

Waimakariri District Council

Community and Recreation Committee

Agenda

Tuesday 29 November 2022

3pm

Council Chambers
215 High Street
Rangiora

Members:

Cr Philip Redmond (Chairperson)

Cr Robbie Brine

Cr Brent Cairns

Cr Al Blackie

Cr Niki Mealings

Mayor Dan Gordon (ex officio)

AGENDA CONTENTS – COMMUNITY AND RECREATION COMMITTEE

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	3.1	Request for the removal of the memorial at Victoria Park	
	4	Staff Reports	
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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
29 NOVEMBER 2022 AT 3PM.**

**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 DEPUTATIONS

3.1 Request for the removal of the memorial at Victoria Park, Rangiora

4 REPORTS

**4.1 Library update to 17 November 2022 – Paula Eskett (District Libraries
Manager)**

6 - 15

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 221117200310.
- (b) **Notes** the customer service improvements, Te Wiki o Te reo Māori, events including Word Christchurch Festival that have contributed positively to community outcomes by Waimakariri Libraries from 9th September – 17 November 2022.
- (c) **Circulates** the report to the Boards for their information.

4.2 Aquatics November Update – Matthew Greenwood (Aquatics Manager)

16 - 23

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 221107193267.
- (b) **Notes** Aquatic Facilities progress against key performance indicators including Financial results, Water Quality and Customer Satisfaction.
- (c) **Notes** successful progress in recruitment activities despite a turbulent market, ahead of the busy summer season.

- (d) **Notes** preparations for the opening of summer pools progressing as scheduled.
- (e) **Notes** the assessment of facilities, procedures and staff ahead of next years Poolsafe audit.
- (f) **Circulates** this report to the community boards for their information.

4.3 **Community Team Year in Review 2021/22 – Tessa Sturley (Community Team Manager)**

24 - 30

RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** report No. 221117200298.
- (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 2021/2022, 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 in June 2023.

5 CORRESPONDENCE

Nil.

6 PORTFOLIO UPDATES

- 6.1 **Greenspace (Parks, Reserves and Sports Grounds) – Councillor AI Blackie.**
- 6.2 **Community Facilities (including Aquatic Centres, Multi-use Sports Stadium, Libraries/Service Centres, Town Halls and Museums) – Councillor Robbie Brine.**
- 6.3 **Community Development and Wellbeing – Councillor Brent Cairns.**
- 6.4 **Waimakariri Arts and Culture – Councillor AI Blackie.**

7 QUESTIONS

8 URGENT GENERAL BUSINESS

9 MATTERS TO BE CONSIDERED WITH THE PUBLIC EXCLUDED

Section 48, Local Government Official Information and Meetings Act 1987

RECOMMENDATION

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

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

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

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

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

WAIMAKARIRI DISTRICT COUNCIL

REPORT FOR INFORMATION

FILE NO and TRIM NO: GOV-01-04 / 221117200310

REPORT TO: COMMUNITY AND RECREATION COMMITTEE

DATE OF MEETING: 29 November 2022

AUTHOR(S): Paula Eskett – District Libraries Manager

SUBJECT: Library update to 17 November, 2022

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


General Manager


Actin Chief Executive

1. SUMMARY

1.1. This report provides an update on key activities and customer service improvement and innovations undertaken by Waimakariri Libraries from 9th September – 17 November 2022.

2. RECOMMENDATION

THAT the Community & Recreation Committee:

- (a) **Receives** Report No. 221117200310.
- (b) **Notes** the customer service improvements, Te Wiki o Te reo Māori, events including Word Christchurch Festival that have contributed positively to community outcomes by Waimakariri Libraries from 9th September – 17 November 2022
- (c) **Circulates** the report to the Boards for their information.

3. BACKGROUND

3.1 The Waimakariri Libraries aim to promote reading, literacy, and learning; support a stronger, healthier and more resilient community; promote a culture of exploration and creativity; contribute to the economic wellbeing of individuals and the community, and deliver excellence in public service.

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

4. ISSUES AND OPTIONS

4.1. Service improvement: print from your own device

4.1.1. Waimakariri Libraries' well-used printing service recently received an upgrade which has brought about a vast improvement in user experience.

The upgrade has allowed anyone visiting our libraries, whether they are members or not, to print documents directly from their own device, such as a smartphone or laptop. This has made printing at our libraries even simpler, more secure, and convenient.

Previously those wishing to print documents in the library needed to follow several steps, from logging on to one of our public use computers to accessing their documents via their email account, portable storage device or cloud-based storage solution. This could often be an arduous and frustrating process for many, as it could involve security provisions such as recalling and, if necessary, resetting passwords and three-factor authentication. This could be highly stressful for those wishing to print in a hurry.

Those wishing to print can now email a print job to the library from any device, anywhere, by sending an email to monitor@print.apnk.nz. The document or email can be sent to the library from home, from a café, or from the library – anywhere where people have access to an internet connection.

Within a few minutes the user will receive an email in reply. This email contains their unique job number, which remains valid for 24 hours. All the user needs to do is bring the job number with them into any of our libraries and the staff will help them make sure the document is printed to their specifications, inform them of the cost, and make sure the pages are then printed and safely retrieved.

- 4.1.2. Our printing service, offered through the Aotearoa Peoples Network Kaharoa (APNK) consortium, is well used by members of the Waimakariri hapori (community).

APNK provides free access to broadband internet and computing equipment so that people can live, learn and create in the digital world. The service is provided by the National Library of New Zealand and most New Zealand public libraries, including Waimakariri, pay to access this for our communities.

Over the three years before the recent upgrade earlier in 2022, locals and visitors to our district's libraries had printed more than 200,000 pages.

Library branch	Pages printed
Oxford	33,069
Kaiapoi	79,363
Rangiora	98,664
Total	211,096

Figures obtained from APNK, showing number of documents printed at each library branch from mid-2019 to 27 January 2022.

Printing needs vary from travel and real estate documentation to concert tickets, CVs, legal documents, posters and information for local community groups, and family history materials. Those using our printing service might be library members, residents who use the library but are not borrowing members, or visitors from other parts of Aotearoa or overseas.

- 4.1.3. This service allows Waimakariri Libraries to achieve the following Community Outcome:

People have wide ranging opportunities for learning and being informed:

- Our educational facilities and libraries and cultural centres are well resourced and have the capacity to manage and respond to changing demographics
- Our people are easily able to get the information they need

This Community Outcome supports SDGs 3 and 4, and contributes to social and cultural wellbeing.

Offering an equitable and accessible printing service also helps to work towards a more sustainable Waimakariri by ensuring fewer households need to own a printer. This supports SDG 11.



4.2. Collections Updates

4.2.1. New Digital Collection: LOTE4Kids

Waimakariri Libraries are pleased to be adding a new digital resource which will increase the depth of our collection of non-English language content – recognising the increasing diversity of our hapori and the need for quality educational content in digital mediums.

LOTE4Kids is a growing digital collection of children's books in languages other than English. It was created by educators to enable parents to enjoy the magic of books with their children, or for kids or adults learning new languages.



The digital library currently contains more than 2000 titles in 60 different languages for users to access on their own device at home or using a public-use device within our libraries. The collection includes a growing library of interactive titles in te reo Māori.

Children can also choose to view each title translated and narrated in English to help with reading and literacy development.

The resource will be accessed via the Waimakariri Libraries website.

4.2.2. New Digital Collection: The Treaty of Waitangi Digital Collection

This digital collection is a landmark digital resource from Bridget Williams Books (BWB), an award-winning New Zealand publisher.

The collection spans historical and contemporary perspectives of Te Tiriti o Waitangi across multiple publications. The resource compliments our comprehensive Aotearoa/New Zealand collection by providing rich, engaging titles that are easily accessed from home. The collection was curated with an emphasis on accessibility, with a clear and responsive interface which is perfect for study or personal interest.

The resource will be accessed via the Waimakariri Libraries website or through the library catalogue.



4.2.3. Ako Collection Update

The Ako Collection, launched in September, is being well used by the district's hapori.

Launched to co-incide with the annual national weeklong celebration of te reo Māori; *Te Wiki o Te Reo Māori*, the Ako Collection was designed to create easy access to resources for learning and exploring te reo Māori.

In te reo Māori the verb ako means to learn, study, instruct, teach, or advise.

This new collection currently houses more than 340 language learning materials and bilingual pukapuka (books) for all ages. This number includes 20 language learning packs, designed for either adults or whānau.



Although launched halfway through the month, 80 items were borrowed from the collection during the month of September, and 113 were borrowed during the month of October.

The Ako Learning Packs have been popular at all three libraries, and bilingual picture books and purakau (myths and legends) are the most common items loaned. This indicates that whānau across the district are keen to explore te reo and te ao Māori.

Furthering assessment and development of this collection will be ongoing.

4.2.4. These collections allow Waimakariri Libraries to achieve the following Community Outcomes:

The community's cultures, arts and heritage are conserved, developed, and celebrated

- Mana whenua are acknowledged and respected
- All cultures are acknowledged, respected, and welcomed in the district

Effect is given to the principles of the Treaty of Waitangi

People have wide ranging opportunities for learning and being informed:

- Our educational facilities and libraries and cultural centres are well resourced and have the capacity to manage and respond to changing demographics
- Our people are easily able to get the information they need

These community outcomes support SDGs 3, 4, 10, 11, and 16, and contributes to social and cultural wellbeing.



4.3. Rangatahi Engagement Update

4.3.1. Increasing numbers of Rangatahi using our library spaces

With the warmer weather we have seen an increase in rangatahi spending time in Ruataniwha Kaiapoi Civic Centre.

Rangatahi Engagement Co-ordinator Rebecca Morland saw the increase in the number of groups of young people meeting spending time in the library during the recent school holidays as a chance to learn some of their names and a little about them.

Different groups they have commented on how good it is not to have to wear masks in the library.

Through building relationships with the rangatahi, Rebecca has been able to address minor issues and prevent them escalating. These include:

- Skateboarding/scootering outside of the Williams Street entrance
- Congregating in the direct vicinity of library entrances
- Consumption of 'slushy' or 'frozen' drinks inside library premises
- Volume of noise in study areas

There has been little resistance from our rangatahi in these instances of gentle reminders.

4.3.2. Lifting engagement with rangatahi through programming

Rebecca is collaborating with the Community and Greenspace Teams on summer programming to connect and engage with local rangatahi in Kaiapoi.

Outdoor activities and BBQs are planned for three Fridays in January in McAllister Square, with a focus on whakawhanaungatanga (building relationships) and manaakitanga (hospitality or care) for our rangatahi.

Rebecca's goal is to involve as many community groups as possible and to provide a welcoming and engaging summer holidays for our whānau hapori.

4.3.3. Building the confidence of library staff regarding behaviour management

Following workshops held earlier in the year, progress is being made with staff confidence in interacting with rangatahi in the library, and a more mana enhancing approach is starting to be seen.

Many staff are demonstrating a relaxed and confident approach to interacting with rangatahi, using utilising skills and techniques Rebecca has taught them.

Sharing names and specifics about our regular visiting rangatahi at team hui has been helpful in staff feeling more comfortable in their interactions. Privacy is always given the utmost respect for all library users, and these conversations allow the team to understand where different rangatahi are coming from so that they can approach them with respect, kindness, and understanding.

A recent example of a story shared involved a young man feeling whakamā (ashamed) about not having shoes to wear in the library. Sharing this meant that other staff were able to not make this an issue when he next visited, keeping his mana intact.

4.3.4. Improvement in engagement with young people on Instagram

Recent changes to the approach to the Waimakariri Libraries Instagram account are achieving the goal of engaging more with young people.

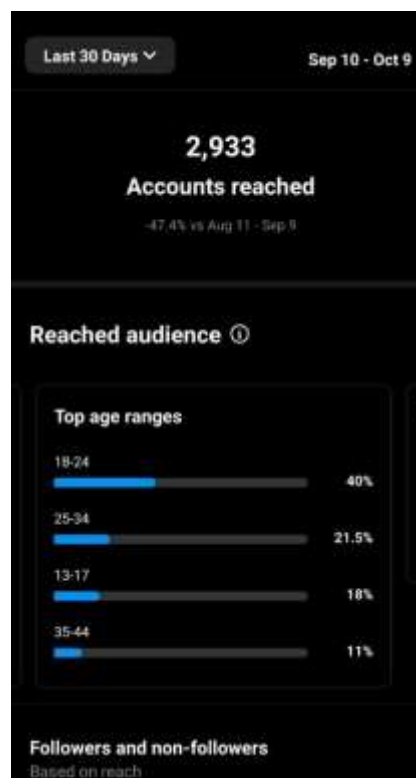
The team has changed the type of content shared on the social media platform, creating more reels (short video content) and using TikTok-inspired viral sounds and trends. Hashtags are also used to increase the reach of the account.

These changes have had a huge impact. Waimakariri Libraries Instagram account was previously followed by an older and mostly female demographic, but after only a few months with this new approach, engagement has risen sharply and more than half of the audience is now in the 13-24 age group.

Use of the reels feature has allowed the team to expand the audience reach by 660%, when compared reach figures from September 2021 and September 2022.

Using the same months for comparison, the team also achieved 288% more Instagram profile visits

The team's top reel has received more than 2,000 views.



4.3.5. Background to Instagram changes and future steps

This change in approach has come about from the need to connect with rangatahi in spaces and via platforms which are relevant to them, and on which they are currently active and engaged.

Waimakariri Libraries uses Facebook and Instagram for several purposes, including sharing information and stories, increasing awareness of library services, events, and collections, and for community engagement.

Over the last year library staff have been actively researching and working with IT to investigate the possibility of adding a presence on TikTok. TikTok has more than one billion users and is heavily used by rangatahi.

Due to delays in launching this platform, the team decided to test their rangatahi engagement strategy on Instagram first.

They plan to continue to grow and engage this audience either on either one or both platforms, building a schedule that incorporates te ao Māori, local history, book posts (referred to as BookTok), challenges, quizzes and more.

Part of this mahi will involve library staff working to educate young people and their caregivers about keeping themselves safe online and how to be good digital citizens.

4.3.6. This mahi is to improve engagement with rangatahi allows Waimakariri Libraries to achieve the following Community Outcomes:

There is a strong sense of community within our District

- There are wide-ranging opportunities for people of different ages, abilities, and cultures to participate in community life, and recreational and cultural activities.

Effect is given to the principles of the Treaty of Waitangi

There is a safe environment for all

These community outcomes support SDGs 3, 10, 11, and 16, and contributes to social and cultural wellbeing.

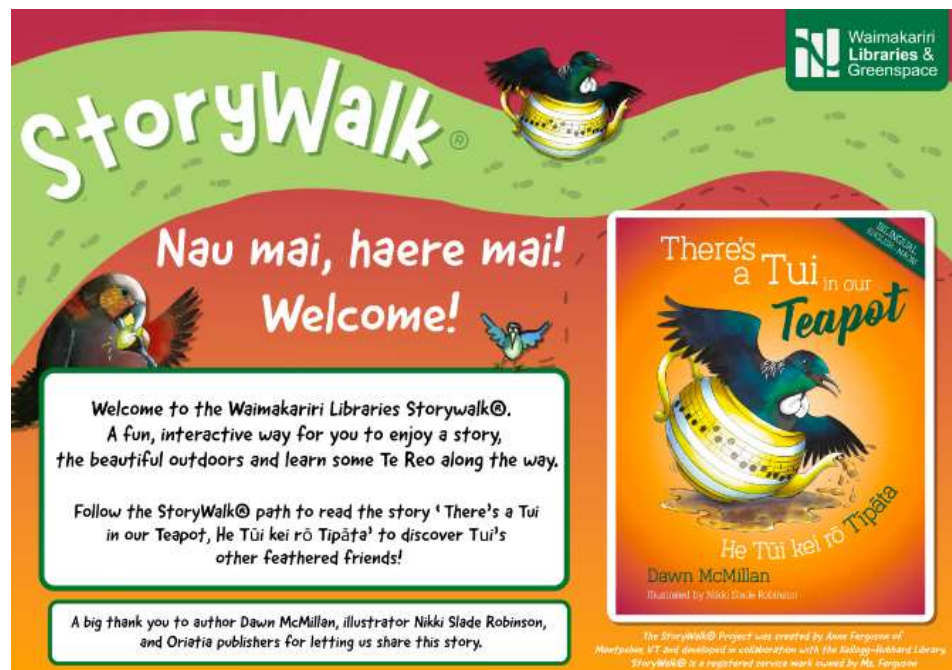


4.4. Kaiapoi Storywalk Update

- 4.4.1. Positive feedback from those attending Waimakariri Libraries bilingual Storywalk® has indicated that the installation drew people to visit Kaiapoi's Te Korotuaheka Reserve, or the Honda Forest, for the first time.

The project was the second Storywalk® collaboration between Waimakariri Libraries and the Greenspace team, and the reserve was chosen as the site for the StoryWalk® as means of activating the relatively new reserve. The reserve neighbours a popular BMX track and dog park therefore making it attractive to different aspects of our community.

While the launch event had smaller numbers attend than hoped, feedback gathered from the QR code on the final board (collected throughout the time the story was up) showed it had a positive impact for the community.



Comments included:

“Fun and interactive way to take the kids out on a walk and learn a bit of Kaiapoi history”

“Loved listening to the bird sounds. A very entertaining story – those cheeky birds. The kids said it was fun.”

“It was a nice family activity where we got to learn about the birds of our community and listen to the different sounds the birds make”

“[We enjoyed] the connection between the story and the location. The interactive elements especially the QR codes. Great way to get the kids out and about.”

Facebook posts regarding the story walk had a high engagement with people mentioning they had either participated in the outdoor activity or planned to do so.

The Storywalk® has also been popular with groups. Most recently the Kaiapoi Pippins completed the walk and activity sheet. Even in the inclement weather, the Pippins had a great time.



4.4.2. Background

The Storywalk® ran from 17 September to 25 October. IT featured the bilingual story, ‘There’s a Tui in our Teapot’ written and illustrated by NZ authors Dawn McMillan and Nikki Slade Robinson. Its launch was timed to co-incide with Te Wiki o Te Reo Māori.

The story boards also shared historical information about Kaiapoi, and facts on NZ native birds, including QR codes linking to bird calls. Children were able to complete an activity sheet to further learn about the flora, fauna, and history of the reserve.

StoryWalk® is an international initiative that has grown in popularity worldwide in recent years, partly because of Covid-19 restricting indoor programming. It aims to get people out and about in nature together, combining the benefits of physical exercise and reading to support mental health and literacy development, especially in children.

Each page of a children’s book are displayed on wooden display posts along a path through a park or nature reserve for people to read as they walk or ride along, combining the story and fun facts about the area.

4.4.3. The Kaiapoi Storywalk® has allowed Waimakariri Libraries and Greenspace to achieve the following Community Outcomes:

Public spaces and facilities are plentiful, accessible, and high quality, and reflect cultural identity

- There are wide-ranging opportunities for people to enjoy the outdoors

There is a strong sense of community within our District

- There are wide-ranging opportunities for people of different ages, abilities, and cultures to participate in community life, and recreational and cultural activities.

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

Effect is given to the principles of the Treaty of Waitangi

These community outcomes support SDGs 3, 10, 11, and 16, and contributes to social, environmental, and cultural wellbeing.



Implications for Community Wellbeing

There are no implications on community wellbeing by the issues and options that are the subject matter of this report.

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

5. COMMUNITY VIEWS

5.1. **Mana whenua**

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

5.2. **Groups and Organisations**

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

5.3. **Wider Community**

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

6. OTHER IMPLICATIONS AND RISK MANAGEMENT

6.1. **Financial Implications**

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

Library			
Summary Report September 2022			
	Actual	Budget	
Revenue			
Revenue	40,049	27,138	↑
Rates	1,045,642	1,063,200	→
	1,085,692	1,090,338	
Operating Expenses			
Maintenance	504,852	591,798	↓
Overheads	132,642	147,429	↓
Internal Interest	246,466	247,266	→
Depreciation	3,408	3,000	↓
	185,763	185,763	
	1,073,131	1,175,256	↓
Surplus/ (Deficit)	12,561	(84,918)	↑

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

6.2. **Sustainability and Climate Change Impacts**

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

6.3 **Risk Management**

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

6.3 **Health and Safety**

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

7. **CONTEXT**

7.1. **Consistency with Policy**

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

7.2. **Authorising Legislation**

7.3. **Consistency with Community Outcomes**

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

7.4. **Authorising Delegations**

221117200308

WAIMAKARIRI DISTRICT COUNCIL

REPORT FOR INFORMATION

FILE NO and TRIM NO: GOV-01-04 / AQU-02-09 / 221107193267

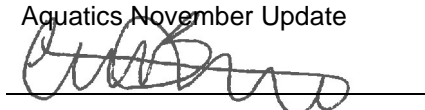
REPORT TO: COMMUNITY AND RECREATION COMMITTEE

DATE OF MEETING: Tuesday 29 November 2022

AUTHOR(S): Matthew Greenwood, Aquatics Manager

SUBJECT: Aquatics November Update

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


General Manager


Actin Chief Executive

1. SUMMARY

- 1.1. This report is to provide the Community and Recreation Committee with a summary of the Aquatic Facilities Unit's year to date progress, as measured against the unit's most significant Key Performance Indicators. It includes a summary of causal and programmed customer attendance and a budget update for the year to 30 September 2022.
- 1.2. This report details results of recent recruitment activities, an update on Summer pool activities and details of preparations for the forthcoming Poolsafe assessment.

Attachments:

- i. Nil

2. RECOMMENDATION

THAT the Community and Recreation Committee:

- (a) **Receives** Report No. 221107193267.
- (b) **Notes** Aquatic Facilities progress against key performance indicators including Financial results, Water Quality and Customer Satisfaction.
- (c) **Notes** successful progress in recruitment activities despite a turbulent market, ahead of the busy summer season.
- (d) **Notes** preparations for the opening of summer pools progressing as scheduled.
- (e) **Notes** the assessment of facilities, procedures and staff ahead of next years Poolsafe audit.
- (f) **Circulates** this report to the community boards for their information.

3. BACKGROUND

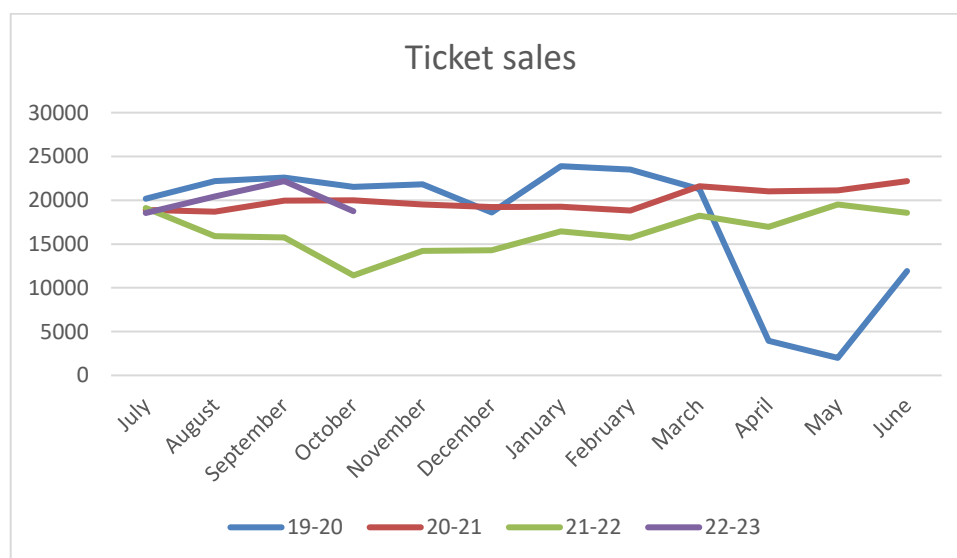
- 3.1. The Waimakariri District Council's Aquatic Facilities team deliver strong aquatic programmes and enjoyable recreation opportunities for the ongoing wellbeing of our community and visitors. We do so from four sites: two indoor, year-round facilities and two seasonal summer pools, which operate over the summer period from October to April.

- 3.2. The Aquatic Facilities team work closely with partner organisations, clubs, trusts and interest groups to support water safety programmes, grow and develop swimming and Aquatic exercise initiatives, and works with the Council to ensure our facilities are inclusive places, accessible to all members of the community.
- 3.3. Staffing and recruitment activities over the past couple of years, have been hampered by low unemployment, and a dynamic and fast moving employment market. Aquatics staff continue to work closely with Councils Human Resource team to ensure we identify and develop a strong pool of talent, ensuring high standards and safe enjoyable facilities for our community.
- 3.4. 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

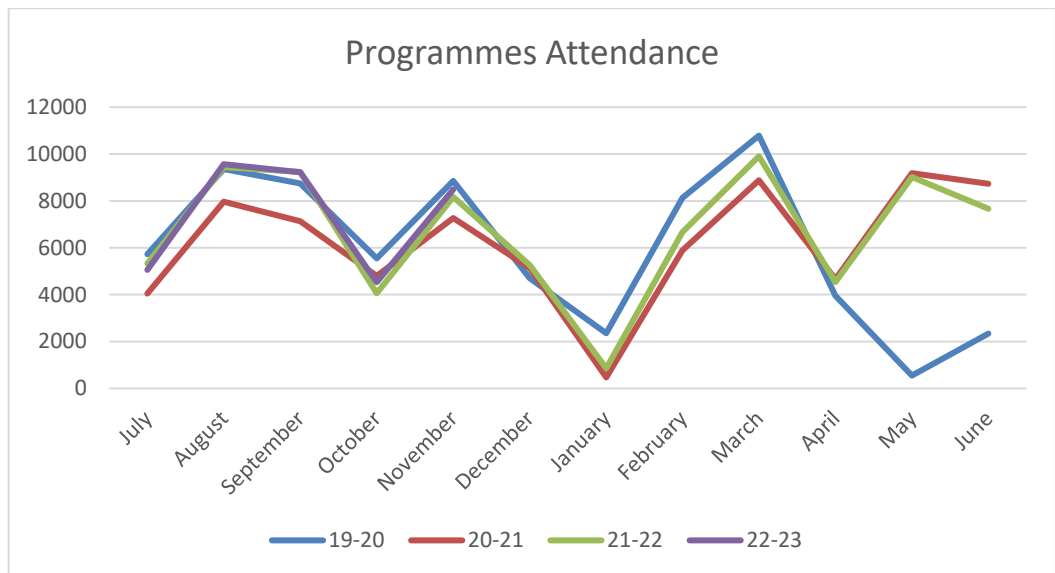
4.1. **Aquatics customer attendance**

The following tables provide a summary of ticket sales across the two indoor, year-round facilities to date as at 14 November 2022.



The missing data in 2019/2020 coincides with the first national lockdown in April 2020 with the facilities closed. Similarly, September through November of 2021 saw the introduction of level restrictions especially head count limits in indoor spaces.

Casual attendance continues its return from the 21/22 year (green) closer to pre covid figures (blue). While we saw increased recreation numbers during the October school holidays the overall trend is a decrease from September with fewer programmes running through the month with drives peak attendance. Staff are currently working with Councils Communications and Engagement team to grow our advertising presence through advertising and social media engagement.



Programme numbers have continued to remain relatively consistent. Growth in this area has been complicated by the movement of staff, limiting our ability to grow without impacting on the quality and outcomes of the lessons. We are continuing with both recruitment and a number of initiatives to refine the programmes efficiency. For example, limiting the number of individual lessons offered in favour of group lessons which serve a greater number of customers.

4.2. Recruitment update

In preparation for Christmas break and the summer pools we ran a number of recruitment drives across all the disciplines. With Police vetting and training requirements taking a good six to eight weeks all up it is important that we forecast ahead and where possible carry some contingency to ensure we don't have to limit levels of service or customer opportunities. Unfortunately for us and other local businesses, the employment market remains very dynamic with a number of staff taking this opportunity to progress their careers.

Currently we have twelve staff training to gain their Lifeguard and Learn to Swim qualifications. These staff will be quickly snapped up across permanent shifts at Kaiapoi and Dudley and Fixed term hours at Oxford. We worked closely with Councils Human Resource team on the wording and placement of the adverts to attract the right kind of people and while the response was relatively strong, a lot of individuals who applied had very limited availability due to other extracurricular activities which limits their ability to support our business.

After the standard, competitive process, we recently promoted the Aquatics Administrator into the vacant Kaiapoi Team Leader role. Advancement of staff within Aquatics is great to see as it is important for staff to see potential career growth pathways which can aid retention. However, this effectively only shifts the problem with more recruitment currently underway.

At the time of reporting we are recruiting for an Aquatic Administrator, Lifeguard supervisors, Waiswim supervisors, and an aquarobics tutors for Oxford pool. A number of these roles come with significant hours so we are confident we can attract the right people for these roles.

While the Waiswim Supervisor is a new role, it is part of our team development within the Long Term Plan. This role will free the teachers up to do what they do best, while ensuring our customers get a dedicated person who ensures quality, consistency. This role will bring a solutions focused outlook for our customers, with their experience in teaching but having the time to dedicate to supporting customers and student development.

Oxford pool has always had solid support for its Aquacise classes however with staff movements it has become difficult to ensure all programme options remain viable at all sites. Speaking with our neighbouring Councils, it seems as if they are also in a similar position, struggling to attract and retain tutors. While the role has limited hours, it does pay particularly well but does require someone who is keen, energetic and capable of leading group classes. Internal training has seen limited interest with a lack of success attracting staff from similar exercise areas such as local gym tutors. We are hopeful that we may be able to attract someone local who would be keen to return for a few seasons yet.

4.3. Summer pools

The warmer weather marks the return of summer pools to the district with Waikuku Beach paddling pool being the first to open on Labour Weekend. This site received a pre season plant service, full repaint of the pool shell itself with non-slip paint as well as Wally the Whale getting a brighten up.



Aside from a quickly rectified programming error with the water feature pump which saw them only running “after hours”, the opening has gone smoothly. As always the shade sails will be installed later in November after the risk from strong winds and fireworks has died down.

Similarly, preparations at Oxford Community pool have been progressing well. During a site wash down and drain of the pools in late October it was discovered that the large volume of winter rain and high water table pushing up from under the pool, had caused a large volume of water to get trapped in between the liner and the ground works, creating an effect somewhat similar to a water bed.

Despite the significant weight of water sitting on top of it we were advised it was likely to take a while to drain so on advice from the contractor, the membrane was pierced and the water drained with the contractor making repairs. They advised that this repair was unlikely to effect the overall lifespan of the membrane, with the repair likely to be stronger than the unaffected areas, and the wider membrane still having a lot of life left in it.

Early November saw servicing of the circulation pumps and boiler to ensure that all are ready to be fired up in the run up to opening as staff become available for plant operation and monitoring. Stock including treatment chemicals and cleaning products are now being delivered to site with staff completing their training and assessment ahead of site inductions.

We are looking forward to some great weather and a return to strong customer numbers though the summer pools.



4.4. **Poolsafe preparations**

With our busiest part of the year ahead of us, preparations have begun now for our annual Poolsafe assessment which occurs around February each year. Jointly developed in 2001 by the New Zealand Recreation Association (NZRA) and Water Safety New Zealand (WSNZ) Poolsafe is an industry led, voluntary management system designed by the industry for the industry, ensuring a safe minimum standard of operation for public pools with facilities being assessed on pool supervision, staff training, water quality, health and safety and pool systems and processes

The Waimakariri Aquatic Facilities have been a part of this programme since its early days, as it has proven beneficial to have an independent evaluation of our systems and processes to ensure we continue to meet or exceed industry best practice.

Facilities are required to complete a self-assessment prior to the assessor visit, which is a good opportunity for senior staff and management to go through some of the less frequent processes and ensure that they are still fit for purpose. For example the assessment looks at our chemical spill procedures and ensures we always have the right Personal Protective gear and spill containment equipment at all times. While these processes form part of our internal staff training drills, they are often yet required to put in to action.

Overall, this process ensure robust training and processes and high quality, safe and enjoyable facilities for our customers.

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

Implications for Community Wellbeing

While there are no specific implications contained in the issues raised above, Community Wellbeing continues to be a 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.

5. **COMMUNITY VIEWS**

5.1. **Mana whenua**

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

5.2. **Groups and Organisations**

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

5.3. **Wider Community**

In our most recent General Customer Satisfaction survey run September 2022, Aquatics achieved an overall customer satisfaction rating of 94%. This is up from our previous result of 91% six months prior and ahead of our targeted ≤90%.

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

6. OTHER IMPLICATIONS AND RISK MANAGEMENT

6.1. Financial Implications

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

Aquatic Facilities Budget Summary	YTD Actual \$'000	YTD Budget \$'000	Variance \$'000
Operational Income	336	510	(175)
Rates Funding	831	845	(14)
Total Income	1,167	1,356	(189)
Operation Expenses	857	889	32
Maintenance	64	67	3
Corporate overheads	188	184	(4)
Internal Interest	70	71	1
Depreciation	221	131	(89)
Total Expenditure	1,399	1,342	(57)
Total Surplus (deficit)	(232)	(14)	(246)

This budget reflects decreased visits through seasonal attendance trends over winter, with increased attendance heading into the peak summer months and also following changes in community activity trends following covid. These forecasts differ from those as forecast in Councils Long Term Plan and continue to impact on Operational Income with attendance numbers but still recovering against pre covid expectation. As noted in previous reports, the final income deficit, currently 175k is anticipated to continue to not align with the activity as anticipated for the Long Term Plan budget, which will require a future adjustment against the covid loan.

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

Depreciation is higher than budget due to 2021/22 buildings revaluation.

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

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

6.2. Sustainability and Climate Change Impacts

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

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

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

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

6.3 Risk Management

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

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

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

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

6.3 Health and Safety

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

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

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

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

7. CONTEXT

7.1. Consistency with Policy

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

7.2. Authorising Legislation

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

7.3. **Consistency with Community Outcomes**

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

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

7.4. **Authorising Delegations**

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

WAIMAKARIRI DISTRICT COUNCIL

REPORT FOR INFORMATION

FILE NO and TRIM NO: GOV-01-04 / CMS-09-10-02 / 221117200298

REPORT TO: Community and Recreation Committee


DATE OF MEETING: 29 November 2022

FROM: Tessa Sturley – Community Team Manager

SUBJECT: COMMUNITY TEAM YEAR IN REVIEW REPORT 2021/2022

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


Department Manager


Actin Chief Executive

1. SUMMARY

1.1. This report provides an overview of the Community Team Year in Review report, 2021/2022, which details activity in four key areas:

- Community Development
- Community Safety
- Youth Development
- 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 2021/2022 report (Trim # 221122201950) To be sent separately via diligent.

2. RECOMMENDATION

THAT the Community and Recreation committee:

- (a) **Receives** report No. 221117200298
- (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 2021/2022, 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 in June 2023.

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 10 of Council’s Community Outcomes.

3.3. The work of the Community Team is framed according to the criteria for the Waimakariri District’s status as an international Safe Community, aligning with eight of the United Nation’s Sustainable Development Goals, which “... are a call for action by all countries – poor, rich and middle-income – to promote prosperity while protecting the planet. They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.”

Retrieved from <https://sustainabledevelopment.un.org/>

3.4. Both business as usual and COVID–19 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	Suicide & Self Harm	
		Positive Ageing	Civil Defence Welfare	
	SAFE ENVIRONMENTS	Homes	Rural Properties	
		Internet		
		Streets		
WELCOMING COMMUNITIES	CONNECTION	Residents Groups	Subdivisions	
		Social Isolation	Collaborative Networks	
		Easily accessible, relevant information		
	INVOLVEMENT	Volunteering	Skill sharing	
	INCLUSION	Migrants	Accessibility	
	CAPABILITY AND CAPACITY BUILDING	Capability-building for volunteers, members, staff and leaders of community groups and organisations		
		Support and advice for growing community groups and organisations		

EMPOWERED COMMUNITIES	COMMUNITY ENGAGEMENT	Support and promotion to encourage residents to have a voice in local, regional and national consultations
	YOUTH OPPORTUNITY	WaiYouth - Events Youth Council - Youth Voice Youth Services Network - Opportunities and support for local young people

- 3.5. The Community Team's 'Year in Review' report documents the work of the Community Team in the 2021/2022 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?"
- 3.6. 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 social recovery from COVID-19 and flood events.

It also details four key priorities. - Work underway to facilitate a strategic approach to:

- The role of the arts in social recovery, community wellbeing, and district attraction
 - Increased provision of transitional and emergency housing
 - The development of a 'Next Steps' website that serves as a confidential means for people to access information and support in times of crisis
 - Food security, including progressing the establishment of a stakeholder user group and governance framework for a Community Hub in Kaiapoi.
- 4.2. Results are recorded against the Engage, Connect, Inform and Empower pillars of the Community Development Strategy 2015 -2025. As detailed in the report, quantitative results for the 2021/2022 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 to be reviewed and updated in late 2022/early 2023, 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 25 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.

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.

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 significant 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

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

- Effect is given to the principles of the Treaty of Waitangi
- People are friendly and caring, creating a strong sense of community in our District
- People's needs for mental and physical health and social services are met
- There is a safe environment for all
- People have wide ranging opportunities for learning and being informed
- There are wide ranging opportunities for people to contribute to the decision making that affects our District
- Public spaces and facilities are plentiful, accessible and high quality
- There are areas of significant indigenous vegetation and habitats that support indigenous fauna

- The community's cultures, arts and heritage are conserved and celebrated
- Transport is accessible, convenient, reliable and sustainable

7.4. **Delegations**

None



Tessa Sturley
COMMUNITY TEAM MANAGER