections in the local government, iwi, health, education, social service, business and grassroots community sectors, including staff involvement and/or facilitation of the following networks:

a) Local networks

- Social Services Waimakariri
- Waimakariri Health Advisory Group
- Violence Free North Canterbury
- Waimakariri Access Group
- Waimakariri Bike Project Group
- Waimakariri Drug and Alcohol Harm Steering Group
- Waimakariri Migrants Steering Group
- Waimakariri Suicide Prevention Steering Group
- North Canterbury Youth Services Network
- Age-friendly Waimakariri Advisory Group
- Waimakariri Youth Council
- WaiYouth Group
- North Canterbury Youth Futures
- Volunteer Coordinators' Network
- North Canterbury Food and Budgeting Forum
- Food Secure North Canterbury Steering Group
- Civil Defence Response Local Welfare Committee
- Next Steps Steering Group.

Is anyone better off?

Broad local, regional and national engagement provides increased opportunity to enhance the safety, wellbeing and resilience of Waimakariri residents.

There are more people to plan, to do the work and to fund the work, so that community aspirations are more easily achievable.



Food Secure North Canterbury at Back to Basics event

b) Regional Networks

- Active Canterbury
- Waka Toa Ora (Healthy Greater Christchurch) Steering Group
- INFoRM network of Refugee and Migrant Service Providers
- Eldercare Canterbury
- Together Hurunui
- NZ Disability Advisory Trust
- Rerenga Awa – Canterbury Youth Workers Collective
- Youth Voice Canterbury.

c) National Networks

- Hauora Whenua - Rural Health Alliance of Aotearoa NZ
- Safer Aotearoa Network Transition Steering Group– as part of International Safe Community network.

Regional and national engagement ensures that Waimakariri initiatives are evidence based, well resourced and delivered in line with Best Practice.



In Common Collaboration team

What did we do?

Provided a welcoming, open door and link into community supports for some of our more vulnerable residents.

How well did we do it?	Is anyone better off?
<ul style="list-style-type: none"> • People often contact Council when they have nowhere to go, or they pop in, to see the Community Team office when they're feeling isolated or distressed. • Every week we receive emails phone calls or drop-ins related to our more vulnerable residents. We provide links with appropriate supports and services. We're also a listening ear and a word of encouragement, or celebration when they have achieved a milestone. • Our local 'personalities', who might otherwise be lost and lonely, when services are closed, regularly pop in to show us their new shoes, Special Olympics medals, new bikes and photographs that they're proud of. While this is not our core business the outcomes for these people are significant. 	<p>People have been linked into appropriate services for transitional and/or emergency housing when in crisis.</p> <p>Three of our most regular visitors are encouraged and supported; and kept safe and linked into appropriate support services when the need arises.</p> <p>Council front-counter and phone enquiry customers are linked with appropriate support services.</p> <p>Following on from phone or email inquiries, from various Council departments and/or from residents, many people have been linked with Police, family harm, addiction and social support agency assistance.</p> <p>We are better off too! It is such a blessing to be invited into people's lives in times of crisis and to see them blossom as they get the help they need.</p>

Connect

Connecting people

What did we do?

Encouraged and supported collaboration between groups and services.

How well did we do it?	Is anyone better off?
<ul style="list-style-type: none"> Facilitated and/or actively contributed to 18 local collaborative networks that address local priorities, to support social, physical, mental and emotional wellbeing, safety, and inclusion, including: <ul style="list-style-type: none"> Suicide and wellbeing Family Harm Drug and Alcohol Harm Food Security Social Inclusion Support and opportunity for Ethnic Migrants Digital Isolation Inclusion Poverty and unemployment Youth transition to employment Accessibility Housing District-wide Civil Defence welfare response and recovery. Facilitated nine community group and organisation networking fora, held in Rangiora, Kaiapoi, Oxford and Pegasus. 	<p>People working in the health, social education and community sectors can network, identify and review trends, share ideas and identify opportunities to work collaboratively.</p> <p>Collaboration of agencies through networks like Social Services Waimakariri and Waimakariri Health Advisory Group has resulted in better local social and health service provision.</p> <p>A broad range of community-led initiatives were developed to improve the social, physical and mental wellbeing of local residents.</p>
<ul style="list-style-type: none"> Supported Food Secure North Canterbury and its strategic processes and internal collaborations. 	<p>The Food Secure project has now redistributed well over 1 million equivalent meals to our District through collaborative networks and projects such as the Harvest Collaboration which was featured on the national news.</p>

What did we do?

Provided and promoted opportunities for people to get together.

How well did we do it?	Is anyone better off?
<ul style="list-style-type: none"> Dudley Park Activation Platform, Greenspace and the Waimakariri Youth Council collaborated to design and fund this project. Youth Council applied for funding and utilised its' networks to have materials donated. 	<p>The Activation Platform has created another opportunity for youth and other members of the community to interact and engage in the Dudley Park Space.</p>

Connecting people

<ul style="list-style-type: none"> • ‘Community Fridays’ hosted by the Waimakariri Youth Council and in partnership with Youthtown, to activate the Dudley Park space for youth. 	<p>‘Community Friday’ events, were a great opportunity for intergenerational connection, with attendance of over 60 people, ranging in age from 5 to 80 + years.</p>
<ul style="list-style-type: none"> • WaiYouth planned and hosted a disco at Rangiora High School to raise money for Youthline. 	<p>The disco event engaged 45 local young people and raised \$127.50 for Youthline.</p>
<ul style="list-style-type: none"> • The Community Trailer was utilised for 26 neighbourhood and community events. With increasing confidence to participate in larger community gatherings after Covid related restriction, this was a sharp increase from last year’s nine bookings. 	<p>Upwards of 400 people in a variety of communities and neighbourhoods had the opportunity to connect and get to know one-another over a community-led barbeque or event.</p>
<ul style="list-style-type: none"> • Supported the Global Locals of Waimakariri - GLOW Group to coordinate a 9-week Multicultural Cooking Class series showcasing a variety of international cuisines. • Supported the GLOW Group to maintain a monthly, multicultural catch-up at a local pub’s community meeting space. Regular attendance is 10 to 15 people from up to 10 different cultures. • A Celebration of Cultures Christmas Dinner was a family friendly event with a focus on bringing ethnically diverse people together over food. Attendees were encouraged to bring a plate of food from their ‘home country’ to share. With approximately 50 attendees, the event was an opportunity to celebrate the cultural diversity that exists in the District and enhance cultural inclusion. • Supported the collaboration of InCommon, Waimakariri Access Group and Global Locals of Waimakariri to come together to deliver an inclusive poster campaign, shining the light on our diverse communities in Waimakariri. 	<p>People had the opportunity to connect and increase their understanding of one another’s culture and common experience of being new to New Zealand and the District (interestingly, GLOW Social also attracts Pākehā New Zealanders who have either relocated or found themselves unexpectedly single and socially isolated).</p> <p>Our diverse communities were acknowledged, supported and celebrated.</p>
<ul style="list-style-type: none"> • Supported the Waimakariri Bike Project to maintain its volunteer force, be successful in funding grants and to continue providing bikes to people in our community. 	<p>The bike project has addressed hardship, by giving people free bikes, sometimes their only mode of transport. An unexpected benefit, too, has been that it has provided social connection and a sense of self-worth for some of our vulnerable residents, as they applied skills that they didn’t know they had, to repair bikes.</p>



Bike Project volunteers at the Waikuku Beach Repair Cafe

Connecting people

What did we do?

Supported developing subdivisions to create opportunities for connection.

How well did we do it?	Is anyone better off?
Supported the Rangiora Lions Club and Pegasus Community Centre to ensure that new residents in new parts of Rangiora and Pegasus were welcomed and informed through receiving a welcome bag full of resources, and a friendly interaction with a local person from their community.	People in developing subdivisions were welcomed and informed about local services and opportunities.

What did we do?

Supported Residents Groups and Community Associations.

How well did we do it?	Is anyone better off?
<ul style="list-style-type: none"> Staff continued to support residents' groups with preparation for events, providing the Community Trailer and by linking them into resources. These groups included Silverstream Residents Association and Pegasus Residents Group. 	Residents' groups are equipped and supported to achieve their aspirations.
<ul style="list-style-type: none"> Supported the Pegasus Residents Association to create and run a youth group which delivers youth events for local residents. 	Pegasus young people are more connected to their community.

What did we do?

Encouraged and supported volunteering as a means to connect residents into the life of the community.

How well did we do it?	Is anyone better off?
<ul style="list-style-type: none"> Organised three Volunteer Expos, held in Kaiapoi, Pegasus and Kaiapoi. 33 volunteer reliant organisations participated, and approximately 100 residents attended these. 	Local volunteer involving organisations are generally better able to attract and retain volunteers. For example, as a result of the Expo, local organisations were able to recruit over 40 new volunteers.
<ul style="list-style-type: none"> Disseminated information about volunteering opportunities via a range of on-line, social and printed media. 	Volunteer Expo attendees were able to find volunteering opportunities roles at the Expos that suited their skills and interest. This will, in return, provide them with rewards of contribution to the community, social connection and general wellbeing.
<ul style="list-style-type: none"> The Waimakariri Volunteer Directory which lists many local organisations seeking volunteers, is regularly updated and available online and in printed form. 	People have easier access to information about volunteering in the Waimakariri District.

Inform

Informing people about issues and opportunities that affect them

Education workshops and seminars

What did we do?

Facilitated opportunities for local people to gain a better understanding of tikanga Māori, Te Tiriti o Waitangi and the history of Te Ngāi Tūāhuriri as tangata whenua of our District.

How well did we do it?

Encouraged our community partner agencies to attend the monthly 'Healthy Day at the Pa' at Tuahiwi Marae.

Is anyone better off?

The programme underwent a hiatus due to COVID and the recent death of Kaumatua Dame Aroha Reriti Crofts but resumed in mid-2023.

What did we do?

Facilitated local delivery of family and relationship violence prevention and response education.

How well did we do it?

- **Elder Abuse Workshop**, facilitated on behalf of the Age-friendly Waimakariri Advisory Group and Violence Free North Canterbury; and delivered in partnership with Age Concern, Disability NZ, Police, Williams McKenzie Lawyers.
- **White Ribbon Day – School-based campaign**
Facilitated Violence Free North Canterbury to visit five local high schools across North Canterbury. The purpose was to engage Year 9 and 10 students in conversations about healthy relationships.

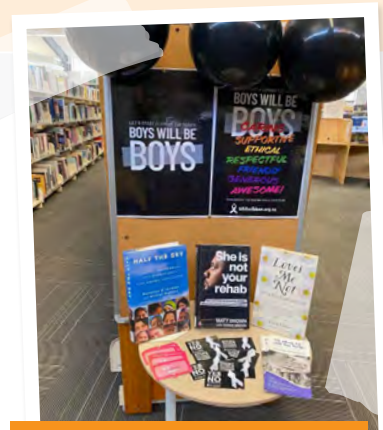
Is anyone better off?

84 local service providers and community support workers/volunteers have increased understanding of the signs of elder abuse and what can be done to support those impacted. – Attendees reflected on the value of:

- “Community ownership of the issue”
- Understanding “Referral pathways”
- “Maori cultural perspective of cultural Elder Abuse”.

Nearly 1000 North Canterbury young people were equipped with a range of tools and information about what constitutes a healthy relationship and how they can recognise and support relationship violence victims.

White Ribbon Day 2022



Family Violence Awareness

Informing - education workshops and seminars

What did we do?	
Facilitated local delivery of family and relationship violence prevention and response education.	
How well did we do it?	Is anyone better off?
<p>Sexual Violence Awareness Workshop, facilitated on behalf of Violence Free North Canterbury in collaboration with the following community partners:</p> <ul style="list-style-type: none"> • Cambridge Clinic • START (Start Healing, Stop Abuse) • Te Puna Oranga • Hope Trust • Person to Person Trust. 	<p>87 local service providers, educators and community support workers/volunteers have increased understanding of the signs of sexual violence and what can be done to support those impacted. Attendees reflected on the value of:</p> <ul style="list-style-type: none"> • “Learning about agencies working with sexual violence and family violence” • “Whakawhanaugatanga, 5 principles of Trauma- Informed Care, Sexual Violence Services/Processes”. <p>Someone commented how valuable it was to have “a chance to all get together and learn together.” There are not always a lot of opportunities for professionals in these spaces to connect. Their caseloads are heavy, and schedules are often full. When they have an opportunity to connect, it’s always appreciated, and silos are broken down.</p> <p>A well-trained workforce is able to provide relevant and appropriate service to victims and abusers to help them to remove violence and fear from their lives.</p>

What did we do?	
Facilitated a local response to alcohol and drug harm.	
How well did we do it?	Is anyone better off?
<ul style="list-style-type: none"> • June 2022 – June 2023 was a planning/holding stage across the Alcohol & Drug Harm Prevention Portfolios. This included a review of the Alcohol and Drug Harm Prevention Steering Group and its priorities. • A core group was established, who identified a need to undertake some robust, local formative evaluation. To that end, an intern was engaged to undertake a research project. This informed a report ‘Current Condition’, which included the identification of key priorities for the Steering Group’s effective work, going forward. 	<p>A Best Practice approach has been applied to the development and delivery of initiatives that address alcohol and drug harm in the Waimakariri District.</p>

Informing - education workshops and seminars


What did we do?

Facilitated local provision of education and activities that enhance the safety and wellbeing of local children and families.

How well did we do it?	Is anyone better off?
<p>Down the Back Paddock Rural Safety Education in Schools</p> <p>With COVID restrictions lifted, the programme was delivered to 400 children at two local primary schools, covering animal, poisons, fire, machinery, bike and home safety and security.</p> <p>Down the Back Paddock has now been operating successfully for over 15 years, with all primary schools in the District now offering it to their students.</p>	<p>400 local school children learnt what they can do to reduce the likelihood of injury on our farms and lifestyle blocks. We continue to hear of parents being ‘told off’ by their kids for unsafe practices because of what they’ve learnt at Down the Back Paddock.</p> <p>With over 15,000 local children (many now adults) learning safe practice and taking these messages home, we are creating a safer future on farms and lifestyle blocks across the Waimakariri District.</p>

What did we do?

Facilitated local delivery of wellbeing-centred suicide prevention initiatives.

How well did we do it?	Is anyone better off?
<p>Staff continued to facilitate the Wailife Suicide Prevention Steering Group, with the following initiatives achieved:</p> <ul style="list-style-type: none"> • Support to enable the local delivery of the WAVES bereaved by suicide eight-week support programme • Distribution of local resources for seeking mental health support • Delivery of Mental Health Awareness Week ‘Five Winning Ways’ campaign through local social media and community notices • A local campaign for Matariki, promoting wellbeing through connection with whanau and personal aspirations for the coming year • Mental Resilience Training in partnership with the North Canterbury Sports and Recreation Trust to community, business, sports groups and Secondary School teachers in the District (Over 200 attendees) • Support for delivery of the national suicide prevention campaign, in partnership with local pharmacies. 	<p>Local residents, community workers and support service providers are equipped with skills and knowledge to support themselves and others toward good mental health wellbeing.</p>  <p>Trade Sector Mental Health Breakfast</p>
<ul style="list-style-type: none"> • Support for a Trade Sector Mental Health Breakfast (450 attendees) raising awareness of services available in our District. 	<p>Over 650 people attended Mental Health Awareness training offering tools for self-help, promoting help seeking and education on how to support others who are struggling with mental health concerns.</p>

Informing - Printed media

What did we do?	
Billboards.	
How well did we do it?	Is anyone better off?
Family Violence billboards are displayed in four key locations across the District.	People are confronted to consider unhealthy behaviours and those in crisis know where to go to get help.

What did we do?	
Chatter Community Information Newsletter.	
How well did we do it?	Is anyone better off?
<ul style="list-style-type: none"> Distribution of over 1,400 per month. Continued increase in contributors and readership. <p>Staff continue to receive regular affirmations regarding the value of this resource.</p>	Groups and organisations have access to free, high audience promotion for their activities.



What did we do?	
General Community Information Resources.	
How well did we do it?	Is anyone better off?
<p>Welcome Bags</p> <p>Around, 300 personalised 'Welcome to Waimakariri' information bags, or equivalent packs, were given to new residents in their respective communities. These are decorated and packed by school children, intellectually disabled groups and community volunteers.</p> <p>Over 6600 Welcome Bags have been distributed to new residents over recent years.</p>	Local residents and community support agencies have easy access to information about supports, opportunities, and events.
<p>Local Information Resources</p> <p>The Community Team has developed a range of resources detailing local information about services, supports and opportunities related to:</p> <ul style="list-style-type: none"> Mental health and wellbeing Volunteering Recreational sport and hobbies Activities for Under 5s Support for parents of pre-schoolers Family violence support Alcohol and drug harm help Social Local transport COVID recovery and social support Suicide prevention Global Locals of Waimakariri brochure English Language Classes flyers. <p>As well as online, these are distributed via Citizen's Advice Bureau, and at local libraries, information centres, community facilities, events and gatherings.</p>	Public facilities and services are well stocked with relevant, up to date information about local supports, services and opportunities for people to engage in the life of the District.



Volunteer Expo Kaiapoi

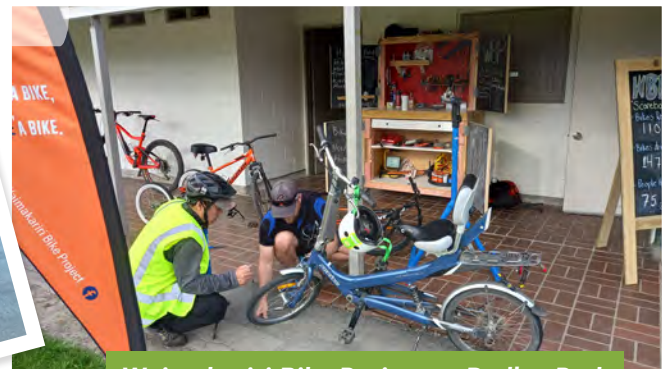
What did we do?

Utilised social an on-line media to engage and inform the community about issues and options that affect them.

How well did we do it?	Is anyone better off?
<ul style="list-style-type: none"> Over 38,000 interactions with Community-Team related pages on the Council website. Waimakariri Community Team Facebook page has a 'liked' following of 4300 - up 3% from last year. Waimakariri Community Team Facebook social media reach 23,853. WaiYouth and Youth Council has a following of 2,678 and a reach of 12,000 from Facebook and Instagram . GLOW – Global Locals of Waimakariri) has a liked following of 428 – up 15% from last year. GLOW – Global Locals of Waimakariri Facebook social media reach 6,900. <p>The most popular posts related to events, volunteering opportunities, youth services and opportunities and mental health and wellbeing.</p>	<p>The community has easy access to information about supports, opportunities, and events.</p> <p>Sustained increase in social media following over the past eight years shows a growing audience for our information.</p> <p>Local groups and organisations have access to free, large audience promotion for their activities.</p>



GLOW End of year celebration



Waimakariri Bike Project at Dudley Park



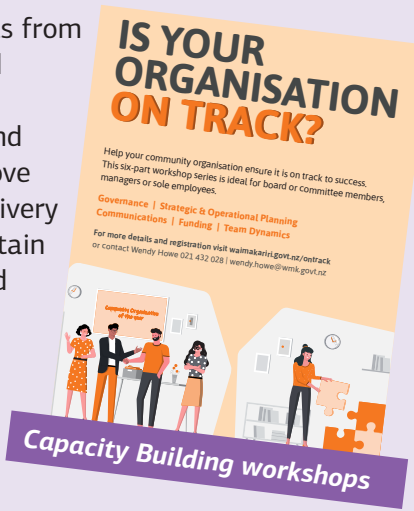
International Cooking Classes



Inaugural Youth Service Awards 2022

Empower

Supporting and empowering people and organisations

Priority	What did we do?	
	How well did we do it?	Is anyone better off?
Assist community groups and organisations to increase their capacity and capability	Facilitated a series of capability building workshops for the volunteer sector.	
	<ul style="list-style-type: none"> The 2022 'On Track' workshop series was completed. Topics covered included: <ul style="list-style-type: none"> Incorporated Societies Act 'Running Better Meetings' The Treasurer role Communications Understanding Financial Reports. The 2023 workshop series began with workshops focussed on governance and strategic planning. 	<p>Over 70 participants from 55 local groups and organisations have gained new skills and knowledge to improve governance and delivery of their services, retain staff/volunteers and attract funding.</p> 
	<ul style="list-style-type: none"> Supported North Canterbury Youth Services Network to grow their network and provided a range of speakers and topics for the group to discuss. Regular e-newsletters were sent to the network. 	<p>15 service providers attend each meeting, an increase from 2021/22. On average there were 52 service providers opening the newsletter, indicating that it is valued.</p>
	What did we do?	
	Directly support key organisations to increase their membership and sustainability.	
	<ul style="list-style-type: none"> Provided direct advice and assistance with funding, strategic planning, governance, employment processes and promotion to some of our key community organisations and groups that connect local residents. 	<p>North Canterbury Neighbourhood Support have significantly increased their Getz Ready membership base, restructured their governance, strategic direction and delivery model, resulting in increased success with the acquisition of funding.</p>
<ul style="list-style-type: none"> Recruited seven new Youth Council Members and four new WaiYouth members. 	<p>Youth Council has broad 'whole District' representation.</p>	
<ul style="list-style-type: none"> Supported partners within Food Secure North Canterbury with governance, people management and planning support. 	<p>Food Secure North Canterbury is in a strong position and has recently done some strategic re-positioning within the governance group to ensure its work continues to have maximum effect on our communities.</p>	

Empowering People and Organisations

	<ul style="list-style-type: none"> English Language Classes were delivered covering a range of abilities such as Beginners, Intermediate, International English Language Testing Standard (IELTS) preparation and Conversation Classes. The classes are free and all adults with English as a second language are welcome to attend, starting at any time throughout the year. 	<p>45 students from 15 nationalities attended the classes, with most attending the intermediate level class. Enrolment was consistent throughout the year. One student obtained residency after passing her IELTS exam and was able to fulfil her dream of starting her own restaurant. Students continually improve and gain confidence through the classes and enables them to converse more easily in day-to-day life.</p>
	<ul style="list-style-type: none"> Facilitation of the Waimakariri Migrants Agency Group that met quarterly to network and discuss issues, trends and opportunities concerning migrants. The group consists of organisations and individuals that work with migrants. 	<p>Migrants Agency meetings provide a platform for information sharing so those working with migrants can be aware of what other services and stakeholders are seeing and experiencing in the sector. Support and advice from relevant agencies and stakeholders can easily be accessed from within the group.</p>
	<ul style="list-style-type: none"> Supported local Chinese speaking residents (Chinese Group) to promote and showcase their language and culture during NZ Chinese Language Week. Events were celebrated in partnership with Waimakariri Libraries. 	<p>The Chinese Group has been established through the project and have provided them with more connection to others in the District they identify with. It also provided opportunities for New Zealanders to learn more about Chinese language and culture.</p>
	<ul style="list-style-type: none"> Facilitated a community-led approach to the development of an arts strategy for the District. 	<p>A broad range of community stakeholders have contributed to identifying, needs, priorities and opportunities to increase the profile, reach and sustainability of the local arts sector. This will contribute to a stronger local economy and positive social outcomes for Waimakariri residents.</p>



Sharing kai



Age-friendly Advisory Group

Empowering People and Organisations

What did we do?		
Supported or prepared funding applications for nine groups or organisations.		
Priority	How well did we do it?	Is anyone better off?
Support and/or facilitate the acquisition of funding for community initiatives	<ul style="list-style-type: none"> Supported community groups and organisations with the preparation of funding plans for their sustainable operation. Facilitated links with funding advisors from key funding organisations. Provided letters of endorsement and advice on applications to support the acquisition of funding for a range of community groups and organisations. 	<p>Facilitated or endorsed successful funding applications resulting in over \$1,000,000 in funding to support the following initiatives:</p> <ul style="list-style-type: none"> Food Secure North Canterbury Youth related initiatives Social Services Waimakariri Hope Trust Satisfy Food Rescue North Canterbury Neighbourhood Support Waimakariri Bike Project Local arts sector Oxford Community Trust Next Steps project Citizen's Advice Bureau Mobile Community Hub. <p>Funding acquired by our community partners has meant that Waimakariri Residents have access to a wide range of education, entertainment, health, social support and recreational opportunities.</p>



On Track funding workshop

Priority	What did we do? Held community stakeholder forums to inform planning for key community issues.	
	How well did we do it?	Is anyone better off?
Facilitate groups and individuals to have their voice heard in local consultation	Facilitated an Arts Forum, involving a broad range of stakeholders from the local arts sector to inform development of a Waimakariri Arts Strategy. Attendance was around 50.	The views, needs and ideas of those working in and/or supporting the local arts sector were incorporated into Arts Strategy development.
	What did we do? Promoted and encouraged involvement in community consultations.	
	How well did we do it?	Is anyone better off?
	<ul style="list-style-type: none"> Supported Waimakariri Youth Council and the Age-friendly Waimakariri Advisory Group to submit their views on the Greater Christchurch Partnership Spatial Plan consultation. Supported the Waimakariri Access Group to have input in to the Parliamentary Select Committee process on the Accessibility for New Zealanders Bill. Supported Age Friendly Waimakariri to have input into the Economic Development Strategy, Integrated Transport Strategy and the Housing Strategy. Supported Age Friendly Waimakariri to gather feedback from older persons groups in Waimakariri, to inform their work planning. Staff facilitated broad stakeholder advocacy to Smoke Free 2025, requesting action to address concern over vaping – especially in young people. 	<p>A youth lens and an older persons’ lens have been applied to the Greater Christchurch Partnership Spatial Plan.</p> <p>The views, needs and ideas of local residents are incorporated into planning.</p> <p>People have equitable means to have their voice heard in local consultations.</p>
<ul style="list-style-type: none"> Census Information sessions were held at the libraries as a way of assisting migrants and other local residents to understand what Census is and why it’s important that everyone has their say. 	People were better informed and able to access assistance with filling in their Census information.	




Arts Strategy Forum

Empowering People and Organisations

	What did we do? Supported initiatives that facilitate a more accessible and inclusive District.	
Priority	How well did we do it?	Is anyone better off?
Facilitate an inclusive District, where people are empowered to achieve their aspirations	<ul style="list-style-type: none"> Supported a young member of the Waimakariri Access Group and Waimakariri Youth Council to organise and deliver an 'Inclusive Sports Festival', funded and supported by the Halberg Foundation and North Canterbury Sport and Recreation Trust. Six sport providers volunteered their time for the event. 	40 participants plus 20 carers and parents attended this inaugural event for North Canterbury. The event provided the opportunity for people with disabilities to try multiple sports at one time.
	<ul style="list-style-type: none"> Supported the implementation of 'period products' into the Waimakariri Libraries and Aquatic departments for residents to access. 	The 'period products' initiative facilitates increased participation in local activity, by removing barriers that are often related to what is known as 'period poverty.'
	<ul style="list-style-type: none"> Continued to promote and/or support locally led initiatives that address the digital divide, impacting on older residents and those affected by limiting impairment. 	People have more equitable access to information.
	<ul style="list-style-type: none"> Supported the Baha'i Community with a community-led Race Unity Art Competition in schools, where children were invited to create a poster depicting the theme 'Celebrating Different Cultures.' The competition involved tamariki aged 5-16 years. 161 entries were received, and eight schools participated. A prizegiving ceremony was held to acknowledge the participants and their artwork, enabling whanau to be involved and as a means to generate interest in local media. 	The intent behind the project was to start a conversation about the growing ethnic diversity in the Waimakariri District. The remarkable number of entries highlighted the level of interest in the subject matter. Some artwork was subsequently displayed in local libraries to promote greater awareness to the wider public.
	What did we do? Empowered local ethnic migrants with skills and knowledge to help them gain employment and access local services and supports.	
	How well did we do it? <ul style="list-style-type: none"> A 'Prepare to Work' workshop was held to support migrants with preparing for employment. This was a multi-agency project with presentations from Citizen's Advice Bureau North Canterbury, Immigration NZ and Ministry of Social Development. 	Is anyone better off? Eight 'global locals' came to the workshop and learnt how to write a CV, prepare for an interview, and were advised of their rights as an employee.
	<ul style="list-style-type: none"> Weekly English Language classes continued in Rangiora, with 10-15 students attending from Iran, Singapore, Vietnam, Germany, Japan, Russia, India, the Philippines, France, Thailand, Serbia, China and the Ukraine. 	Ethnic Migrants can gain the IELTS qualification necessary to access mainstream education and employment opportunity in New Zealand.

	<ul style="list-style-type: none"> Classes cater for the needs of beginners, intermediate and advanced students, along with supporting students sitting their IELTS test. (English Language for Immigration and Employment Test). 	People can connect and practice their English in a relaxed setting where social connections and friendships develop.
	What did we do? Supported initiatives that create employment and work-readiness opportunity for local youth.	
Priority	How well did we do it?	Is anyone better off?
Facilitate an inclusive District, where people are empowered to achieve their aspirations	Youth Futures <ul style="list-style-type: none"> Supported and promoted the North Canterbury Youth Futures online career support campaign and careers expo. This was led by Waimakariri District Council staff, with support from Ministry of Education, Comcol, Ministry of Social Development, Rangiora High School, and Kaiapoi High School, Hurunui District Council. Regional Skills Leadership Partnership, and representative for Youth Voice Canterbury. Youth Futures showcases opportunities for youth in employment, education and training, as well as promoting local stories of young people and community members and their pathway to their current career. Staff have been proactively encouraging the North Canterbury Youth Futures Steering Group to consider how this project aligns with the guiding strategic document. This has ensured that while the group is working towards the current campaign, 'Youth Futures is About More Than Expos.' A priority is to work behind the scenes to create connections between local education and employment providers to ensure that local young people can have access to as broad a range of opportunities as possible. 	<p>To date the Youth Futures campaign has reached so far 51,138 people on Facebook and 36,022 on Instagram. Through paid advertising the campaign reached an additional 143,908 people from across the North Canterbury region and wider Canterbury.</p> <p>1200 young people and their families attended the 2023 Careers Expo at Rangiora High School.</p> <p>Local young people have a better understanding of career paths and local options.</p>
	Mayors' Taskforce for Jobs (MTFJ) <ul style="list-style-type: none"> We were pleased to join MTFJ in 2023. This programme is externally funded through partnership with Ministry of Social Development (MSD) and Local Government New Zealand (LGNZ). Its vision is to have all 16 to 24-year-olds engaged in employment or education within their local communities. Our programme got underway in mid-March with the appointment of a facilitator. In three short months it has delivered training and support in work readiness, driving licences, pastoral care and financial support to local young people and the employers who have given them opportunities. We aim to provide a holistic service, tailored to the needs of each job seeker who engages with us. 	<p>Between March and June 2023, four people were placed in full time employment and 14 people progressed their driving licences.</p> <p>The programme started the July 2023 year with 50 young people engaged, so with a full year of delivery ahead we look to supporting many more young people in our community into full time employment.</p>

Empowering People and Organisations

	<ul style="list-style-type: none"> MTFJ funded five INZONE career kiosks in our four local secondary schools, along with the Rangiora and Kaiapoi Libraries. We also sponsored a day's visit to Oxford Area School by the INZONE Career Coach (bus) This has multiple kiosks on board and allowed the entire school to visit in the day. These kiosks allow young people to explore career pathways by watching short videos which profile a wide range of industries and jobs within them. They can then choose to receive links to training pathways relevant to that role. 	
	<p>What did we do? Supported initiatives that foster growth and development for young people.</p>	
<p>Priority</p>	<p>How well did we do it?</p>	<p>Is anyone better off?</p>
<p>Facilitate an inclusive District, where people are empowered to achieve their aspirations</p>	<p>Youth Opportunity</p> <ul style="list-style-type: none"> Supported Youth Council to assist Mayor Dan with the development of the Youth Service Award, then with the promotion of the award. Supported two members of Youth Council to attend the Festival for the Future in Wellington.. 	<p>There were a number of nominations, and two residents were selected.</p> <p>The two members who attended presented their learnings to Youth Council, allowing the event to impact more than those two attendees.</p>
	<p>Youth in the Environment</p> <ul style="list-style-type: none"> Supported Youth Council to increase their involvement in environmentally focussed volunteering, including leading a post-flood Ashley River Clean-up, with 65 Community Members and 10 organisations involved. Supported Youth Council with volunteering their time at the Silverstream Reserve. 	<p>The river clean-up was planned and delivered in partnership with the Ashley-Rakahuri River Care Group, Environment Canterbury, Keep Rangiora Beautiful, local 4WD Club, and Rangiora Tramping Club, making it a great example of youth-led, intergenerational collaboration. Just under a tonne of rubbish was removed from a significant section of riverbed as a result.</p> <p>Local young people have been linked into opportunities to show leadership in caring for local environments.</p>
	<p>Youth and Recreation</p> <ul style="list-style-type: none"> Supported Youth Council to develop their 2022/23 work plan. Priorities included continuing the Dudley Skate Park Project and mural, sourcing funding, establishing relationships with local agencies and organisations that align with their kaupapa. Supported WaiYouth to think differently about their events and how they operate. WaiYouth has had to develop a new way of event delivery. 	<p>Young leaders are empowered to apply an informed, planned approach to their initiatives.</p> <p>Local young people have been given more sense on ownership over their projects.</p>

	What did we do? Civil Defence 'Welfare' response and recovery planning for local and national events.	
Priority	How well did we do it?	Is anyone better off?
Empower people to recover and develop resilience to disasters	<ul style="list-style-type: none"> Filled the various functions of Civil Defence Emergency Operations Centre Welfare, addressing welfare-related issues for those affected by local flooding and/or wind events. 	Local residents impacted by emergency events are well supported and, given the Community Team's breadth of contacts, linked with appropriate supports and services.
	<ul style="list-style-type: none"> Four Community Team staff were deployed to Auckland, Napier, Hastings and Central Hawkes Bay Emergency Operations Centres (EOCs) and Auckland and Hastings Emergency Coordination Centres (ECCs), to support the Cyclone Gabrielle response, both as Welfare Managers and Welfare staff. 	Increased, experienced capacity was added to the Cyclone Gabrielle and Auckland flood emergency response.
	<ul style="list-style-type: none"> Facilitated a workshop discussion between the Waimakariri Access Group and Civil Defence, highlighting particular issues. 	Our residents with disabilities have better knowledge of disaster preparation and what to do in an emergency.
	<ul style="list-style-type: none"> Continued to facilitate and/or support COVID-19 recovery projects, identified as: <ul style="list-style-type: none"> Food Security and Kaiapoi Community Hub 'Next Steps' website designed to take information out and empower our community to be able to access the assistance they may need themselves. Eg. Doctors' surgeries and community groups, as well as the general public Mobile Community Hub: Funding was secured for a community outreach and support vehicle. This is another resource that will really enable our community to respond to situations that arise by taking people, and information to the area of need. 	Local residents will be able to access free, sustainable food sources and learn and share skills to support themselves and their families. Those experiencing hardship have easy access to succinct information about local support services. People can be directly supported 'in place' in times of crisis.



Emergency Welfare Support

Emerging priorities and new projects under development

A number of key priorities have emerged this year:

1. Arts Strategy Development.
2. Review of the current Community Development Strategy.
3. Support for increased local provision of social, emergency, transitional and emergency housing.
4. Completion and launch of the 'Next Steps' website, providing a confidential means for people and service providers to access information and support in times of crisis.
5. Local roll out of Mayor's Taskforce for Jobs (MTFJ) and broader development of the North Canterbury Youth Futures project.
6. Planning and fit-out for a mobile community information and support hub.
7. Increased stakeholder engagement toward the establishment of the Kaiapoi Community Hub.

The need to progress an opportunity to acquire funding for a Welcoming Communities role for the District.

Acknowledgements

Without the support of the many individuals, businesses and organisations that have generously given their skills, talents, time and resources none of the initiatives detailed in this report would have been possible. We are most grateful to be working with such a passionate and motivated community.

We would particularly like to acknowledge our principle funders, who not only provided financial resourcing for our work, but also lent their advice and expertise as needed:

- Rata Foundation
- Department of Internal Affairs, Community, Office of Ethnic Communities and COGS

- Ministry of Social Development, including Office for Seniors
- Creative New Zealand
- Ministry of Business Innovation and Employment
- Youthtown
- Aotearoa Gaming Trust

...and, of course, the many business partners detailed in this report, who provided financial and in-kind support to help make so many community-conceived initiatives happen.



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WAIMAKARIRI DISTRICT COUNCIL**REPORT FOR INFORMATION**

FILE NO and TRIM NO: LIB-01-05/240208018003
REPORT TO: COMMUNITY & RECREATION COMMITTEE
DATE OF MEETING: 20 February 2023
AUTHOR(S): Paula Eskett – District Libraries Manager
SUBJECT: Libraries update to 29 January 2024

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



General Manager



Chief Executive

1. SUMMARY

1.1. This report provides an update on programmes and experiences offered to hapori (community) by Waimakariri Libraries from December 2023 – 7 February 2024, and includes a brief report on Libraries RFID replacement which was occurring at the time of writing.

2. RECOMMENDATION

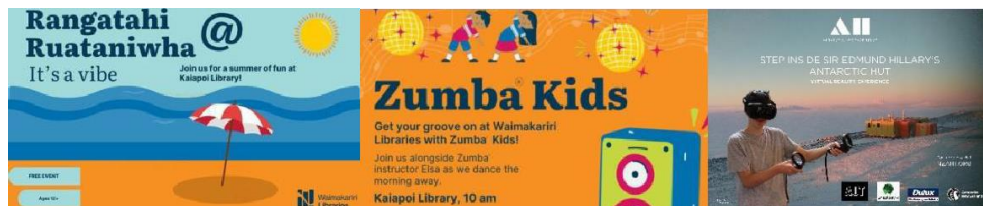
THAT the Community & Recreation Committee:

- (a) **Receives** Report No. GOV-01-04/240208018003.
- (b) **Notes** the customer service improvements.
- (c) **Circulates** the report to the Community Boards for their information.

3. BACKGROUND

3.1 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: Waimakariri Libraries' Strategic Framework 2018-2020 for details (TRIM: 180314027362 and 180924110635).

4. ISSUES AND OPTIONS**4.1. Experience Your Library This Summer**



- 4.2. Our Summer Reading Challenge has ended for the summer with over 80 entries. The purpose of this challenge is to encourage our hapori to engage with the library across our platforms- both physical and digital and read in a range of genres. We ran three categories – Adult, Teen, and Children with majority of the entries being in the children category. This is our second year running this activity and we almost doubled our entries from 2022. The Summer Reading Challenge ended with a family movie night that was attended by 16 hapori where they watched Paddington Bear.



- 4.3. As part of special summer programming, the libraries connected with Zumba Kids with Elsa to run four sessions over the course of January in Kaiapoi for our tamariki (children). The sessions were well attended with 87 tamariki taking part in over the 4 sessions with their whānau (family) watching and engaging. Attendees included tamariki who had never been in the library before and were surprised with what we offered and how modern the space was. The event also attracted people throughout the district and even from Christchurch.
- 4.4. Over the summer break, the Antarctic Heritage Trust conducted their VR Experience, featuring Sir Edmund Hillary's Antarctic Hut, at Oxford, Kaiapoi, and Rangiora Libraries. This ground-breaking experience enables our hapori (community) to immerse themselves in the hut and partake in a guided tour. A total of 277 community members participated in the experience over six days, with the highest number of engagements being at Kaiapoi. We also had high engagement in Oxford for the second session. The Antarctic Heritage Trust stated that it was one of their most memorable library events due to the high engagement from our hapori.
- 4.5. The lead-up to Christmas, our libraries engaged our community with a variety of experiences for our tamariki and their whānau. We promoted the exploration of our library spaces through 'Elf on the Shelf,' encouraging tamariki to locate the elf daily and inform the library team of its whereabouts. Additionally, well-attended Christmas-themed story sessions, and baby times were offered. Notably, during our final baby time session, one attendee took their first steps when engaging with the session.
- 4.6. For *Oxford Late Night*, the Oxford Library extended its hours, hosting a 'Christmas Family Fun' session to encourage whānau to participate in various learning and craft activities while exploring the library space. The team organised a special Christmas Storytime along with three Christmas-themed craft tables, attracting participation from over 50 tamariki and caregivers. Local residents enjoyed being able to visit Oxford Library on a late night, with some commenting that they otherwise find it difficult to visit the library due to work

commitments during normal weekday opening hours and other commitments on Saturdays.

- 4.7. At Kaiapoi Library we ran a 3-week event focussed on our rangatahi (teenagers - aged 12-18) called *Rangatahi @ Ruataniwha*. The event focussed on developing stronger positive connections with our rangatahi with activities including quizzes, Xbox Competition, craft sessions and a Community BBQ. Over 280 Sausages were consumed by our hapori (around 40% of these by rangatahi) as part of this week and we shared conversations around activities that we offer and what our rangatahi would like to see more of in the library. The BBQ days were also attended by the Community team and Eco Educate who also took part in conversations with our hapori.



5. Strong visitation numbers

- 5.1. Visitation was incredibly strong over the holiday period, with around 7800 individual visitors across the three libraries each week prior to local schools starting back for 2024 in early February.
- 5.2. Total visitation for January was approximately 31,300 individual visits.
- 5.3. Total door count data for the previous 10 weeks showing strong visitation numbers for the holiday period. Data for 12 Feb. reflects visitation numbers for one day only.

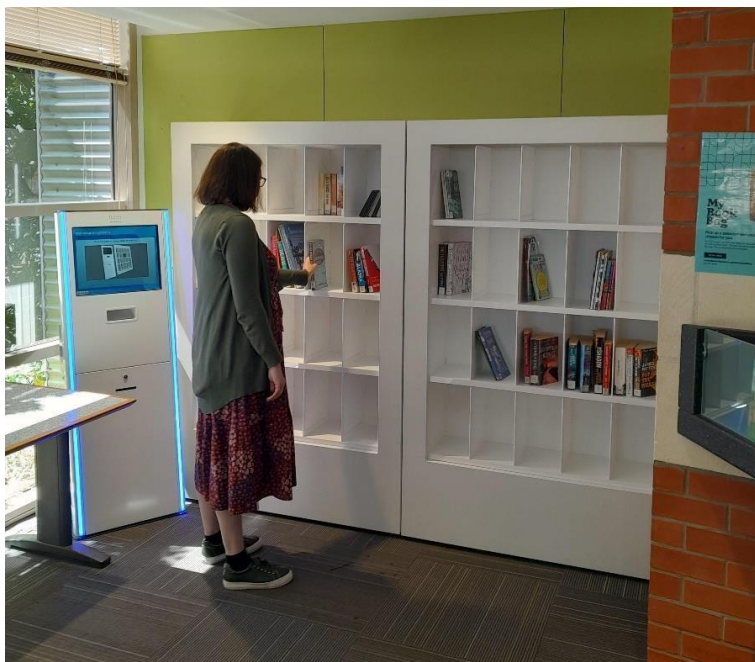


6. Bibliotheca hardware installation

- 6.1. Waimakariri Libraries recently refreshed all Radio Frequency Identification (RFID) hardware including new public-use self-issue kiosks as part of a technology update across all libraries. The new technology is provided by Bibliotheca, a leading global vendor of library RFID hardware with a large presence in Australian and New Zealand public and academic libraries. The suite of products includes self-issue kiosks at all libraries, and 'smart' shelves at Rangiora Library which process returned items automatically and enables users to reissue items straight off the shelf. The current product suite replaces units purchased in 2014, which were at the end of their lifespan. With an average of 1400 items processed through libraries each day, it's important that the RFID solution is fit for purpose, efficient, and provides a high-quality user experience. Initial responses have been incredibly positive across our communities, with many customers commenting on the ease of use and the modern, intuitive interface. Rangiora resident Alexander 'Sandy' Rae (pictured below) was impressed with the new technology and enjoyed learning how to use it for the first time alongside a librarian. He wanted to pass on his regards to the Waimakariri Libraries Team for providing a high-quality service.
- 6.2. Alexander 'Sandy' Rae learns how to issue his own books on one of the new Bibliotheca ShelfCheck 1000 kiosks.



- 6.3. Librarian Ngaio is shown with recently returned items on the digital 'smart' shelf which automatically processes returned items, enabling customers to re-issue books straight off the shelf.



7. Implications for Community Wellbeing

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

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

8. COMMUNITY VIEWS

8.1. **Mana whenua**

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

8.2. **Groups and Organisations**

There are groups and organisations not likely to be affected by, or to have an interest in the subject matter of this report.

8.3. **Wider Community**

The wider community is not likely to be affected by, or to have an interest in the subject matter of this report.

9. OTHER IMPLICATIONS AND RISK MANAGEMENT

9.1. **Financial Implications**

There are financial implications of the decisions sought by this report.

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

Library		
Summary Report December 2023		
	<i>Actual</i>	<i>Budget</i>
Revenue		
Revenue	62,794	145,176
Rates	2,267,324	2,298,162
	2,330,118	2,443,338
Operating Expenses		
Maintenance	1,083,415	1,412,298
Overheads	216,939	316,176
Internal Interest	516,075	537,606
Depreciation	7,302	6,450
	510,437	501,204
	2,334,167	2,773,734
Surplus/ (Deficit)	(4,049)	(330,396)

Sustainability and Climate Change Impacts

9.2. The recommendations in this report do not have sustainability and/or climate change impacts.

9.3 **Risk Management**

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

9.4 **Health and Safety**

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

10. **CONTEXT**

10.1. **Consistency with Policy**

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

10.2. **Authorising Legislation**

10.3. **Consistency with Community Outcomes**

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

10.4. **Authorising Delegations**

10.5. **Glossary**

hapori	community
hui	meeting
rangatahi	teenagers
tamariki	children

WAIMAKARIRI DISTRICT COUNCIL**REPORT FOR INFORMATION**

FILE NO and TRIM NO: GOV-01-04 / AQU-02-09 / 240207017098

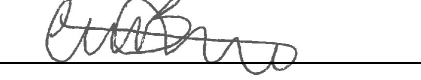
REPORT TO: COMMUNITY AND RECREATION COMMITTEE


DATE OF MEETING: 20 February 2024

AUTHOR(S): Matthew Greenwood, Aquatics Manager

SUBJECT: Aquatics February Report

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


General Manager


Chief Executive

1. SUMMARY

- 1.1. The purpose of this report is to provide the Community and Recreation Committee with a summary of the Aquatic Facilities unit's year to date progress, as measured against the unit's most significant Key Performance Indicators. It includes a summary of customer attendance and a budget update for the year to 31 December 2023.
- 1.2. This report also contains information on upcoming facility maintenance and the outcomes of our most recent Customer Satisfaction survey.

Attachments:

- i. Nil

2. RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 240207017098.
- (b) **Notes** Aquatic Facilities progress against key performance indicators including facility Attendance and a Financial result, \$16,000 better than budget.
- (c) **Notes** upcoming programmed maintenance closures will impact levels of service but allow us to complete works to refresh facilities and maintain key plant systems.
- (d) **Notes** a result of 96% for overall customer satisfaction as part of our biannual customer satisfaction survey.
- (e) **Circulates** this report to the community boards for their information.

3. BACKGROUND

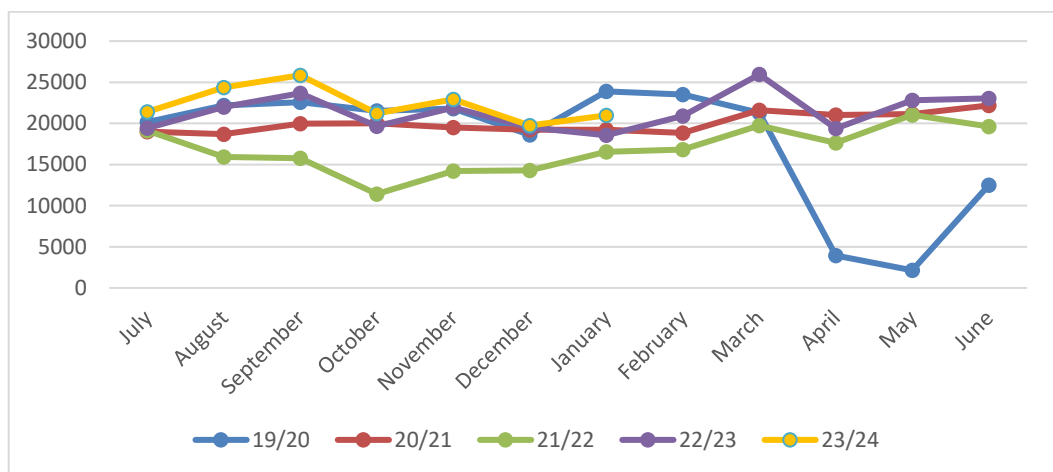
- 3.1. The Waimakariri District Council's Aquatic Facilities team deliver best practice aquatic programmes and enjoyable recreation opportunities for the ongoing wellbeing of our community and visitors. We do so from four sites: two indoor, year-round facilities and two seasonal summer pools, which operate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

- 3.3. Staffing and recruitment activities over the past couple of years, have been hampered by low unemployment, and a dynamic, fast moving employment market. Aquatics staff continue to work closely with Councils Human Resource team to ensure we identify and develop a strong pool of talent, ensuring high standards and safe enjoyable facilities for our community. We are now seeing a stronger response to our recruitment activities which with a greater volume of higher quality candidates.
- 3.4. The District Aquatics Plan was first developed in 2019 to help identify capacity within our current network and opportunities for further development. While we didn't foresee the impacts on customer attendance from Covid and the subsequent volatile economy movements, an update was delivered in 2023 which continues to champion facility development to meet the current and future needs of our community.
- 3.5. Programmed maintenance closures are scheduled to occur every three years. These involve partial or full closures of either facility so works can be completed on key systems while leaving customers with alternate options for recreational swimming.
- 3.6. Customer satisfaction surveys are run every six months as a means of engaging with our users, inviting feedback on the facilities, staff and programmes offered. Overall satisfaction with our offering is measured as part of the survey against a target result of 90% or greater and is one of the facilities non-financial key performance indicators.
- 3.7. The Waimakariri District Council has been part of Recreation Aotearoa's Poolsafe programme since early in its inception as, in lieu of other legislation, the programme offers an independent assessment against key operating criteria, ensuring robust health and safety practices. Recreation Aotearoa enable sharing of best practice examples within the industry while engaging, lobbying and seeking clarification from Government departments on behalf of the industry.

4. ISSUES AND OPTIONS

4.1. Aquatics customer attendance

The following table provides a summary of ticket sales across the facilities to date as at 31 January 2024.



The large dip in 2020 (blue) coincides with the first national lockdown in April 2020 with the facilities closed. September through November of 2021 (green) saw the introduction of level restrictions, vaccine passes and head count limits within indoor spaces which restricted our ability to deliver services, on top of a time when the community were cautious of gathering in groups and indoor spaces.

Attendance at the facilities are up on a month by month comparison against last year, with September 2023 being our busiest month to date. January saw higher attendance than the last 3 years, but just under 3,000 visits less than 2019/20.

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

4.2. **Upcoming scheduled maintenance**

We are currently in the process of confirming schedules for upcoming scheduled maintenance closures at our facilities. While there is never an ideal time to close facilities as busy as ours, it is important that we perform on going maintenance to minimise overall down time and ensure we provide high quality facilities which are safe and enjoyable.

Each of the two indoor facilities has a programmed maintenance closure on a three year cycle. This allows us to perform preventative maintenance on integral plant components and facility features which would impact Levels of Service in normal operation.

During the partial restrictions and lock downs, we took advantage of the opportunity to get contractors in however we are now coming due for the next cycle of maintenance closures.

- Painting walls and surfaces
- Floor surface descale and repairs
- Changing rooms repairs
- Servicing circulation pumps
- Servicing heating and air circulation plant
- Deep cleaning pool and surrounds
- Replacing lights mounted above pool spaces

We are currently waiting on an assessment from our maintenance contractor on the heating system at Kaiapoi following some issues with the heat recovery system and one of the heating compressors. This equipment has reached the end of life and is now scheduled for replacement. While the system is still able to operate without impacting levels of service or customer comfort, it is possible that in the coldest weather conditions the system could struggle to maintain its temperature set points.

The outcome of the assessment and availability of parts will inform the exact dates of the closure however we are looking to complete this work within the current financial year as the heating plant would need to be shut down while this work is completed, allowing an opportunity for allied works to occur at a similar time.

Likewise, Dudley pool has a number of both small and large maintenance tasks which require attention. An overhaul of circulation pumps and maintenance on the heating system would be completed along with a number of other end of life/poor condition replacements.

While we have been able to complete some minor works on accessibility equipment including the hoist and wet bed, further access equipment upgrades are being investigate including a suitable replacement for the spa pool hoist which will better enable access to all pools.

We have mostly completed the process of replacing light fittings on poolside with more efficient LED fittings, except for the units mounted over the pools, which can only be reached by equipment mounted in a drained pool.

The changing facilities are also showing a degree of wear and tear with replacement and repairs of fixtures and fittings and an overall tidy up of painted surfaces.

This work at Dudley will be completed towards the end of the year to better spread the impact on our Levels of Service and ensuring that customers have access to alternatives.

Aquatics currently have the following capital replacement budgets available

Kaiapoi Pool	\$284,000
Dudley Pool	\$130,340
Oxford Pool	\$21,180

All purchasing and sourcing would be done in line with Councils Purchase and tender policies to ensure best value and a high degree of workmanship.

4.3. Outcomes of recent customer satisfaction survey

In November we ran our biannual Aquatics Customer Satisfaction survey. The survey was available to our customers via Councils “Lets Talk” platform being advertised in house and circulated via email and our social media.

Four key questions require customers to score on a scale of Very Satisfied (Green) Satisfied (Yellow) dissatisfied (Purple) and Very Dissatisfied (Pink)



We received just under two hundred responses in total for an overall satisfaction rating of 96%. This is a great achievement being up 1 basis point from the survey run in March last year at 95% and ahead of our target of 90% or above.

Following these main questions the survey has space for customers to add a text response to a general question of whether there was anything further they would like to add. This is a great opportunity for customers to address the reason behind their answer and for us to capture feedback on any areas that weren't explicitly addressed within the set question framework. Feedback here was optional with a some responses touching on a number of areas so the following numbers do not balance with total survey responses.

The overwhelming theme continues to be that customers appreciated either the facilities provided or the staff who work hard to keep them open and operating. This is great to see and validates a lot of the teams hard work.

The next two items were similar in nature with responses suggesting the need for further investment and upgrades within our changing room spaces including additional changing room space. This was closely followed by responses noting the need for upgrades of the pool spaces themselves, including the addition of hydrotherapy facilities and leisure space at Kaiapoi.

Accessibility of pool space and programmes was another key area of concern with customers noting that they feel squeezed or struggle to access pool space during early afternoons when we are at our busiest.

Finally, the Cost of entry and programmes was the next issue with customers commenting that further discounts would be nice considering that the cost of everything else was going up.

From this, there are a number of areas where we can develop simple processes and solutions to address key issues for our customers. Additionally, via the District Aquatics plan we will work to champion key development opportunities for our programmes and spaces.

Implications for Community Wellbeing

Community Wellbeing continues to be the key driver for all activities within the district's Aquatic Centres. From the sharing of knowledge, developing key life skills, fellowship and the opportunity for recreation, rehabilitation and recovery, the wellbeing of our community is central to our ongoing relationship with our customers.

- 4.4. 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 a number of groups and organisations who are affected by, or to have a vested interest in the ongoing operation of the districts Aquatic Facilities. Aquatics staff continue to work closely with key community partners and wider industry organisations, including North Canterbury Swim Club, Water Skills for Life, Waimakariri Access Group, Recreation Aotearoa, Swimming NZ and the North Canterbury Sports and Recreation Trust, to name a few.

5.3. Wider Community

In our most recent General Customer Satisfaction survey run April 2023, Aquatics achieved an overall customer satisfaction rating of 95%. This is up from our previous result of 94% six months prior and ahead of our targeted ≤90%. The next survey is scheduled to run in May 2024.

A review of the District Aquatics plan reinforced the outcomes of the original document developed in 2019 being growing community demand for Hydrotherapy, a key area of opportunity, additional leisure space at Kaiapoi and the integration of the Pavilion into the main facility at Dudley and what this would mean for current changing spaces.

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

6. OTHER IMPLICATIONS AND RISK MANAGEMENT

6.1. Financial Implications

The following table summarises the Aquatic Facilities operational financial position in the 2023/24 year as at 31 December 2023.

Aquatic Facilities Budget Summary	YTD Actual \$'000	YTD Budget \$'000	Variance \$'000
Operational Income	839	805	34
Rates Funding	1,972	1,999	(27)
Total Income	2,811	2,804	7
Operation Expenses	1,899	1,896	(3)
Maintenance	122	134	12
Corporate overheads	407	415	8
Internal Interest	170	164	(6)
Depreciation	443	441	(1)
Total Expenditure	3,041	3,050	9
Total Surplus (deficit)	(231)	(247)	16

Attendance continues to improve year on year overall, with learn to swim numbers still continuing to grow following the impacts of both covid and cost of living. Of the three main activities, income results remain on budget for recreation and pre-paid entries, with learn to swim income higher than forecast due to the recent increased numbers. Direct staffing costs remained on budget due to the need to continue to meet contractual obligations and safe operating requirements.

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

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

The treatment systems and processes around the ongoing monitoring of water quality are designed to minimise risk to customers from water borne illness and communicable disease. Staff will continue to work closely with Te Whatu Ora to address situations as we are made aware of them and take the appropriate steps.

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

Community spread from colds, viruses and notifiable diseases can impact our availability to safely operate facilities. The Aquatics Standard Operating Procedures and Pool Water Quality Risk Management Plan outline the steps taken around effective treatment of pool water to ensure we provide a safe environment for our customers. Our Aquatics BCP outlines how we will manage staffing pressures to ensure we continue to operate a safe and secure environment for our customers at all times.

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

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

7. CONTEXT

7.1. Consistency with Policy

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

7.2. Authorising Legislation

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

7.3. Consistency with Community Outcomes

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

Public spaces and facilities are plentiful, accessible and high quality, reflecting our cultural identity.

There is a strong sense of community within our District.

There is a healthy and sustainable environment for all.

There is a safe environment for all.

People needs for mental and physical health and social services are met.

Businesses in the District are diverse, adaptable and growing.

People have wide ranging opportunities for learning and being informed.

7.4. Authorising Delegations

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