



**ROTORUA
LAKES COUNCIL**
Te Kaunihera o ngā Roto o Rotorua

Kaupapataka Agenda

NOTICE OF AN ORDINARY MEETING OF COUNCIL

Date: Wednesday 27 March 2024

Time: 9.30am

Venue: Council Chamber

MEMBERSHIP

Chair Mayor Tapsell

Deputy Chair Cr Kai Fong

Members

- Cr Barker
- Cr Brown
- Cr Kereopa
- Cr Lee
- Cr Maxwell
- Cr O'Brien
- Cr Paterson
- Cr Wang
- Cr Waru

Quorum 6

NGĀ TUKUNGA HAEPAPA A TE KAUNIHERA

COUNCIL DELEGATIONS

Type of Committee	Council Committee
Subordinate to	N/A
Subordinate Committees	<ul style="list-style-type: none"> • District Licencing Committee • Audit and Risk Committee
Legislative Basis	Schedule 7 s30 (1) (A), Local Government Act 2002 Committee delegated powers by the Council as per Schedule 7, s32, Local Government Act 2002
Purpose	The purpose of the Council is to make decisions on all matters that cannot be delegated, that it has not delegated or that it has had referred to it by staff or a committee.
Reference	01-15-016
Membership	Mayor (Chair) Deputy Mayor (Deputy Chair) All councillors
Quorum	6
Meeting frequency	Monthly
Delegations	<ul style="list-style-type: none"> • the power to make a rate • the power to make a bylaw • the power to borrow money, or purchase or dispose of assets, other than in accordance with the Long-term Plan • the power to adopt a long-term plan, annual plan, or annual report • the power to appoint a chief executive • the power to adopt policies required to be adopted and consulted on under the LGA 2002 in association with the long-term plan, or developed for the purpose of the local governance statement • the power to adopt a remuneration and employment policy • the power to set and support strategies in measures related to emergency matters. • all the powers, duties and discretions under the Civil Defence Act for the proper operation and administration of the approved Civil Defence Plan; such delegation to be executed solely within the defined policy guidelines as determined from time to time by the Council and subject to the Financial limits imposed by the approved Council estimates. <p>Additional responsibilities retained by the Council committee:</p> <ul style="list-style-type: none"> • Advise and support the mayor on the development of the long-term plan and annual plans • Approval of long-term plan or annual plan consultation documents, and supporting information and consultation process prior to consultation • Approval of a draft bylaw prior to consultation

	<ul style="list-style-type: none">• Resolutions required to be made by a local authority under the Local Electoral Act 2001, including the appointment of the electoral officer• Adoption of, and amendment to the Committee Terms of Reference, Standing Orders and Code of Conduct• Relationships with the Te Tatau o te Arawa board, including the funding agreement• Monitor the overall financial management and performance of the council• Make financial decisions required outside of the annual plan budgeting processes• Approve the council's insurance strategy and annual insurance placement for Council• Write-offs• Acquisition of property in accordance with the Long-term Plan• Disposals in accordance with the Long-term Plan• Review the Chief Executive's performance annually and establish performance targets for each year• Undertake a performance review at the end of the first term of appointment as required by Schedule 7, clause 35 of the Local Government Act 2002. Undertaken no less than 6 months before the date on which the chief executive's contract of employment for the first term expires.
Relevant Statutes	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.
Limits to Delegations	Powers that cannot be delegated to committees as per the Local Government Act 2002 Schedule 7 S32.

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1. Karakia Whakapuaki - Opening Karakia

TŪTAWA MAI

Tūtawa mai i runga
Tūtawa mai i raro
Tūtawa mai i roto
Tūtawa mai i waho
Kia tau ai te mauri tū
Te mauri ora, ki te katoa
Hāumi e. Hui e. Tāiki e!

TŪTAWA MAI

I summon from above
I summon from below
I summon from within
I summon the surrounding environment
The universal vitality and energy to infuse and
enrich all present
Enriched, unified and blessed

2. Ngā Whakapāha - Apologies

The Chair invites notice from members of:

1. Leave of absence for future meetings of the Rotorua Lakes Council; or
2. Apologies, including apologies for lateness and early departure from the meeting, where leave of absence has not previously been granted

3. Whakapuakitanga Whaipānga - Declarations of interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

4. Ngā Take Whawhati tata kāore i te Rārangi Take - Urgent Items not on the Agenda

Items of business not on the agenda which cannot be delayed

The Chair will give notice of items not on the agenda as follows:

Matters Requiring Urgent Attention as Determined by Resolution of Rotorua Lakes Council

The Chair shall state to the meeting.

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent meeting.
The item may be allowed onto the agenda by resolution of the Rotorua Lakes Council.
s.46A (7), LGOIMA

Discussion of minor matters not on the agenda.

Minor Matters relating to the General Business of the Rotorua Lakes Council.

The Chair shall state to the meeting that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent meeting of the Rotorua Lakes Council for further discussion

s.46A (7), LGOIMA

5. Te Whakaū i ngā Meneti - Confirmation of Minutes

5.1 Council Meeting Minutes (Draft) 28 February 2024

Doc ID: 20175864

Minutes (Draft)

**Council Meeting held Wednesday 28 February 2024 at 9.30am
Council Chamber, Rotorua Lakes Council**

MEMBERS	Mayor Tapsell (Chair)
PRESENT:	Cr Barker, Cr Brown, Cr Kereopa (Via Zoom), Cr Lee, Cr O'Brien, Cr Paterson, Cr Waru, Cr Wang.
APOLOGIES:	Cr Kai Fong and Cr Maxwell.
STAFF PRESENT:	G Rangī, Interim Chief Executive; J-P Gaston, Group Manager, Community & District Development; T Collé, Group Manager, Corporate Services; S Michael, Group Manager, Infrastructure & Environment; O Hopkins, Executive Director, Corporate Planning and Governance; G Kieck, Manager, Corporate Strategy & Planning; D Jensen, Director of Finance; D Cossar, Governance & Democracy Manager; W Wilkinson, Governance & Democracy Advisor.

The meeting opened at 9.30am.

The Mayor welcomed elected members, staff, and members of the public.

1 KARAKIA WHAKAPUAKI OPENING KARAKIA

Cr Lee opened the meeting with a Prayer.

2 NGĀ WHAKAPĀHA APOLOGIES

Resolved

- 1. That the apologies from Cr Kai Fong and Cr Maxwell be accepted.**

Moved: Cr Barker

Seconded: Cr Brown

CARRIED

3 WHAKAPUAKITANGA WHAIPĀNGA DECLARATIONS OF INTEREST

None

4 NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE URGENT ITEMS NOT ON THE AGENDA

Cr O'Brien requested Council address the public disclosure regarding the Mamaku Hall being demolished.

Mayor Tapsell ruled that the matter could be discussed at the meeting as a minor matter relating to the general business of the local authority, during the Corporate Services Progress Report (6.2).

Cr Paterson requested an update on the invitation to Darren Toy to speak to Council regarding Kāinga Ora's plans for Rotorua.

Mayor Tapsell confirmed that an invitation has been sent to Mr Toy to present to Councillors during a Community & District Development Committee meeting.

5 TE WHAKAŪ I NGĀ MENETI CONFIRMATION OF COUNCIL MINUTES

5.1 MINUTES OF COUNCIL MEETING HELD 14 FEBRUARY 2024

Doc ID: 20154943

Resolved

- 1. That the minutes of the Council meeting held 14 February 2024 be confirmed as a true and correct record.**

Moved: Cr Waru

Seconded: Cr Paterson

CARRIED

6. PŪRONGO KAIMAHI STAFF REPORTS

6.1 FINANCIAL PERFORMANCE FOR THE SEVEN MONTHS ENDED 31 JANUARY 2024 (INFORMATION ONLY)

Doc ID: 20170851

Resolved

- 1. That the report "Financial Performance for the Seven Months ended 31 January 2024" be received.**

Moved: Cr O'Brien

Seconded: Cr Lee

CARRIED

Thomas Collé and David Jensen overviewed the report and spoke to a presentation titled “Rotorua Lakes Council Financial Update - January 2024”.

Action Point

- In response to a question from Cr Brown, the General Manager, Community & District Development to provide an update to Council at the next meeting on why parking fees are behind what was previously forecasted despite being doubled.

6.2 PROGRESS REPORT – CORPORATE SERVICES (INFORMATION ONLY)

Doc ID: 20137845

Resolved

1. That the report “Progress Report – Corporate Services” be received.

Moved: Cr Barker

Seconded: Cr O’Brien

CARRIED

Thomas Collé overviewed the report.

Action point

- Cr Lee requested information on whether People & Organisational Development still has a diversity and inclusion group. The Group Manager, Corporate Services to check with the director of People & Organisational Development to see if that group or any group similar is still operational.

6.3 PROGRESS REPORT – CORPORATE PLANNING AND GOVERNANCE (INFORMATION ONLY)

Doc ID: 20143852

Resolved

1. That the report “Progress Report – Corporate Planning and Governance” be received.

Moved: Cr Paterson

Seconded: Cr Barker

CARRIED

Oonagh Hopkins overviewed the report.

Action Point

- Cr Lee requested clarification on the accuracy of page view statistics on page 28 of the agenda.

6.4 PROGRESS REPORT – TE ARAWA PARTNERSHIPS (INFORMATION ONLY)

Doc ID: 20150741

Resolved

1. That the report “Progress Report – Te Arawa Partnerships” be received.

Moved: Cr Paterson

Seconded: Cr Brown

CARRIED

Gina Rangi overviewed the report.

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**7. TE KARAKIA WHAKAMUTUNGA
CLOSING KARAKIA**

Cr Lee closed the meeting with a Prayer.

The meeting closed at 10.49am.

To be confirmed at the Council meeting on 27 March 2024.

.....
Chair

Note:-Rotorua Lakes Council is the operating name of Rotorua District Council.

6. Pūrongo Kaimahi - Staff Reports

Doc ID: 20216829

ROTORUA LAKES COUNCIL

Mayor
Members
COUNCIL

6.1 Financial Performance for the Eight Months Ended 29 February 2024 (Information Only)

Report prepared by: David Jensen, Director of Finance

Report approved by: Thomas Collé, Group Manager, Corporate Services

1. TE PŪTAKE PURPOSE

The purpose of the report is to provide information on Council's financial performance for the eight months ended 29 February 2024.

2. HE TŪTOHUNGA RECOMMENDATION

1. That the report "Financial Performance for the Eight Months ended 29 February 2024" be received.

3. TE MATAPAKI DISCUSSION

Council's Operating Environment

This report covers Council's core operating position as at 29 February 2024, as well as the impact of capital subsidies and development contribution revenue.

Council continues to operate in a high inflation environment with costs remaining at elevated levels as we progress through the financial year, particularly within Council's Transport activity as well as Waste Management and Wastewater service delivery contracts.

Operating expenses are trending higher than year-to-date budget due to additional work required on the roading network, partially offset by additional subsidy revenue from Waka Kotahi. Waste management and wastewater operating expenses are also tracking above budget due to cost fluctuations within service delivery contracts.

Council's external debt is currently trending higher than forecast year-to-date in the 2023/24 Annual Plan due to the timing of external funding from CIP (\$13m now expected in June 2024) and the withdrawal of funding from the Ministry for the Environment towards the Rotoiti/Rotoma Wastewater Scheme (\$10m). This alongside with some higher pricing earlier in the year mean that Council's interest expense is above budget year-to-date at the end of February.

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User fee revenues continue to trend under budget representing both a quieter summer period as Council facilities were closed over the Christmas period and a broader delay in recovery for Rotorua's tourism sector which is recovering from Covid-19 disruptions slower than the national average.

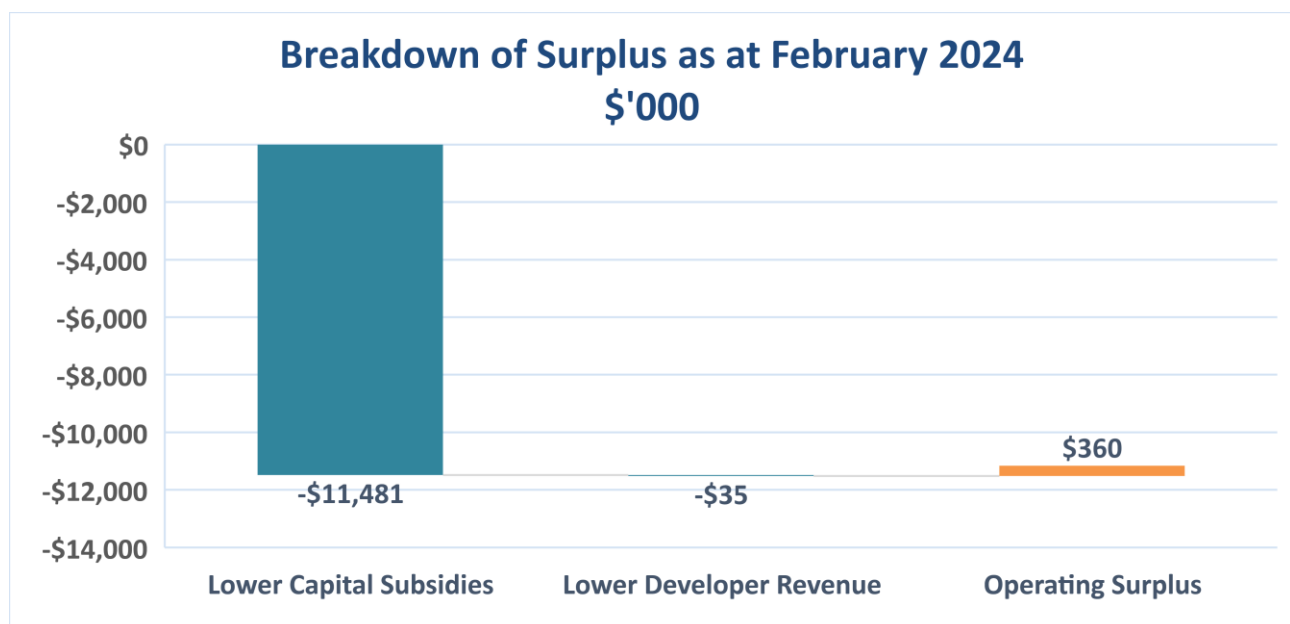
A number of large capital projects yet to fully commence or are behind budgeted expenditure, which is reflected in Council's capital expenditure as at the end of January.

In light of these challenges within Council's financial operating environment, Council staff have undertaken a number of measures to restrict expenditure in order to achieve the budget adopted in the 2023/24 Annual Plan, including the realisation of the adopted operational savings target. Council remains in an operating surplus at the end of February and staff will continue to monitor these trends as we progress further into the financial year.

Financial Position as at 29 February 2024

Council has a positive operating variance of \$360k as at 29 February 2024, reflecting slower user fee revenue to date offset by stronger operations subsidies.

Within the overall \$11.2m year-to-date variance shown for February, \$11.5m relates to the receipt of subsidies attached to capital projects and \$35k relates to lower development contributions year-to-date, offset by a \$360k operating surplus year-to-date.

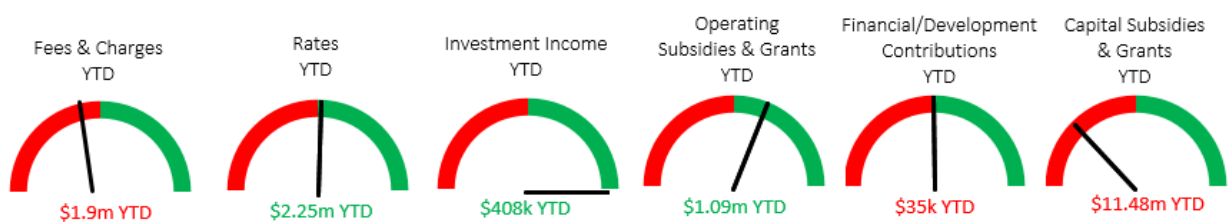


Year to Date Financial Performance

Figures in \$000's

	Actual	Budget	Variance - Favorable / (Unfavorable)
Income			
Fees & Charges	11,177	13,076	(1,900)
Rates	101,696	99,447	2,248
Investment Income	791	383	408
Development & Financial Contributions	2,360	2,395	(35)
Subsidies & Grants - Capital	10,531	22,011	(11,481)
Subsidies & Grants - Operational	5,039	3,953	1,086
Total Income	131,593	141,267	(9,673)
Opex			
Administration Expense	2,311	3,124	813
Finance Cost	146	268	122
Maintenance	1,098	1,438	340
Operating Expenses	48,239	45,619	(2,621)
Staff Costs	23,081	23,323	242
Utilities	2,043	2,107	64
Depreciation	28,711	29,152	441
Interest Cost	10,234	9,350	(884)
Total Opex	115,864	114,381	(1,483)
Total Operating Surplus / (Deficit)	15,730	26,886	(11,156)

Income



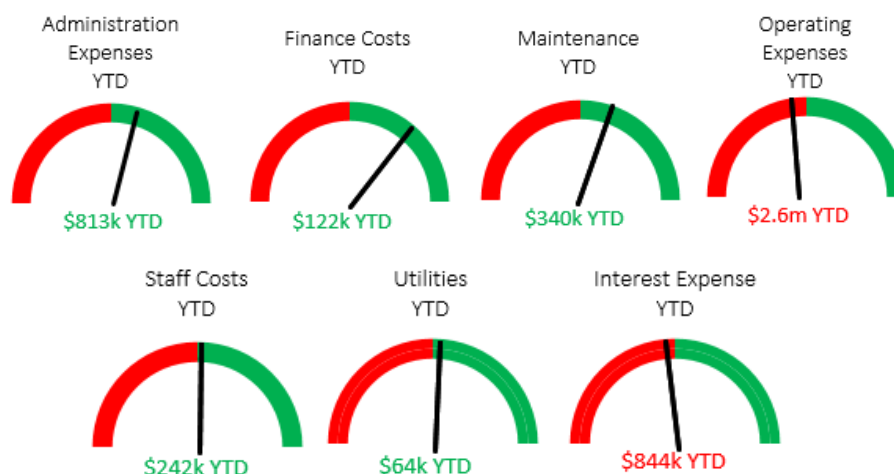
Total Income is tracking unfavourably to budget, with a \$9.67m negative variance to budget. This primarily relates to Capital Grants and Subsidies related to Capital Expenditure.

- Fees and charges are direct charges to customers for specific Council services. Council's fees and charges are \$1.9m behind year-to-date budget due to lower than forecast sales at the Energy Events Centre and Sir Howard Morrison Performing Arts Centre (\$1.16m lower than budget) and parking fees (\$454k). Building consenting fees are \$609k ahead of year-to-date budget, and waste management fees \$352k ahead of year-to-date budget.
- Rate revenue is \$2.25m ahead of year-to-date budget due to lower than budgeted remissions for the first 7 months of the financial year.

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- Investment income is revenue received by Council through dividends, and also interest received on term deposits. Investment Income is \$408k ahead of year-to-date budget.
- Operating Subsidies and Grants are funds provided from external parties towards Council's operating expenditure. Operating Subsidies and Grants are \$1.09m ahead of year-to-date budget due largely to the operational subsidies received from Waka Kotahi, offsetting additional roading operational expenditure linked to adverse weather events.
- Financial and Development Contributions is revenue paid by developers towards the capital costs required to enable their development. Financial and Development Contributions are \$35k behind year-to-date budget.
- Capital Subsidies and Grants are funds provided by external parties towards Council's capital projects. Capital Subsidies and Grants are \$11.48m behind year-to-date budget due to the timing of completion of capital works, particularly within the Tarawera Wastewater Scheme, CIP funded Stormwater projects, Infrastructure Acceleration Fund feasibility works and the Aquatic Centre.

Operating Expenses



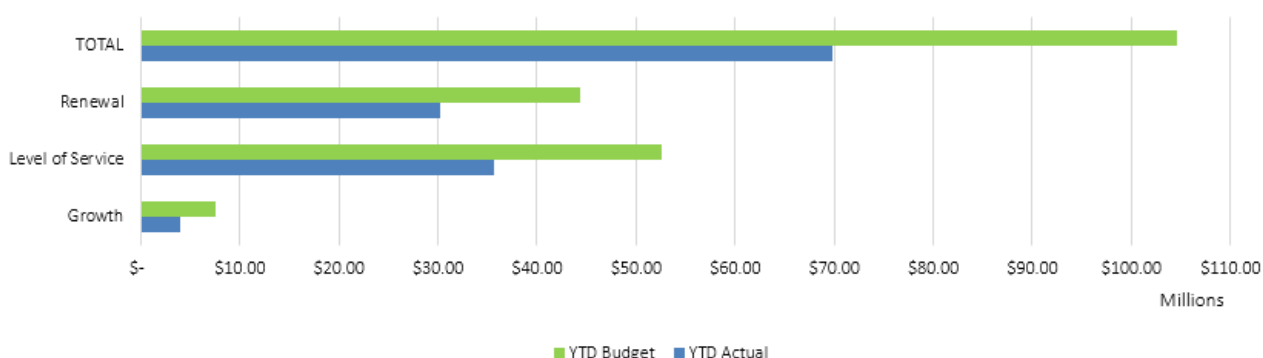
Operating Expenses are tracking unfavourably to budget, with a \$1.48m negative variance to budget.

- Administration Expenses cover the day-to-day running expenses of Council. Administration Expenses are \$813k below year-to-date budget.
- Finance Costs are the fees payable on banking facilities and debt management. Finance Costs are \$122k under budget year-to-date due to lower bad debts year-to-date.
- Maintenance expenses are the budget provided for planned and reactive maintenance of Council buildings. Maintenance is \$340k under budget year-to-date due primarily to the seasonality of when money is spent on Council buildings and lower demand for reactive maintenance.
- Operating expenses are the costs directly associated with the delivery of Council's operational services. Operating Expenses are \$2.6m higher than year-to-date budget driven primarily by transport operational expenditure following adverse weather events offset by Waka Kotahi subsidies (\$1.39m) and cost escalation within our waste management contracts (\$1.2m higher than year to date budget). This is offset by lower year-to-date expenditure on district plan policy costs (\$308k), arts and culture (\$208k) and water supply operating costs (\$142k). Staff have

implemented a number of initiatives to slow or cease operating expenditure, which is being felt across the wider organisation.

- Staff costs cover the salaries and wages of Council employees. Staff Costs were \$242k lower than budget as at 29 February 2024.
- Utilities cover the water, power and gas expenses involved in Council operations. Utilities are on budget at 29 February 2024.
- Interest Expense is the external interest payable to Council's lenders. Interest expense is currently \$844k ahead of year to date budget due to higher external debt levels due to the timing of external revenue from CIP and the withdrawal of funding from the Ministry for the Environment. Interest rate pricing at the beginning of the year was also ahead of forecast but has since pulled back.

Capital Expenses



As at 29 February 2024, Council had spent \$69.8m against the year-to-date budget of \$104.5m.

Renewals expenditure is behind budget primarily due to the timing of commencement of the Aquatic Centre project (\$6.7m behind year-to-date budget), as well as underspends year-to-date in Water Supply and Active and Engaged Communities activities.

Level of Service expenditure is behind budget due to underspends year-to-date on the Tarawera Sewerage Scheme and other wastewater projects as well as CIP funded Stormwater.

Expenditure on key projects YTD is as follows:

- Aquatic Centre: \$14.9m. Contractors are progressing through the work programme with an anticipated reopening of the centre in May this year.
- Wastewater Treatment Plant Upgrade: \$12.1m. Council is engaging in a multi-year project to upgrade major Wastewater Treatment Plant infrastructure with works continuing through 2023/24.
- CIP Funded Stormwater Upgrade: \$6.3m. Council is working alongside CIP's investment in Stormwater management across the district to enable new housing supply.
- Transport Renewal Programme: \$6.0m. This work is partially funded through Waka Kotahi subsidies.

- (v) Rotoiti/Rotoma Sewerage Scheme: \$4.4m. The work programme connecting properties to the scheme continues and a capital rate will set in the upcoming Long Term Plan to recover the costs associated.
- (vi) Sewage Renewals: \$3.6m.
- (vii) Pukehangi West Stormwater: \$2.8m.

4. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE

The decisions or matters of this report are not considered significant in accordance with Council's Significance and Engagement Policy.

ROTORUA LAKES COUNCIL

Mayor
Members
COUNCIL

6.2 Adoption of Draft Development Contributions Policy (Decision Required)

Report prepared by: Greg Kieck, Manager – Corporate Planning and Strategy

Report approved by: Thomas Collé, General Manager – Corporate Services

1. TE PŪTAKE PURPOSE

The purpose of this report is to provide elected members with the draft Development Contributions Policy that is to be consulted on alongside the Long-term Plan 2024-2034 consultation.

2. HE TŪTOHUNGA RECOMMENDATION

1. That the report “Adoption of Draft Development Contributions Policy” be received.
2. That Council approve the Draft Development Contributions Policy with the recommended changes to be consulted on with the community during the course of the Long-term Plan 2024-2034 consultation.
3. That Council notes that this policy will be published in conjunction with the Long-term Plan Consultation Document following its adoption.

3. TE TĀHUHU BACKGROUND

In 2022, Council re-introduced a Development Contributions Policy in anticipation of further growth in the district following actual growth in the period 2013 to 2020. This ran alongside discussions around those who drive the demand for growth paying a fair share of the infrastructure to support that.

Since then, Council have obtained a better understanding of the districts housing needs and the infrastructure needed to support that. The 2021 Housing and Building Assessment states our district will need 12,400 more houses by 2030.

The main infrastructure requirement to support this growth is in the stormwater network. As more houses are built, and the district experiences more frequent and intense weather events, we need to upgrade and increase the capacity of our pipes to protect new and existing properties from the risk of flooding.

It is recognised that development, especially new development, creates a cost to the district (to build and maintain new local roads, footpaths, wastewater, water and stormwater systems and open space).

A development contributions policy puts the cost of providing additional infrastructure needed to accommodate the demand arising from development directly on those who benefit i.e. the developers, growth pays for growth.

4. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS

A development contribution (DC) is a payable charge usually required at the time of subdividing land, where there is increased demand on council assets and services, driven by growth.

They pay for the impact of growth on the Council's 3 waters network infrastructure (wastewater, stormwater and water supplies). This includes things like installing/upgrading new wastewater treatment plants or water pipe to cope with new houses.

In developing the Council's Draft 30 Year Infrastructure Strategy growth projects in the order of \$200 million has been identified. This is up from \$63 million in the 2021 Long-term Plan.

The implications of this increase in growth infrastructure means that an update to the Development Contributions Policy is required to reflect the anticipated growth in the district. Without alignment of the Development Contribution Policy and Infrastructure Strategy, Council can't charge the cost of growth on those that drive the growth. In the absence of being able to recoup the costs of growth the responsibility to fund growth falls onto future generations in the form of increased debt.

In conducting the review, the tables, charges and list of projects have been updated to align to the growth projects included in the Draft Infrastructure Strategy 2024-2034.

4.1 Development Contribution Charges – Comparisons

Below is a comparison of charges in the draft Development Contributions Policy compared to the current operative policy on the assumption of the two below recommendations:

ACTIVITY	EXISTING CHARGE PER HUE2023/24 Inc GST	Proposed cash flow model incl GST	
		2024	2034
Water			
Rotorua Urban Area	\$2,231	\$4,016	\$4,932
Wastewater			
Rotorua Urban Area	\$1,746	\$9,019	\$11,075
Stormwater			
Stormwater area Eastern A	nil		
Stormwater area Eastern B	\$6,253		
Stormwater area Eastern C	nil		
Stormwater area Eastern		\$12,869	\$15,803
Stormwater area Western	\$8,282		
Stormwater area Central	nil		
Stormwater area Western and central		\$11,345	\$13,932
Total – Rotorua Urban Area in Ngongotahā	\$3,977	\$13,035	\$16,008
Total - Rotorua Urban Area in Stormwater area Eastern	\$10,230	\$25,904	\$31,811
Total - Rotorua Urban Area in Stormwater area Central & Western	\$12,259	\$24,380	\$29,940

The proposed new catchment areas are indicated below:



4.2.2 Calculating the development contribution

An outcome of the review is also a proposal to change the way the development contributions are calculated from using a **“Simple Model”** to the **“Estimated Cashflow Model”**.

Under the simple model the charges are locked within the first three years of the LTP which can only be reviewed once every three years. This does not provide flexibility to adjust charges which may be impacted by factors such as the timing of projects, inflation and interest rates.

Using an estimated cashflow model can ensure more accuracy in the setting of the DC charge and provides to allow for the annual flexibility of inflation and interest rates and levies the developer as projects are conducted on an annual basis.

Using this method, the charges vary from year to year depending on the project phasing and does not average out the total capital works over the 10 years.

The recommendation is to implement the estimated cashflow model in the Draft Development Contributions Policy for the Long-term Plan public consultation.

Minor wording amendments have been made to the policy for clarity and ease of use. Please see the attached track changes policy for changes made to the wording within the policy.

5. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE

The Development Contributions Policy is considered significance. In accordance with policy and legislation the Development Contribution Policy must be consulted on.

6. NGĀ KŌRERO O TE HAPORI ME TE WHAKATAIRANGA COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY

The Policy will be made publically available alongside the LTP consultation document. Engagement will be undertaken with developers and community encouraging interested parties to provide feedback.

The consultation/engagement on this policy is being undertaken in parallel with the LTP.

7. HE WHAIWHAKAARO CONSIDERATIONS

7.1 He Whaiwhakaarotanga Mahere Pūtea Financial/budget considerations

The Development Contributions Policy is required to align to the Infrastructure Strategy. In the absence of a Development Contributions Policy, the capital works required to support growth will fall onto Council's debt. This debt burden will be recovered by the ratepayers of Rotorua.

7.2 Kaupapa Here me ngā Hiraunga Whakariterite Policy and planning implications

This draft Policy has been modelled as based upon the project identified in the Infrastructure strategy and Long-term Plan.

7.3 Tūraru Risks

There are no major risks associated with this decision as this is to be approved in draft for public consultation.

7.4 Te Whaimana Authority

The Council has the authority to adopt the Policy.

8. NGĀ ĀPITI HANGA ATTACHMENTS

Attachment 1: Development Contributions Policy – track changes version

Attachment 2: Development Contributions Policy – clean version

Attachments are distributed separately.

ROTORUA LAKES COUNCIL

Mayor
Members
COUNCIL

6.3 Long-Term Plan 2024 – Adoption of Consultation Document (Decision Required)

Report prepared by: Greg Kieck, Manager - Corporate Strategy and Planning

Report approved by: Oonagh Hopkins, Executive Director, Corporate Planning and Governance

1. TE PŪTAKE PURPOSE

The purpose of this report is for council to approve the Long-term Plan 2024-2034 consultation document and supporting information for the purpose of public consultation.

2. HE TŪTOHUNGA RECOMMENDATION

1. That the report “Long-term Plan 2024 – Adoption of Consultation Document” be received.
2. That Council approve the Long-term Plan 2024-2034 Consultation Document for the purpose of public consultation.
3. That Council note public consultation commences on 4 April and shall close on 6 May 2024.
4. That Council approve the updated Draft 30 Year Infrastructure Strategy, Draft Financial Strategy, 10 year financial statements, prudence graphs, rates policy proposal changes and list of capital projects for release alongside the consultation document on 4 April 2024.

3. TE TĀHUHU BACKGROUND

A Long-term Plan is developed by Council every three years and covers a ten-year period. The purpose of the Long-term Plan Consultation Document is to provide an effective basis for public participation in local authority decision-making processes relating to the Long-term Plan.

A Long-term Plan must be adopted by 30 June 2024.

A series of forums held from September 2023 to February 2024, with the Mayor and councillors, have developed the direction and conversation included in the draft consultation document.

Once approved the consultation document will be released for public consultation using the special consultative procedure under the Local Government Act.

4. **TE MATAPAKI ME NGĀ KŌWHIRINGA** **DISCUSSION AND OPTIONS**

The purpose of the consultation document under section 93B of the Local Government Act 2002 'is to provide an effective basis for public participation in local authority decision-making processes relating to the content of a long-term plan by—

- (a) providing a fair representation of the matters that are proposed for inclusion in the long-term plan, and presenting these in a way that—
 - (i) explains the overall objectives of the proposals, and how rates, debt, and levels of service might be affected; and
 - (ii) can be readily understood by interested or affected people; and
- (b) identifying and explaining to the people of the district or region, significant and other important issues and choices facing the local authority and district or region, and the consequences of those choices; and
- (c) informing discussions between the local authority and its communities about the matters in paragraphs (a) and (b).

The development of the consultation document has been driven from the outputs of a series of councillor workshops held from September 2023 to March 2024.

Once approved the consultation document will be released for public consultation using the special consultative procedure under the Local Government Act.

The public consultation process will include a series of public information sessions and opportunities for the public to provide feedback. The submission period runs from 4 April to 3 May 2024.

By law, the Long-term Plan must be audited. In prior years this has meant extensive auditing at the time of preparing the consultation document, supporting documentation and inputs into a draft LTP.

The National Government signalled in their election campaign that they would repeal the 3 Waters Reform. This presented a big challenge to Council's for how to deal with (in context of LTP), the ability to complete work on asset management plans and Infrastructure strategies, whilst still being required to adopt and have an audited LTP by 30 June.

Following the election, National confirmed that they would repeal the 3 Waters Reform and that this would take place in February.

The Office of the Auditor General through Audit New Zealand was then tasked to work with councils on options available to them to meet their legal requirements for LTPs.

Options ranged from:

- Publish a consultation document without the requirement for the CD to be the basis of the audit and still adopt a final LTP by 30 June. A full audit will be undertaken, with the focus on the LTP proper (final LTP).
- A three-month extension – normal audit process with an extension of time to undertake the audit using the CD as the basis of the audit. Adoption of the final LTP would be 30 September.
- Create an Annual Plan only.

To provide certainty to residents and ratepayers Rotorua Lakes Council has stayed committed to producing a consultation document and full LTP by 30 June.

For Council this means that the audit of the LTP, this time focuses on the LTP proper.

The LTP proper is the sum of all the underlying assumptions, supporting documentation, policies, strategies and financial statements.

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5. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE

The Long-term Plan is required to be prepared and adopted using the special consultative procedure through the mechanism of a consultation document which itself must be adopted.

The final Long-term Plan must be adopted by 30 June 2024.

6. NGĀ KŌRERO O TE HAPORI ME TE WHAKATAIRANGA COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY

The following is the timetable for consulting and final development of the Long-term Plan 2024-2034.

Action	Date
Approve consultation document	27 March 2024
Open consultation – go live Let’s Talk/KoreroMai	4 April 2024
Community Engagement	4 April 2021 – 3 May 2024
Consultation and submissions close	3 May 2024
Hearings	21-23 May 2024
Deliberations	6-7 June 2024
Adoption of Long-term Plan 2024-2034	26 June 2024

7. HE WHAIWHAKAARO CONSIDERATIONS

7.1 He Whaiwhakaarotanga Mahere Pūtea Financial/budget considerations

In respect of the decision to proceed with public consultation and commence the audit process on the LTP proper there is no financial impact.

There is a cost the audit process. For the 2024-25 audit AuditNZ have set a fee of \$114,000 (excluding GST and disbursements). The Finance budget makes provision for auditing costs incurred by Council.

There is budget set aside within the Corporate Planning and Governance Group to cover costs of engagement with the community. This budget includes advertising, printing, digital and costs associated with face-to-face engagement.

7.2 Kaupapa Here me ngā Hiraunga Whakariterite Policy and planning implications

A consultation document must not contain, or have attached, a draft long-term plan or a draft of any policy or strategy. All full policies, plans and strategies that support the consultation document are provided in conjunction with the publication of the consultation document.

The consultation document aims to encourage people to look into what council intends to deliver and provides alternatives which could be considered.

7.3 Tūraru Risks

Risks to be considered in adopting and going out for public consultation with the Long-term Plan consultation document include:

- Council's reputation – are the messages and direction of the council clear and in line with the strategic direction it has been communicated to date?
- Financial implications – the community will respond with requests for alternative projects or direction, and support or not support the projects and direction outlined in the plan. This may have an impact of the ability for Council to meet its financial framework. Trade-offs will need to be considered.

7.4 Te Whaimana Authority

Full Council must adopt the consultation document and must consult for no less than one month.

8. NGĀ ĀPITI HANGA ATTACHMENTS

Attachment 1: Long-term Plan consultation document (to be published 4 April)

Attachment 2: Draft 30 Year Infrastructure Strategy – Doc ID: 20217248

Attachment 3: Draft Financial Strategy – Doc ID: 20217567

Attachment 4: Draft 10 year financial statements – Doc ID: 20217217

Attachment 5: Draft Financial Prudence Graphs – Doc ID: 20217218

Attachment 6: Draft List of Capital Projects – Doc ID: 20217216

Attachment 7: Rates policy proposal changes – Doc ID: 20220927

Attachments are distributed separately.

ROTORUA LAKES COUNCIL**6.4 Progress Report – Corporate Services (Information Only)**

Doc ID: 20192008

Progress Report



To:	Mayor and Members – Council
Meeting Date:	27 March 2024
Group:	Corporate Services
Report approved by:	Thomas Collé
Components:	PMO and Risk Office; People and Organisational Development; Finance; Information Solutions; Legal and Property

Ohu: Haumaru – PMO and Risk Office

Enterprise Risk Management (ERM) - Enterprise Risk Management (ERM) involves the systematic identification, assessment, and mitigation of potential risks that could impact our organisation's objectives. The risks are identified by managers at a business unit level, consolidated into the Council's Enterprise Risk Register and reported to the Council's Audit and Risk Committee.

We continue to develop and refine business processes including policies, procedures, tools and framework and our updated reporting platform includes a more focused view of financial risk against policy settings.

A Councillor ERM toolkit training session will be delivered 9 May and will include a review of the current policy settings.

A dashboard has been developed on the ERM platform focusing on projects identified by the Audit and Risk Committee for ongoing review including:

- Aquatic Centre Refurbishment - Stage 2
- District Transport Enhancements - (CIP funded) Eastside
- Lakefront Revitalisation
- Rotoiti OWTS
- Sir Howard Morrison Centre
- Stormwater Network Expansion - Eastern Growth Upgrades - (CIP funded)
- Te Whare Taonga o Te Arawa - Rotorua Museum Strengthening and Restoration
- Wastewater Network Expansion - Tarawera Sewerage Scheme
- Wastewater Treatment Plant Expansion/Enhancements
- IAF Programme

ERM workshops for staff will continue on a monthly basis. The intention is to support risk managers and staff to understand the council's ERM policy, processes and enhance the quality of ERM across the organisation.

Specification for the internal audit of the Wastewater Treatment Plant has been approved with the aim to continue improving council operations and findings. We will report to the Audit and Risk Committee in June.

Project Portfolio Management - Project Portfolio Management refers to the centralised management of a collection of projects or programmes being delivered by Council. It involves evaluating, prioritising, and strategically aligning projects with the organization's overall business objectives. PPM helps ensure that resources are allocated efficiently, risks are managed effectively, and the organization can maximize the value of its project investments.

Enterprise Project Management Office (EPMO):

The purpose of the EPMO is to provide an organisation wide oversight of the Council's project portfolio and support project management activities. The EPMO is responsible for establishing and maintaining project management standards, methodologies, and tools across the organisation. The team helps to ensure that projects are aligned with the organisation's strategic goals, and it provides governance and support to project managers and teams. The aims to enhance effective project delivery and provides insights as to the performance of the portfolio.

There are currently 71 projects in various stages of delivery; 47 in progress, 10 in the planning phase and 14 yet to be initiated.

Live dashboards are available to the management team and a formal report will be provided monthly, starting at the end of March.

Starting in March, the team will deliver monthly 'drop-in' support workshops covering all aspects of PPM including policies, procedures and toolsets.

The PMO and Risk Office has formed a working group with the Finance Business Partnering Team to ensure integrity of data, reporting and identify potential risks.

Recruitment of a Framework Assurance Manager continues to be unsuccessful so the team is reviewing the existing framework to identify potential process improvements while we attempt to recruit. The intention is to streamline the framework and enhance effectiveness of project delivery.

Last year the PMO and Risk Office worked with Hamilton City Council to develop a regional PMO managers group. Rotorua Lakes Council hosted an event attended by nine Councils with the aim of sharing best practice and collectively enhance project management capabilities. Following its success, we will host again in April.

Targeted Support - The team provides direct support to managers at a business unit level. This includes addressing issues that impact both ongoing projects and day-to-day Council activities. The team's expertise is leveraged to offer insights, problem-solving assistance, strategic guidance and assurance beyond the traditional scope of PPM. This approach is designed to support the effective integration of the PMO and Risk Office with overall organisational strategy and contribute to the success of both project initiatives and routine business operations.

Monitoring and Reporting of Council's Strategic Work Programme: the team continues to monitor and provide monthly reports on the progress of the Council's Strategic Work Programme.

OneCouncil Procurement and Contracts Register: ongoing support provided for development of this module.

Development of Planned and Reactive Maintenance Processes: The team has actively supported the legal and property team to enhance planned and reactive maintenance processes.

Targeted support provided to the infrastructure team to help address issues related to stormwater projects.

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The PMO and Risk Quality Assurance Manager has been actively engaged in supporting risk mitigation efforts across the organisation and refining action plans related to departmental risk registers. This proactive approach helps ensure that potential risks are identified and addressed promptly, contributing to the overall resilience of the Council's risk mitigation efforts.

Ohu: Whakawhanake Tāngata, Whakawhanake Tōpūtanga – People and Organisational Development

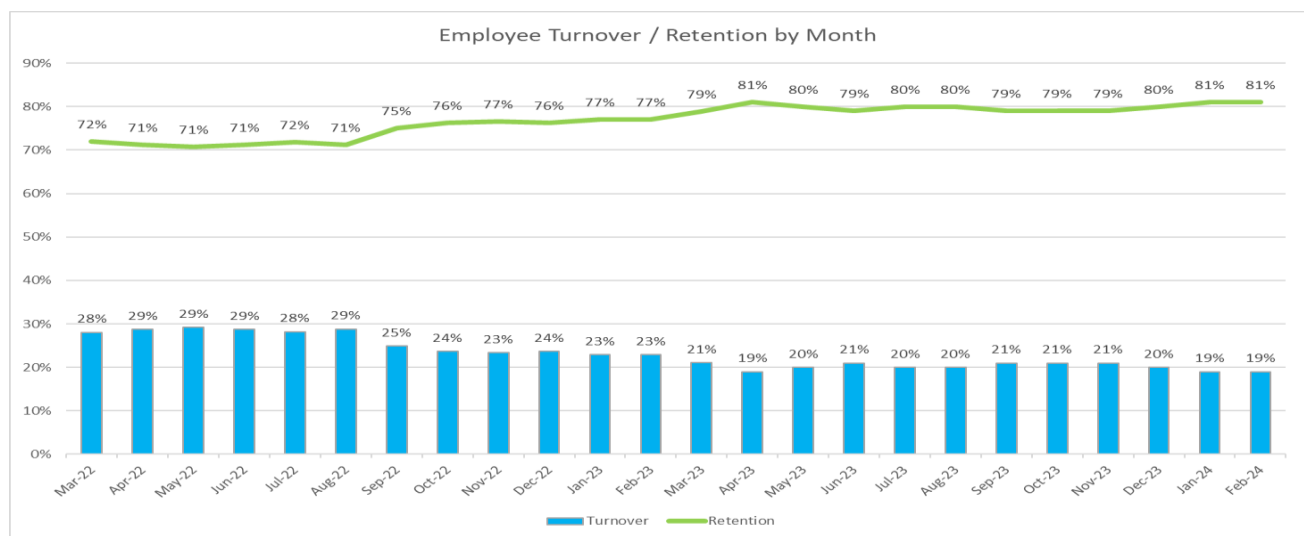
Current and Ongoing Work

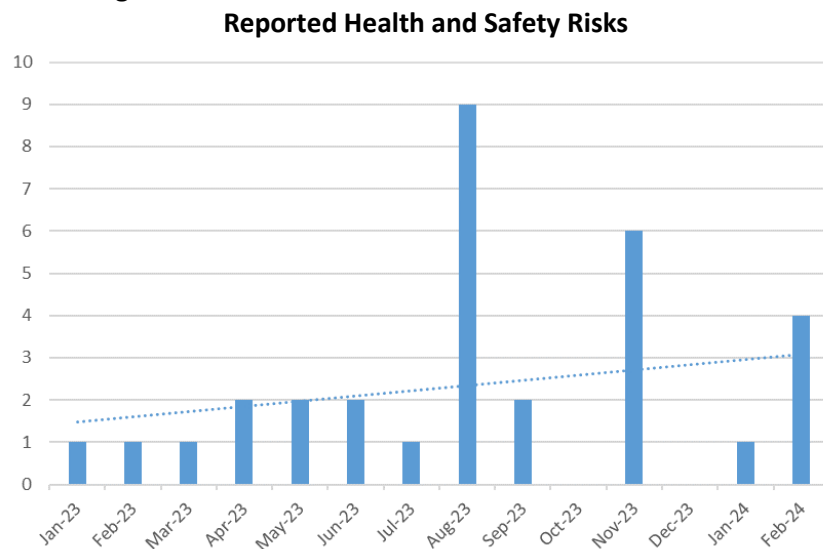
Operational Workstreams

- We are reforming our Diversity Forum where staff from across council will develop our diversity and inclusion and monitor its implementation. This is in line with our Diversity and Inclusion policy.
- Discovery workshops are underway with Dayforce to confirm implementation for replacement of PeopleStreme. This will be a major focus in the coming months and we look forward to the streamlining processes through this. It will cover: onboarding, recruitment, learning, performance management, compensation management, employee engagement, succession planning, HR analytics and reporting.

Talent and Recruitment

- Recruitment is busy again following resignations from Consents, Customer Solutions, IT, Legal and Property, Infrastructure, Library and Community and Regulatory teams.
- We continue to partner with recruitment firms for our hard-to-fill roles, predominantly in the Consenting area, and looking at ways to attract and retain staff in this team.
- Our engineering cadets have now enrolled for 2024 studies, and we continue to mentor and support them. The practical experience enables them to see the theoretical side of their studies in action.



Health Safety and Wellbeing

The upwards trend in risk reporting is considered an indicator of an increasingly proactive health and safety reporting culture.

Five (5) new risks were reported in the period 1 January 2024 to 23 February 2024:

1. Energy Events Centre (EEC) - Working at height (Catwalk).
2. Energy Events Centre – Hydrogen sulphide gas (H₂S).
3. Energy Events Centre – Electrical hazard access to power board.
4. Working roadside – A temporary reduction in the number of employees trained in traffic management has developed as a result of staff changes.
5. Sir Howard Morrison Centre – Lift. The mechanical platform used to assist in the unloading and loading of trucks is currently not in operation.

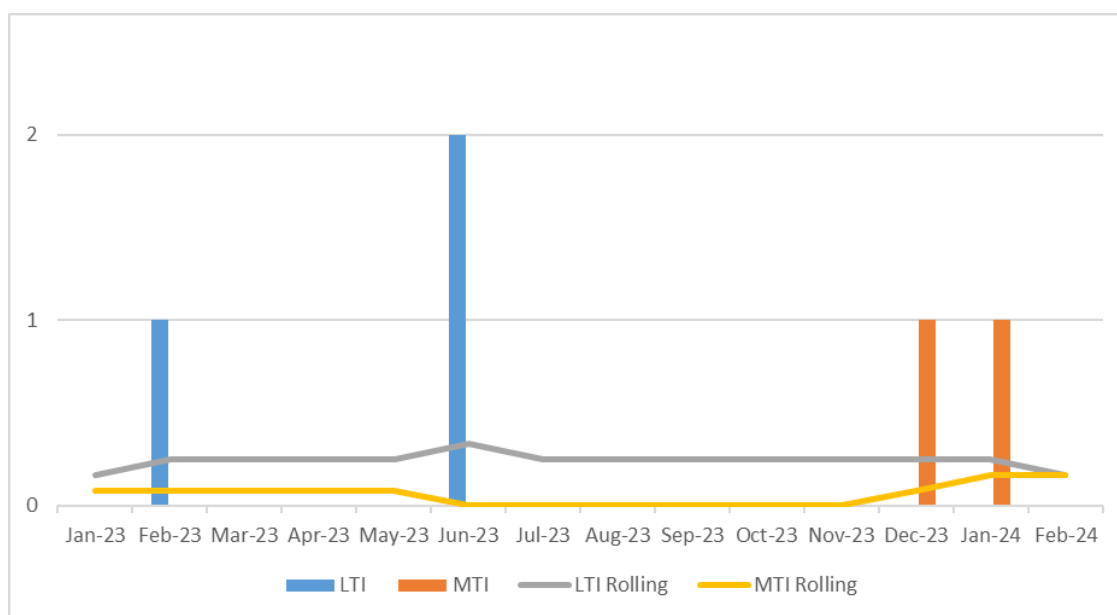
Health and Safety Inspections –12 Month Rolling

Six (6) health and safety inspections were recorded for the period 1 January 2024 to 23 February 2024, including 3 inspections of contractor works. The reinstatement in February 2024 of quarterly Health and Safety Representative work area inspections is anticipated to significantly increase the frequency of health and safety inspections in coming months.

As part of efforts to strengthen RLC's contractor management practices, work has started on establishing contractor inspection key performance indicators (KPIs). This is anticipated to increase the frequency of health and safety inspections by RLC staff and help ensure greater compliance by contractors.

Lag Indicators

Lost time Injury and Medical Treatment Injuries – 12 Month Rolling



One minor medical treatment injury occurred in the reporting period. Employee suffered a muscle strain while lifting a large sun umbrella. Inquiries identified the umbrella is too heavy to be safely erected and it will no longer be used.

Ohu: Hangarau – Information Solutions

Information Management

During recent months the focus has been on ensuring staff are using OneCouncil Enterprise Content Management (ECM) which has seen a significant increase in the number of documents registered in ECM.

There were 55,300 documents registered in ECM during February, with more than 5700 of these registered manually (54% increase from the previous two months) and 49,600 are automatically saved in the document management system once generated by a user. To keep ECM use consistent the team are delivering targeted training and creating a suite of ECM tips and tricks to assist users.

With the introduction of AI in the workplace, Council officers are drafting a Generative Artificial Intelligence policy and procedure document to ensure that the use of AI is ethical, lawful and in compliance with all applicable laws, regulations and complements Council's existing policies. Once finalised the policy will be submitted to the Senior Leadership team for adoption.

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Information Technology

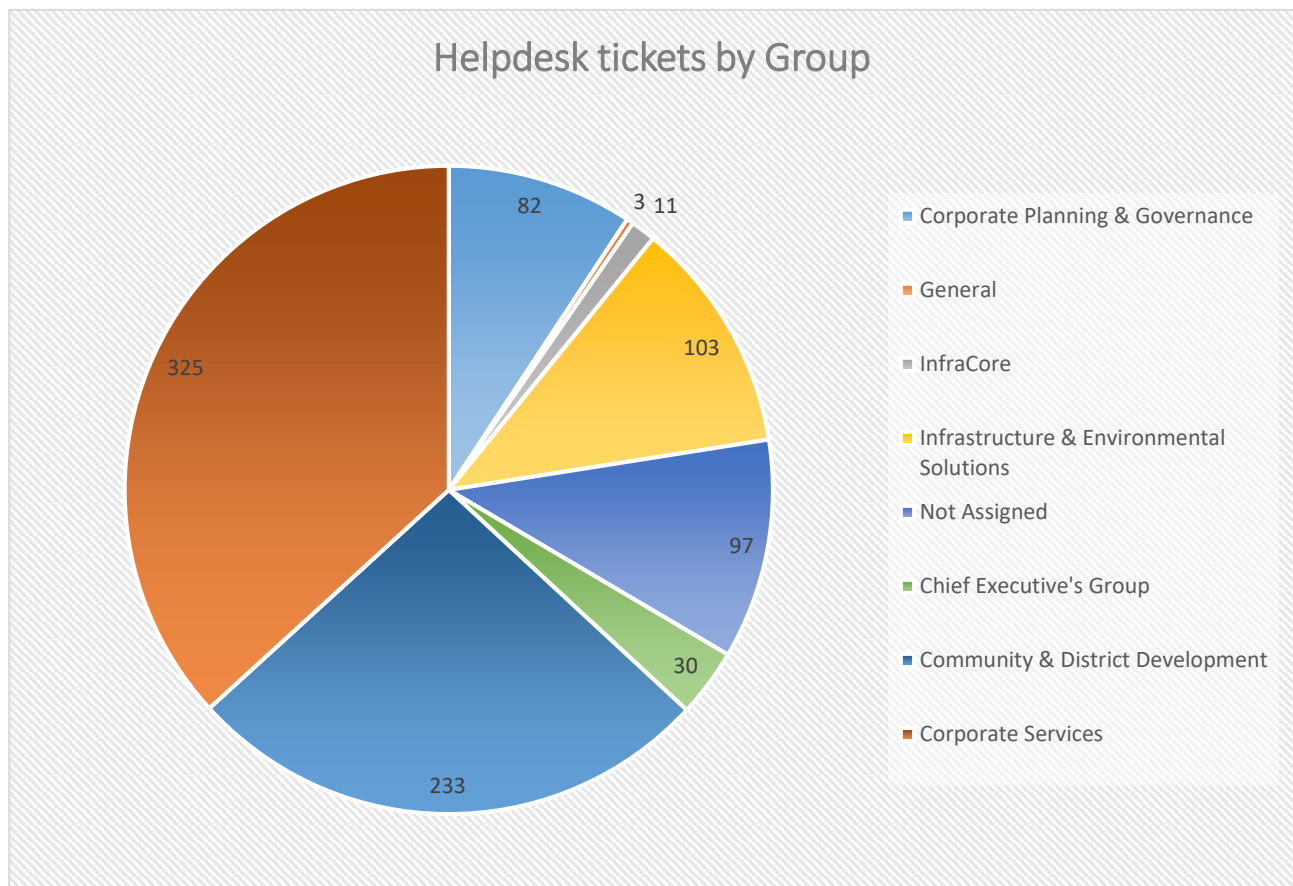
Cyber Security – Email and User protection

A security awareness video (The Kitten Guy) was released to the organisation highlighting a new angle/vector that cyber threats are emerging via the use of QR (Quick-Response) codes to attack users. The video highlights the risk of scanning QR codes that may redirect the user to compromised sites or may install malicious software. More than 90% of those who responded to the question posed after watching the video gave the correct response.



Service Delivery Team – Overview

The Service Delivery team saw a 20% increase in helpdesk tickets in February compared to the same period in 2023. 48% of tickets were categorised as “Software and Business Applications” followed by 11.6% for “Accounts and Access” requests. Most requests came from the “Corporate Services” group at 36.7% followed by “Community and District Development” with 26.3% of all requests.



IT Infrastructure Team – Overview

Over the last month, a large amount of Out of Hours work has been completed by the Infrastructure engineers as part of scheduled project work to ensure service availability and impact for RLC users if it was completed during operational hours. This work has been related to ensuring core ICT components are patched and operating supported firmware and operating systems.

- Windows Server and SQL Server upgrades project – 19 Window Server operating systems upgraded and 2 SQL Database servers.
- Network and Firewall renewal - 43 virtual network interfaces moved across to a new firewall and 16 physical connections moved from old switches to new core.
- Storage OS upgrade – Upgrade of HPE Primera storage nodes to the latest firmware and operating system.
- Separation of the WWTP sites across to Trility management and deployment of new SDWAN network for RLC Laboratory services housed at the WWTP site.

Business Solutions

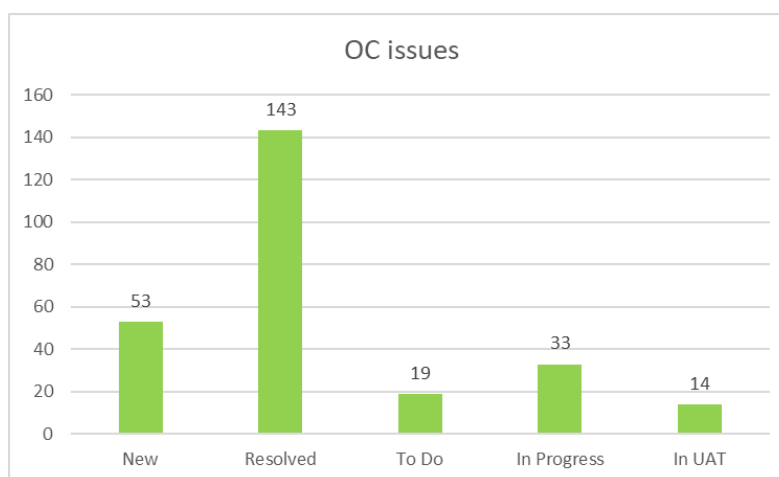
OneCouncil – BAU

With OneCouncil projects completed, the focus is now on unlocking the value of the OneCouncil platform. Initiatives identified in the OneCouncil work programme include upgrading to the latest version of the software, releasing community-facing portals and implementation of the contracts management module.

Training

We have been asked for more training related to OneCouncil so the Business Solutions team are working to identify specific areas and provide additional training. In future users will be able to use the newly developed IS Training Booking Service, enabling self-service to meet their needs.

During the last month 53 new issues were raised around OneCouncil including bugs as well as questions and change requests. In the same period the team resolved 143 issues including deferred change requests.



OneCouncil – Other Projects

The following OneCouncil-related projects have or are about to start:

1. *OneCouncil Upgrade:*

The upgrade to the latest version (2023B) is underway with testing expected to be finished by late February. Any identified issues are referred to Tech One for resolution. After successful testing, the latest version – OneCouncil 2023B will be installed and ready for use this month.

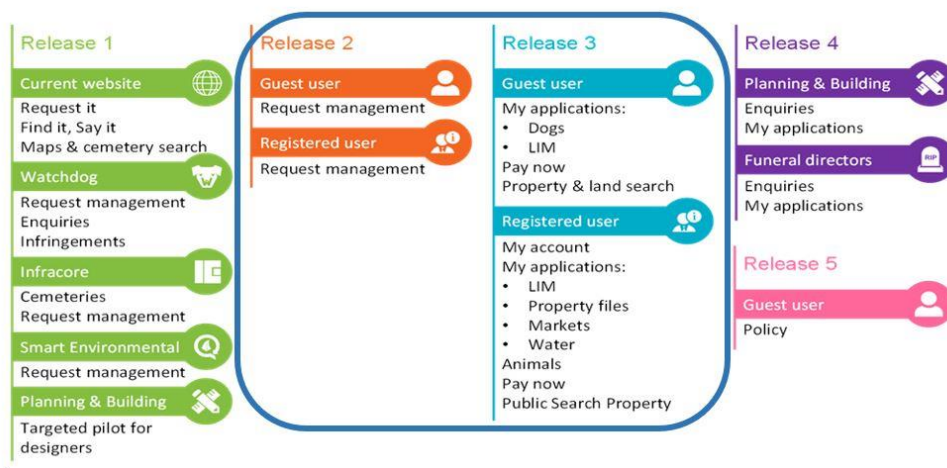
2. Contract Management module:

A design session was held in February following previous sessions to help prepare for the design workshop and to gather information on procurement policies and procedures. Workshop input will be reviewed in March and further sessions will be held to refine the design. The approach is to adopt not adapt – and keep it simple in initial stages to enable benefits, but not overly engineer the process and make it too rigid. The final design document is due to be signed by early April.

3. Community Portals:

Portals will enable customers to access their OneCouncil-related work on any device, anywhere and at any time. They will enable customers to manage and view their interactions with the Council directly. Staged releases (Releases 2, 3, 4, and 5) will allow guest and registered users to do things online via the portals, with Release 2 and 3 starting late February.

The highlighted area in the following shows what will be delivered in releases two and three of the portals.

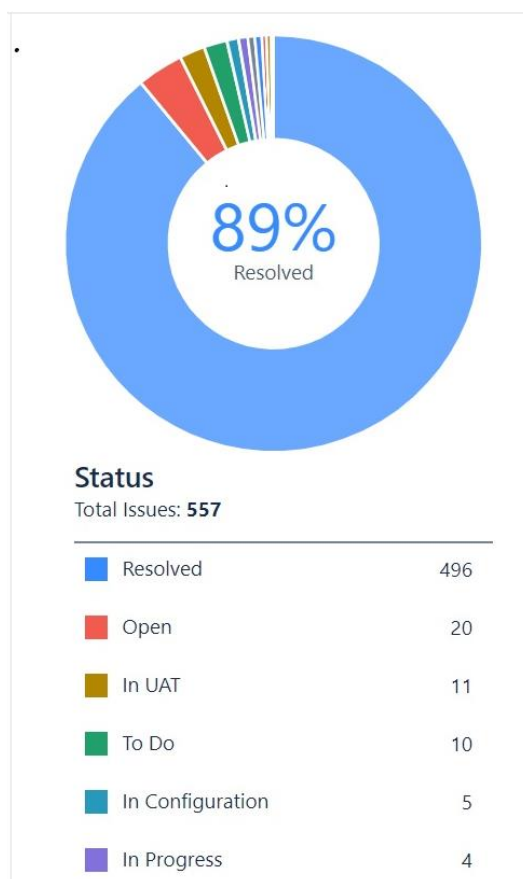


Other Business Related Projects

A Tree Assets Management project starts in March, aligning maintenance and risk management with other RLC assets like water services and parks. Staff from IS, Business Solutions and Recreation and Open Spaces will visit Hamilton City Council which has agreed to share its experience with the software we will be using.

Data and Reporting

Focus for the data team has been on ensuring data migrated and entered into the system since go live conforms with data standards and the need for further training and standards for some teams has been identified. 34 new report requests were received in the last month. To date 496 of 557 have been completed and signed off.



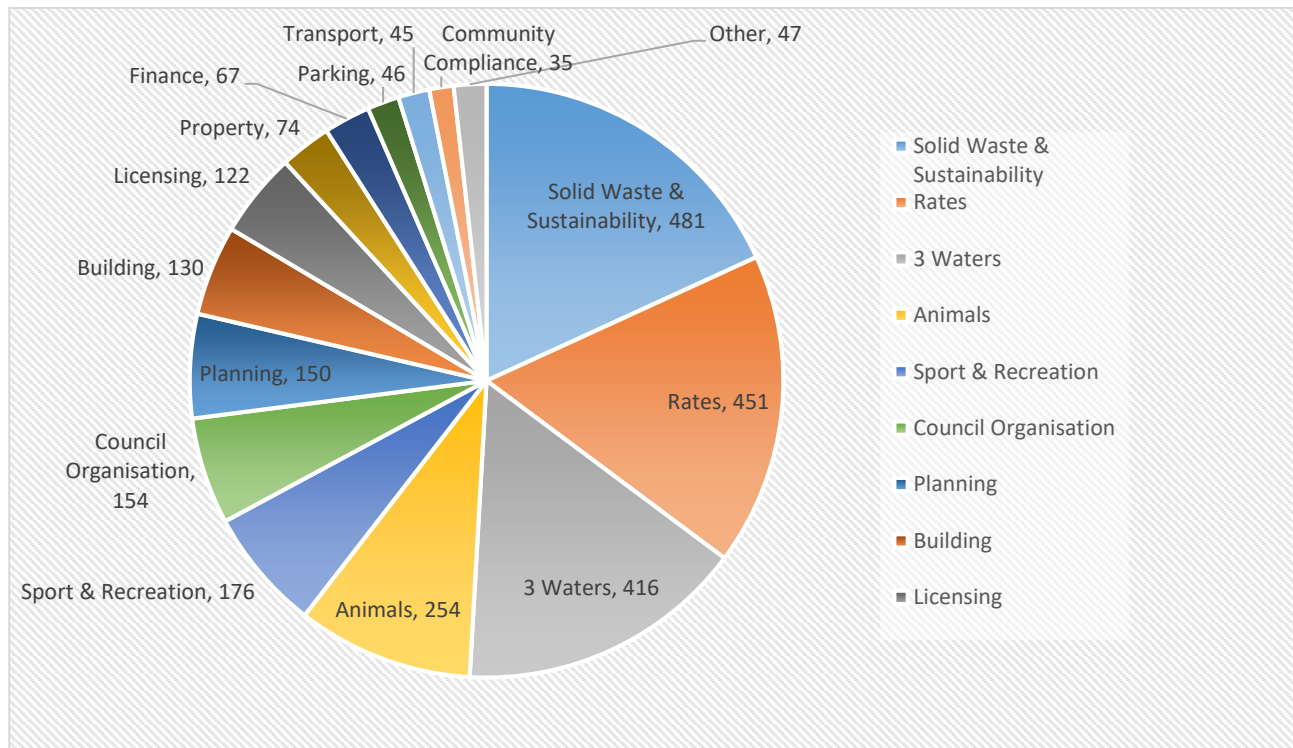
Customer Solutions

The team has responded to a high volume of calls and information requests during this reporting period and there has been a high level of staff movement within the team due to internal opportunities, maternity leave, and resignations, increasing pressure on the team. As the team is in a growth phase, there has been a knowledge gap so service levels have not been at their usual standard, but the team expects to be back at expected levels within the next few months.

Further improvements are in development with our Call Centre solutions. This will automatically sort incoming emails and prioritise based on key words and sentences, improving the team's ability to identify and respond to critical requests. In February alone, the team responded to 4,041 emails.

Managing engagement channels via email, phone, over the counter and website forms, the team creates requests within OneCouncil where further action is required. The top five request types for January did not change but the overall volume has increased. There was a 2.34% increase in the number of Rates requests for the month of January. The team will be working with other teams to see if there are opportunities for any information to be updated on the council website or other channels.

Request Type	February 2024	January 2024
Solid Waste and Sustainability	19.68% (424)	20.44% (392)
Rates	16.99% (366)	14.65% (281)
3 Waters	15.69% (338)	15.9% (305)
Animals	9.38% (202)	10.84% (208)
Sports and Recreation	6.69% (144)	9.12% (175)

February OneCouncil Request logged by Customer Solutions

ROTORUA LAKES COUNCIL**6.5 Progress Report – Corporate Planning and Governance (Information Only)**

Doc ID: 20209710

Progress Report



To:	Mayor and Members – Council
Meeting Date:	27 March 2024
Group:	Corporate Planning and Governance
Report approved by:	Oonagh Hopkins
Components:	Corporate Strategy and Planning; Governance; Marketing and Communications

Ohu: Taunaki – Corporate Strategy and Planning

Long-term Planning

The consultation document has been finalised and will go before Council on 27 March for adoption to go out for consultation.

Consultation will open on 4 April and close on 6 May.

An engagement programme with approximately 25 events has been created. Advertising for these started the week of 18 March to start encouraging the community to get involved and provide feedback.

Ohu: Whakapā – Marketing and Communications

RLC Campaigns

Promoting the Youth Council

Following the re-establishment of the Youth Council on Wednesday, 22 November 2023, a marketing campaign was promptly initiated. This included development and dissemination of marketing collateral, including a website landing page, posters, social media posts, website and newsletter tiles, distributed internally and to schools, youth organisations, community entities, social sector groups and government agencies. Multiple social media posts, including boosted content, featured across council channels. Simultaneously, a news release was published on the RLC website and sent out externally.

The aim of this comprehensive campaign was to encourage a dynamic and representative Youth Council that aligns with the overarching goals of enhancing youth engagement and contributing to a more inclusive community voice.

There were 37 applications and 11 youth councillors were selected (see image below).

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Sir Howard Morrison Centre Campaigns

Whānau Open Day

In January we promoted the second annual Whānau Open Day (24 February) through various channels including paid and organic social media, radio, Te Pou Panui signage and widespread distribution of flyers to local cafes, schools, ECE centres, the Library, Arts Village, etc. We also secured on-air mentions and interviews with MoreFM/The Hits.

SHMC DIGITAL COMMUNICATIONS REPORT

Performance Comparisons for 1-31 January 2024 vs 1-31 December 2023:

Website	Users	Bounce rate (average)	Pageviews (average)	Session duration (average)
SHMC	1,606 ↑	37.52% ↑	3,802 ↓	3m 28s ↑

↑ Significantly up from previous month ↓ Significantly down from previous month

Page views trended down for the SHMC site but the average browsing session increased. Events with the highest users were *Rotorua Musical Theatre's Phantom of the Opera* followed by *Okareka Dance Company's Mana Wahine*.

E-newsletter	Subscribers	Open rate	Click rate
SHMC	3,201 ↑	45% ↓	2.4% ↓

↑ Significantly up from previous month ↓ Significantly down from previous month

January is a quiet month for events but the **Welcome to 2024** eDM (electronic direct mail) had an exceptional open rate of 55% (compared to the entertainment and events industry average of 20.51%).

Social Media	Followers	New followers	Posts	Post Reach	Post Impressions	Average engagement rate
SHMC Facebook	2,878	46 ↑	19	66,646 ↑	46,704 ↑	5.34%
SHMC Instagram	574	12	17 ↓	3,345	1,723	10.43% ↑

Reach from our Facebook advertising spend was up by more than 500% compared to the previous month, meaning our budget went further. Organic (unpaid content) reach was also up but by a lower margin.

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Events and Venues Campaigns

Rotorua Museum

Content and social media stories scheduled throughout December and January included: new collection items, new Museum summer intern, development and kaupapa of the Rotorua Museum Youth Group, Rotorua Museum Education Team new programmes that were delivered to 7300 students in 2023.

Rotorua Nui

A digital campaign to build awareness started mid-November, running until mid-February to drive more traffic to the website. January saw 65,239 impressions delivered, with a reach of 25,622.

ROTORUA NUI DIGITAL COMMUNICATIONS REPORT

Performance Comparisons (1-31 January 2024 vs 1-31 December 2023):

Website	Users	Bounce rate (average)	Pageviews (average)	Session duration (average)
Rotorua Nui	5,450 ↑	17.39% ↑	13,848 ↓	2m 21s ↑

↑ Significantly up from previous month ↓ Significantly down from previous month

There was a drop in Rotorua Nui website visitors from December 2023 to January 2024 (17%) which is expected for the January period with less events happening during this period.

E-newsletter	Subscribers	Open rate	Click rate
Rotorua Nui	12,440 ↓	20.9% ↑	2.8% ↑

Social Media	Followers	New followers	Posts	Post Reach	Post Impressions	Average engagement rate
Rotorua Nui Facebook	14,012	39	19	20,407	47,238 ↓	3.7%
Rotorua Nui	1368	2	11	406	1,769	4.44% ↑

Events

- The Rotorua Night Market hosted a Latin American Fiesta (18 January 2024). This popular annual event attracts a high number of visitors through social media promotion.
- Social media promotion and communications around the UCI BMX World Champs (10-11 February) as RLC is an event sponsor.
- Additional promotion around Waitangi Weekend events 3-6 February to assist event organisers with community marketing and communications, followed by post-event survey support.

Media & Communications

Media Reporting

Council uses media monitoring service Meltwater to capture news coverage by media outlets locally, nationally and internationally. Council shares the licence and cost of this with RotoruaNZ. Media coverage is measured in volume (including those syndicated from the original source) and reach.

Reach estimates the potential viewership of any article based on the number of visitors to the specific source on both desktop and mobile. The tool uses three metrics; total potential reach, desktop potential reach and mobile potential reach. Council measures total potential reach.

The report also tracks sentiment (positive, negative or neutral) using machine learning to assign sentiment scores to positive and negative lexicons (words or language) to reflect the emotional weight of different expressions. The software scans for words listed in the lexicon and sums up the sentiment score.

Media enquiries

14 media enquiries were managed during January, relating to various topics.

Top Five Stories (stories that achieved national coverage)

1. Rotorua boatie hospitalised after being injured on public boat ramp (story appeared in RDP, NZH, RNZ and SunLive/RotoruaNow)
2. Rotorua Lakeland Queen given six months to move from dry-dock (story appeared in RDP, NZH, SunLive/RotoruaNow, TVNZ and RNZ).
3. Eat Street Rotorua's Urban Gusto sounds off at noise limits (story appeared in RDP and NZH).
4. Kāinga Ora's big plans for Rotorua: Where the new houses are going and when (appeared RDP and NZH).
5. Rotorua Lakes Council new chief executive named as Andrew Moraes from Taupō (appeared in SunLive/Rotorua Now, RDP, NZH, Whakaata Māori).

Media Relations

The media landscape is forecast to change dramatically in the coming months. Warner Discovery announced on 26 February it would close the Newshub newsroom which includes a website as well as broadcast news bulletins and current affairs shows from 30 June 2024.

On 5 March NZME announced it had purchased independent regional news publisher SunMedia which publishes local news on its RotoruaNow digital platform. NZME said the SunMedia sales and news teams would continue to operate under their brand but report to NZME leaders, to support collaboration with the company's wider sales and newsroom teams.

On 7 March TVNZ announced the loss of 68 jobs in its newsroom in a bid to "stay sustainable". Programmes potentially impacted include Fair Go, One News Tonight, Sunday and Re:News.

These changes mean a loss of plurality in our media choices and reduced options for consumers and for organisations, including councils seeking media support to highlight successes and challenges.

RDC Digital Communications

Website Performance (1-31 January 2024 vs 1-31 December 2023):

Website	Users	Bounce rate (average)	Pageviews (average)	Session duration (average)
Let's Talk Kōrero Mai	1,202 ↑	43.24% ↓	5,641 ↓	3m 11s ↑

↑ Significantly up from previous month ↓ Significantly down from previous month

A lift in activity on the Let's Talk | Kōrero Mai site can be mostly attributed to the increase of users who visited the Plan Change 9 page (294 from 114).

Performance Comparisons (1-31 January 2024 vs 1-31 December 2023):

Website	Users	Bounce rate (average)	Pageviews (average)	Session duration (average)
RLC (Rotorua Lakes Council)	28,276 ↑	39.2% ↓	86,752 ↑	3m 7s ↑

↑ Significantly up from previous month ↓ Significantly down from previous month

Users, page views and average session duration all trended upwards on the main council website. With people returning to work in January, this is reflected in increases to the Property and Rates, Justice of the Peace and Do it online sections. Boyes Beach, Rotomā/Rotoehu lake levels and Motorhome friendly pages had more users visiting in January, reflecting the interests of residents and visitors over a holiday period.

E-newsletter	Subscribers	Open rate	Click rate
E-pānui	1,692 ↑	55.6% ↑	15.1% ↑

↑ Significantly up from previous month ↓ Significantly down from previous month

E-pānui: Data shows our e-pānui remains well above average government industry benchmarks – 18.7% above on open rate and 10.2% above on click rate. We sent out a survey to subscribers in January to capture user feedback on content preferences and will report on this in the April Council meeting.

The top clicked links for January:

- 11 January 2024 - [New Council CE announced \(125\)](#)
- 16 January 2024 - [Free wood chips available from Sala St tree removal \(69\)](#)

Social Media Definitions:

Reach	number of people who saw your content
Impressions	how many times people saw your content
Engagement rate	number of engagement (reactions + comments + shares) your content got as percentage of your audience (Facebook government benchmark 1.96%)

Facebook Performance (1-31 January 2024 vs 1-31 December 2023):

Page	Followers	New followers	Posts	Post Reach	Post Impressions	Average engagement rate
RLC	17,969	183↑	32 ↓	61,820 ↓	214,224↓	6.2%

↑ Significantly up from previous month ↓ Significantly down from previous month

Facebook is the primary RLC social media channel where people go for information from and about council and generates the highest engagement.

The post with the most engagement was the [Te Atu Rangi Animal Control Officer post](#) with 683 reactions, likes, comments and shares total.

- **RLC:** Reach and posts down on previous period due to less council communications over holiday period.
- **Rotorua Nui:** The only major event promoted in January was [BMX world cup](#), which took out the top post spot with 117 reactions, likes, comments and shared combined, and reached more than 10,000 accounts.
- **SHMC:** Reach from advertising spend was up more than 5 times compared to the previous month. Organic reach was also up but by a lower margin.

Instagram Performance (1-31 January 2024 vs 1-31 December 2023):

Page	Followers	New followers	Posts & stories	Post Reach	Post Impressions	Average Engagement rate
RLC	2,697	43	38	3,140↓	9,252↑	5.41%
SHMC	574	12	17↓	3,345	1,723	10.43%↑

↑ Significantly up from previous month ↓ Significantly down from previous month

LinkedIn Performance (1-31 January 2024 vs 1-31 December 2023):

Page	Followers	New followers	Posts	Impressions	Clicks	Reactions	Average Engagement rate
RLC	5004	78↑	11	17,418↑	922↑	367↓	7.96%

↑ Significantly up from previous month ↓ Significantly down from previous month

Compared to other Councils: 5th for new followers, 2nd for organic (unpaid) content engagement

Marketing Research and Other Projects

Annual Residents Experience Monitor

In January we finalised the questionnaire for the Residents Experience Monitor (REM), in preparation for our first round of field work in mid-February. The REM will provide Council with an ongoing measure of performance and resident satisfaction across the services and facilities we provide for the community.

The REM is conducted by Key Research, an independent market research agency which conducts resident satisfaction surveys for several councils across New Zealand.

Design Dashboard		
	Dec 2023 balance:	Jan 2024 balance:
Design Briefs In	406	438 (^32)
Videography/Photography/Animation Briefs In	168	183 (^15)
TOTAL BRIEFS RECEIVED	574	621 (^47)

Total number of incoming briefs were lower than usual which is due to the Christmas/New Year break and deadlines set to cater for print deadlines and staff leave.

ROTORUA LAKES COUNCIL**6.6 Progress Report – Te Arawa Partnerships (Information Only)**

Doc ID: 20206698

Progress Report



To:	Mayor and Members – Council
Meeting Date:	27 March 2024
Group:	Te Arawa Partnerships
Report approved by:	Gina Rangi
Components:	Mātauranga Māori; Te Arawa Enablement

Partnering with Te Arawa

Supporting Council to work with Te Arawa

Whare Taonga - Taonga Māori. Te Amorangi has re-engaged with Ngāti Pikiao, Ngāti Tarāwhai and Ngāti Whakaue to schedule taonga Māori wānanga.

B Company - Undertaking work to find names for approximately 300 photos of soldiers that are not currently identified. Working with exhibition design company WorkshpE and Sole survivor of the 28th Māori Battalion, Sir Bom Gillies, to discuss B company history.

Rotorua Wayfinding - Te Amorangi has worked with the wayfinding project team to identify local digital design company to develop the Te Arawa design elements integral to the inner city way-finding signage project. The design work will reflect the cultural narratives provided by Ngāti Whakaue elders Bryce Murray and Norma Sturley.

Rotorua Lakefront Development - Provided guidance on signage design options, recorded voice-overs and reviewed work done for narratives that will be told across the Lakefront via the Te Ara Pūrākau app. Coordinated the dawn ceremony on Sunday 3 March to bless the new whare waka built by Urbo Homes with cultural design elements by Te Arawa artist Lionel Grant, marking completion of the Lakefront development and the culmination of years of collaboration between Council, contractors, Ngāti Whakaue and the Te Arawa Waka Trust.



Welcoming Communities - Te Amorangi supports Council's Welcoming Communities Coordinator and now Te Tatau o Te Arawa to identify avenues for authentic engagement with migrant and mana whenua communities. This includes attendance at bi-monthly settlement network meetings. Members include NZ Police, Toi Ohomai, Citizens Advice Bureau and the Multicultural Society. Te Amorangi has begun discussions with Te Tatau o Te Arawa to collaborate on the delivery of marae-based wānanga for migrants communities in 2024.

Long-term Plan - Te Amorangi is supporting Council's Community and Engagement Specialist to prepare for the upcoming round of consultation.

Matariki 2024 - Held initial discussions with Matariki mātanga expert, Anaha Hiini, to explore options for holding a Matariki civic ceremony at the Lakefront on the public holiday Friday 28 June 2024.

Supporting Te Arawa initiatives

Proposed waka facility - To grow the presence of waka opportunities and activities at the Lakefront, Te Arawa Waka Trust is working with local waka ama clubs on a proposal to build a shared waka facility there. Te Amorangi is supporting the waka collective to build a relationship with the Water Sports Trust.

Te Arawa focused media - Te Amorangi and the marketing/communications team are exploring how to broaden the reach of Council media into Te Arawa communities with the intention of growing the Council's Te Arawa readership. This will be an ongoing process.

Rotorua Reorua - Te Tatau o Te Arawa leads the Bilingual Rotorua Strategy. Council is a partner to the strategy which is currently under joint review to identify actions for the 2024-2026 period.

Te Ara Pūrākau - Recording taonga puoro and waiata for background audio purposes to build Council's repository of audio files. Te Ara Pūrākau is the name of the app that will store and re-tell the narratives of the many land blocks at the Lakefront.

Working across Council

Recruitment

Gina Rangi has tendered her resignation as Manahautū Te Arawa to take up a role as Deputy Secretary Tūmatākōkiri (Māori Strategy and Policy) at the Ministry for the Environment. Recruitment to fill this executive leadership role will start promptly, noting the importance of retaining this role at Tier 2.

CE induction

Te Amorangi is supporting the induction programme for new Rotorua Lakes Council Chief Executive Andrew Moraes to assist with core/foundational knowledge regarding Te Arawa partnerships.

Staff Engagement and Training

- Recorded the voice-overs and videos that will support the Lakefront stories app.
- Strategic planning for Te Amorangi bicultural capability development workshop programme for staff in 2024.
- Working with marketing/communications team on the design of a training resource about pōhiri to be used in Te Amorangi bicultural capability development workshops in 2024.
- Weekly staff waiata classes have restarted with approximately 50 to 60 people attending per week. Te Amorangi has also introduced pōhiri training for 2024. Staff are learning the haka to support the pōhiri that occur at Council. The pōhiri for incoming CE Andrew Moraes was the first opportunity for new group members to perform. The monthly 'Waiata Mai' community waiata sessions will start in March.



- A total of 46 staff, including RotoruaNZ and Infracore staff, are enrolled in te reo Māori classes in the first of four cohorts that will be delivered across 2024. Twenty-four are enrolled in the beginner level 1 class, 12 in the beginner level 2 class and 10 in the intermediate rumaki, immersion class.

Tikanga and Kawa – Cultural Support

- 01/02/24: Whakatau / Welcome to Mayor Nagano of Beppu and Municipal Contingent
- 19/02/24: New staff Pōhiri
- 22/02/24: Mayoral Welcome – Toi Ohomai International Students
- 27/02/24: Citizenship Ceremony
- 29/02/24: RLC/BOPRC LTP 2024 – 2034 Workshop
- 29/02/24: Supporting RotoruaNZ to facilitate the pōhiri for the Messages NZ Conference
- 14/02/24: Supported the launch of 'Pakiaka,' Rotorua Heritage Online, at Te Aka Mauri KB

BMX World Cup 2024 – Coordinated the pōhiri for approximately 200 riders and their support teams from across the world in Rotorua for the BMX World Cup 2024, hosted by Rotorua BMX Club and Cycling New Zealand. Mana whenua koeke from Tūhourangi and Ngā Hapū e Toru o Ngāti Whakaue (Ngāti Hurungaterangi, Ngāti Te Kahu and Ngāti Taeotu) supported by tamariki from Rotorua Primary School, Te Kura Kaupapa Maori o Hurungaterangi and Whakarewarewa School welcomed the teams.

Rotorua rangatahi Tuhoto-Ariki Pene, current King of Crankworx and former world champion BMX rider, played an important role in the pōhiri as the kaikōrero, the speaker for the visiting international contingent, alongside his sister Kayla who was their kaikaranga, their caller.



Rotorua Reo Rua

Translation Requests:

- Words and phrases for use by the Organic Waste Collections programme
- Introduction mihi and headings for induction booklets
- “One Tag” for dog registrations
- Te Arawa Waka Tauā sign for the new Whare Waka
- Rotorua Lakes Council job advertisement template
- Rotorua Aquatic Centre signage
- RLC Facebook posts
- Wastewater terminology
- Mayor’s letter of invitation to Te Kura o Te Koutu to participate in the 2024 Anzac Day Civic Service and translated the reply sent by Te Kura o Te Koutu
- Rotorua Nui Autumn Events Calendar
- Grammar and macrons checks
- Job Titles

7. Te Karakia Whakamutunga - Closing Karakia

Kia whakairia te tapu
Kia wātea ai te ara
Kia turuki whakataha ai
Kia turuki whakataha ai
Hāumi e. Hui e. Tāiki e!

Restrictions are moved aside
So the pathway is clear
To return to every day activities
To return to every day activities
Allied, enriched, unified, and blessed