



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

# Kaupapataka

# Agenda

## NOTICE OF AN ORDINARY MEETING OF COUNCIL

---

**Date:** Wednesday 23 August 2023

**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

<b>Type of Committee</b>	Council Committee
<b>Subordinate to</b>	N/A
<b>Subordinate Committees</b>	<ul style="list-style-type: none"> <li>• District Licencing Committee</li> <li>• Audit and Risk Committee</li> </ul>
<b>Legislative Basis</b>	Schedule 7 s30 (1) (A), Local Government Act 2002 Committee delegated powers by the Council as per Schedule 7, s32, Local Government Act 2002
<b>Purpose</b>	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.
<b>Reference</b>	01-15-016
<b>Membership</b>	Mayor (Chair) Deputy Mayor (Deputy Chair) All councillors
<b>Quorum</b>	6
<b>Meeting frequency</b>	Monthly
<b>Delegations</b>	<ul style="list-style-type: none"> <li>• the power to make a rate</li> <li>• the power to make a bylaw</li> <li>• the power to borrow money, or purchase or dispose of assets, other than in accordance with the Long-term Plan</li> <li>• the power to adopt a long-term plan, annual plan, or annual report</li> <li>• the power to appoint a chief executive</li> <li>• 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</li> <li>• the power to adopt a remuneration and employment policy</li> <li>• the power to set and support strategies in measures related to emergency matters.</li> <li>• 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.</li> </ul> <p>Additional responsibilities retained by the Council committee:</p> <ul style="list-style-type: none"> <li>• Advise and support the mayor on the development of the long-term plan and annual plans</li> <li>• Approval of long-term plan or annual plan consultation documents, and supporting information and consultation process prior to consultation</li> <li>• Approval of a draft bylaw prior to consultation</li> </ul>

	<ul style="list-style-type: none"> <li>• Resolutions required to be made by a local authority under the Local Electoral Act 2001, including the appointment of the electoral officer</li> <li>• Adoption of, and amendment to the Committee Terms of Reference, Standing Orders and Code of Conduct</li> <li>• Relationships with the Te Tatau o te Arawa board, including the funding agreement</li> <li>• Monitor the overall financial management and performance of the council</li> <li>• Make financial decisions required outside of the annual plan budgeting processes</li> <li>• Approve the council’s insurance strategy and annual insurance placement for Council</li> <li>• Write-offs</li> <li>• Acquisition of property in accordance with the Long-term Plan</li> <li>• Disposals in accordance with the Long-term Plan</li> <li>• Review the Chief Executive’s performance annually and establish performance targets for each year</li> <li>• 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.</li> </ul>
<b>Relevant Statutes</b>	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.
<b>Limits to Delegations</b>	Powers that cannot be delegated to committees a per the Local Government Act 2002 Schedule 7 S32.

# Order of Business

---

<b>1. Karakia Whakapuaki - Opening Karakia.....</b>	<b>5</b>
<b>2. Ngā Whakapāha - Apologies .....</b>	<b>5</b>
<b>3. Whakapuakitanga Whaipānga - Declarations of interest .....</b>	<b>5</b>
<b>4. Ngā Take Whawhati tata kāore i te Rārangi Take - Urgent Items not on the Agenda..</b>	<b>5</b>
<b>5. Te Whakaū i ngā Meneti - Confirmation of Minutes .....</b>	<b>6</b>
5.1 Council Meeting Minutes (Draft) 25 July 2023 .....	6
<b>6. Pūrongo Kaimahi - Staff Reports .....</b>	<b>11</b>
6.1 Rate Remissions – Properties Affected by Lake Water Levels.....	11
6.2 Organisational Enablement – Progress Report .....	14
6.3 District Leadership and Democracy – Progress Report.....	20
6.4 Te Arawa Partnership – Progress Report .....	27
6.5 Elected Members Attendance at LGNZ Conference 2023 .....	31
<b>7. Te Karakia Whakamutunga - Closing Karakia.....</b>	<b>32</b>

## 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) 25 July 2023

19912120

## Minutes (draft)

Council meeting held Tuesday 25 July 2023 at 9.30am  
Council Chamber, Rotorua Lakes Council

MEMBERS PRESENT: Mayor Tapsell (Chair)  
Cr Kai Fong (Deputy Chair), Cr Barker, Cr Kereopa, Cr Lee, Cr Maxwell  
Cr O'Brien, Cr Paterson, Cr Wang, Cr Waru

MEMBERS PRESENT  
VIA AUDIO VISUAL: Cr Brown

APOLOGIES: Cr Waru for lateness and Cr Kereopa for early departure (if required)

STAFF PRESENT: G Williams, Chief Executive;  
T Collé, Deputy Chief Executive, Organisational Enablement;  
J.P Gaston, Deputy Chief Executive, District Development;  
O Hopkins, Deputy Chief Executive, District Leadership & Democracy;  
S Michael, Deputy Chief Executive. Infrastructure & Environmental  
Solutions;  
A Pewhairangi, Deputy Chief Executive, Community Wellbeing;  
G Rangī, Deputy Chief Executive, Te Arawa Partnership;  
I Tiriana, Manager, Council Communications;  
D Cossar, Governance & Democracy Manager;  
D Jensen, Director of Finance;  
R Dunn, Governance & Democracy Advisor;  
G Kieck, Corporate Planning and Strategy Manager;  
N Michael, Executive of Communications, Mayor's Office;  
G Konara, Governance Support Advisor.

The meeting opened at 9.31am

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

### 1 KARAKIA WHAKAPUAKI OPENING KARAKIA

Cr O'Brien opened the meeting with a Karakia.

#### Acknowledgement

Mayor Tapsell acknowledged the passing of two current staff members and a former staff member:-

- Teresa Ericksen, Customer Advisor,
- Brendan Kidd, Land Development Compliance Engineer,
- Errol Hay, Business Support Coordinator, Consent Solutions.

The council observed a moment of silence.

## 2 NGĀ WHAKAPĀHA APOLOGIES

**Resolved;**

1. **That the apologies from Cr Waru for lateness and Cr Kereopa for early departure (if required) be accepted.**

Moved: Cr Kai Fong  
Seconded: Cr Barker

**CARRIED**

## 3 WHAKAPUAKITANGA WHAIPĀNGA DECLARATIONS OF INTEREST

None

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

None

## 5 TE WHAKAŪ I NGĀ MENETI CONFIRMATION OF COUNCIL MINUTES

### 5.1 MINUTES OF COUNCIL MEETING HELD 28 JUNE 2023

19872948

**Resolved;**

1. **That the minutes of the Council meeting held 28 June 2023 be confirmed as a true and correct record.**

Moved: Cr Kereopa  
Seconded: Cr Paterson

**CARRIED**

## 6. PŪRONGO KAIMAHI STAFF REPORTS

### 6.1 FINANCIAL PERFORMANCE FOR THE TWELVE MONTHS ENDED 30 JUNE 2023 (INFORMATION ONLY)

19908960

**Resolved**

1. **That the report titled “Financial Performance for the Twelve Months ended 30 June 2023” 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 – June 2023” (Attachment 1).

6.2 ELECTORAL SYSTEM AND ORDER OF CANDIDATE NAMES (DECISION REQUIRED)

19881118

**Resolved**

1. **That the report titled “Electoral System and Order of Candidate names” be received.**

Moved: Cr O’Brien

Seconded: Cr Barker

**CARRIED**

Rick Dunn and Oonagh Hopkins overviewed the report.

**Further Resolved**

2. **That Council adopt “First Past the Post” Electoral system for the next two local elections (2025 and 2028).**

Moved: Mayor Tapsell

Seconded: Cr Paterson

**CARRIED**

Vote recorded against- Cr Wang

**Attendance: – Cr Waru joined the meeting at 10.01am.**

**Further Resolved**

3. **That Council adopt the “random option” for candidate names shown on voting documents for the next two local elections (2025 and 2028) and any subsequent by-elections.**

Moved: Cr Barker

Seconded: Cr Lee

**CARRIED**

**Action Point**

- The Mayor asked that staff explore the possibility of having STV (Mayoral candidates) /FPP (Councillor candidates) electoral system in place for the future.

The Chair ruled to receive item 6.4 as the next item.

6.4 DISTRICT LEADERSHIP AND DEMOCRACY – PROGRESS REPORT – JUNE 2023

19874110

**Resolved**

1. **That the report titled “District Leadership and Democracy – Progress Report – June 2023” be received.**



Moved: Cr Waru  
Seconded: Cr O'Brien  
**CARRIED**

Oonagh Hopkins overviewed the report.

**Action Points**

- Request for comparison data on number of livestream views between Rotorua Lakes Council and similar size councils.
- Look at consistency with the terms used on the website (e.g. – “Let’s talk /Kōrero mai” or “Have your say”).
- Explore having more user-friendly documentation available on website for people with intellectual disabilities.

6.3 ORGANISATIONAL ENABLEMENT – PROGRESS REPORT

19870852

**Resolved**

1. **That the report titled “Organisational Enablement – Progress Report” be received.**

Moved: Cr Kereopa  
Seconded: Cr Kai Fong  
**CARRIED**

Thomas Collé overviewed the report.

**Action Point**

- Request for data on dog registration numbers, to understand if to understand if overall registration numbers are increasing.

6.5 TE ARAWA PARTNERSHIP – PROGRESS REPORT

19897901

**Resolved**

1. **That the report titled “Te Arawa Partnership – Progress Report” be received.**

Moved: Cr Waru  
Seconded: Cr Kereopa  
**CARRIED**

Gina Rangī overviewed the report.

6.6 CONFIDENTIAL ITEMS TO BE RELEASED (INFORMATION ONLY)

19877751

**Resolved**

1. **That the report titled “Confidential Items to be Released” be received.**

Moved: Cr O'Brien  
Seconded: Cr Kereopa  
**CARRIED**

Oonagh Hopkins overviewed the report.

**7. TE KARAKIA WHAKAMUTUNGA  
CLOSING KARAKIA**

Cr O'Brien closed the meeting with a Karakia.

---

The meeting closed at 11.05 am

---

To be confirmed at a Council meeting on 23 August 2023.

.....  
Chair

Note 1: Rotorua Lakes Council is the operating name of Rotorua District Council  
Note 2: Attachments to these minutes are available on request or on Council's website.

## 6. Pūrongo Kaimahi - Staff Reports

---

19930072

### ROTORUA LAKES COUNCIL

Mayor  
Members  
COUNCIL

#### 6.1 Rate Remissions – Properties Affected by Lake Water Levels

**Report prepared by:** David Jensen, Director of Finance

**Report reviewed by:** Thomas Collé, Deputy Chief Executive, Organisational Enablement

**Report approved by:** Geoff Williams, Chief Executive

---

##### 1. TE PŪTAKE PURPOSE

The purpose of the report is to enable Council to provide rates relief to properties deemed uninhabitable in the area surrounding Lakes Rotoiti, Rotomā and Rotoehu due to high water levels.

##### 2. NGĀ TŪTOHUNGA RECOMMENDATIONS

1. That the report “Rate Remissions – Properties Affected by Lake Water Levels” be received.
2. That Council notes the comments under ‘6.3 Risks’ of this report.
3. That ratepayers with uninhabitable properties applying for rates remission due to lakeside flooding be granted a remission of 50% for the 2023/24 Financial Year.

##### 3. TE MATAPAKI DISCUSSION

###### Background

The Rotorua district has recorded patterns of significantly higher than usual rainfall over the last several months, which has resulted in elevated lake levels. A number of properties within the proximity of Lakes Rotoiti, Rotomā and Rotoehu have been negatively impacted by this rising water level and several are either flooded or blocked off from roading access.

Council has received nine applications for rates relief under Council’s Remission of Rates in Extraordinary Circumstances Policy from ratepayers who have been impacted by the water levels around Lake areas, relating to both residential and commercial properties. This policy requires that applications must be taken to Council for a decision before any remission can be granted.

**Remission Process**

The following properties have applied for a remission on their 2023/34 rates due to lake flooding:

<b>Property Valuation Number</b>	<b>Full 2023/24 Rates</b>	<b>50% Remission</b>
06962 301 00	\$9,759.06	\$4,879.53
06962 376 00	\$2,603.36	\$1,301.68
06962 184 00	\$5,044.36	\$2,522.18
06962 089 01	\$2,119.85	\$1,059.93
06962 057 00	\$3,148.47	\$1,574.24
06962 056 00	\$2,667.76	\$1,333.88
06962 099 00	\$2,276.39	\$1,138.20
06962 182 01	\$1,947.64	\$973.82
06962 110 01	\$789.18	\$394.60
	<b>\$30,355.73</b>	<b>\$15,177.87</b>

Council staff are in the process of inspecting the properties relating to the applications received in order to confirm that the dwellings are uninhabitable. The test for whether the properties are uninhabitable includes:

- The availability of water supply
- The presence of water above floor boards
- Inadequate sanitation
- Septic flooding

This report recommends that Council approve a 50% remission of 2023/24 rates for properties deemed to be uninhabitable through the inspection process. This remission would cover the first two quarterly instalments and provide rates relief for properties impacted by the lake water levels.

#### **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.

#### **5. NGĀ KŌRERO O TE HAPORI ME TE WHAKATAIRANGA COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY**

Only the properties the subject of this report are impacted by Council's decision.

#### **6. NGĀ WHAIWHAKAARO CONSIDERATIONS**

##### **6.1 Mahere Pūtea Financial/budget considerations**

The cost to Council is indicated in the table above.

## **6.2 Kaupapa Here me ngā Hiraunga Whakariterite Policy and planning implications**

Consideration of the nine applications for rates relief is under the Remission of Rates in Extraordinary Circumstances Policy.

## **6.3 Tūraru Risks**

Council notes:

1. Legal responsibility for managing lake levels is not with Rotorua Lakes Council.
2. The feasible interventions to better manage lake levels will be considered by a Joint Working Party (RLC, BOPRC, Te Arawa Lakes Trust) and reported to partner agencies by June 2024.
3. These remission proposals are without prejudice and an interim welfare response to currently affected properties as part of Council's Civil Defence duty of care.

## **6.4 Te Whaimana Authority**

Decisions under the Remission of Rates in Extraordinary Circumstances Policy must be undertaken by Council.

ROTORUA LAKES COUNCIL

Mayor  
Members  
COUNCIL

**6.2 Organisational Enablement – Progress Report**

**Report prepared by:** Thomas Collé – Deputy Chief Executive, Organisational Enablement /  
Manahautū Tū Pakari

**Report approved by:** Geoff Williams – Chief Executive

---

# KĀHUI TŪ PAKARI

## Organisational Enablement Group

---

**GROUP MISSION STATEMENT:**

Resources and innovative approaches are provided to ensure Council services drive position outcomes for our community.



## OHU: PŪTEA ME PAKIHI – FINANCE



Finance

To enable strategic planning, decision-making and outcomes through effective management and transformational change of the financial, treasury, business performance and revenue operations of Council.

### Current and ongoing work

#### 2022/23 Year End

Finance staff are finalising year-end accounts for the 2022/23 year in preparation for Audit NZ’s review later this year. This will include final measurement of non-financial key performance indicators.

#### Procurement Preferred Supplier Panel

Council’s procurement team has sought expressions of interest for local businesses to become pre-qualified on Council’s preferred supplier list. This has included several sessions for interested businesses on how to navigate tender documentation, which were well attended. Staff have also prepared a revised procurement policy which will be presented to Council’s executive team for review and adoption.

#### Revenue Team OneCouncil Implementation

The Revenue team migrated from Ozone to OneCouncil on 31 May 2023. Council has used OneCouncil to strike the 2023/24 rates and is working through the year-end process under the new system.

## OHU: HANGARAU – INFORMATION SOLUTIONS



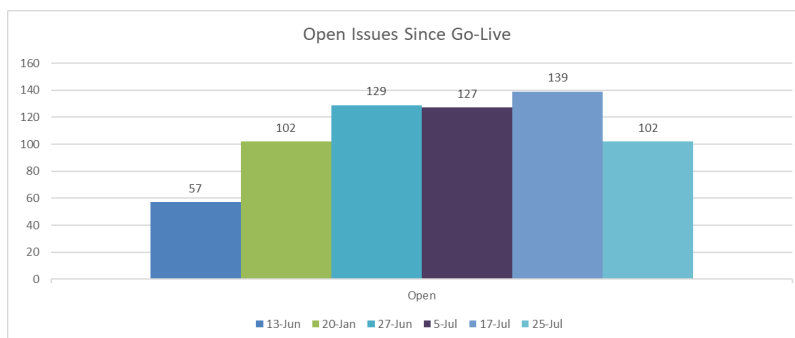
Information Office

To enhance the customer experience of our citizens, visitors, businesses, and our people through enabling digital transformation, supporting a positive customer interface and providing seamless use of our systems.

### OneCouncil

OneCouncil has been live for two months and has gone well for such a significant business-wide change.

The project team’s focus continues to be on supporting the transition while addressing issues that have been raised. The number of open issues appears to have peaked and is on a slow decline. It is expected that an occasional upwards spike will occur over the next month.



There remains a strong focus and commitment to delivering required reporting and dashboards. Over the next period there will be training for key users so they can create reports directly from OneCouncil.

Adoption of the new system continues to be good and additional training will continue for staff as long as necessary.

### Customer Solutions

This time of year is always an extremely busy period for Customer Solutions. Dog Registrations are due on 31 July 2023 and this has seen a large number of dog owners coming into the front of house. As part of our Digital Strategy to promote Council's online offerings, we will be running a campaign to encourage owners to use our online services.

We are also entering into the rates rebate process. This is an extremely busy time for the Customer Solutions team. The team are currently booking in over 700 customers to support them with their applications.

Unfortunately the team have had a number of staff being unwell due to the time of year. The impact of this has seen longer wait times for our call centre and front of house service delivery. We are doing our best to respond as quickly and efficiently as possible.

### Infrastructure Technology

#### CCTV Expansion

Three sites (Ngongotahā, Fordlands, Pukehangi), have been fully commissioned and handed over to CCTV Operations and the team has started pre-deployment processes and viability cases to commission CCTV to several new locations, working with the CCTV Operations team to meet their needs in supporting the police.

#### Telephony Modernisation

The ICT team is working with an external vendor to set up a modern system using the Teams platform, use of which is increasing for inter-team communications and project delivery. It will give us a single platform for all communications and more flexibility around how we operate and will expand opportunities to use new technologies for service improvement. The initial Proof of Concept (PoC) setup is underway, with the first users expected to be operational late August/early September.

#### ICT Infrastructure Renewal

The ICT team has undertaken scheduled infrastructure replacements to ensure our systems stay safe and efficient. This will involve deploying new Edge devices to help prevent external intrusion and restructuring some current infrastructure to handle modern workloads more efficiently.

They are also looking to redeploy remote locations to optimise service delivery and lower the operational cost of these sites, by utilising new technologies and infrastructural components.

## OHU: HAUMARU - PMO AND RISK OFFICE



Business  
Enablement

To support the delivery and visibility of the Council's project portfolio and co-ordinate/facilitate council's enterprise risk management and assurance frameworks.

### Enterprise Project Portfolio



Council's Portfolio currently has 86 projects at various stages of delivery. PMO Support Officers continue to support business units to provide accurate updates.

Improvements made to the monitoring platform during this reporting period include:

- Priority alignment of projects across the portfolio (85% complete).
- New portfolio summary view including; delivery status, health, priority alignment, review return rates.
- Executive Summary Snapshot view for entire portfolio including delivery status, health, allocations and current commentary.

### Enterprise Risk

The team continues to support the organisation to routinely review and update enterprise risk registers and a new guidance document has been created to better support understanding of the framework and the Council's approach. Targeted sessions have been provided to Community Wellbeing leadership group.

### PMO Activities

Key business improvement processes underway include:

- Redevelopment of PMO and Risk intranet pages.
- Updates to PMO and Risk Platforms.
- Supplementary guidance produce relating to project status and enterprise risk reporting.
- Quality assurance framework development as part of the support and guidance provided by the PMO.

### Targeted Support

#### Procurement

The Quality Assurance manager has been supporting the procurement team to review the Council's terms and conditions, policies and procedures. A continuous business improvement process is now underway to update the Council's central contracts register and enhance data insights.

#### Project and BAU Support

The PMO is directly involved in supporting the following Council Activities: Infrastructure Acceleration Fund (IAF) Programme Management, Council Policy Reviews, Annual Plan savings implementation.

## OHU: WHAKAWHANAKE TĀNGATA, WHAKAWHANAKE TŌPŪTANGA – PEOPLE AND ORGANISATIONAL DEVELOPMENT



People and  
Organisational  
Development

To lead and align the people processes, practices and People Strategy, to build a strong culture to deliver the organisation's strategies and commitments.

### Current and Ongoing Work

#### Business partners

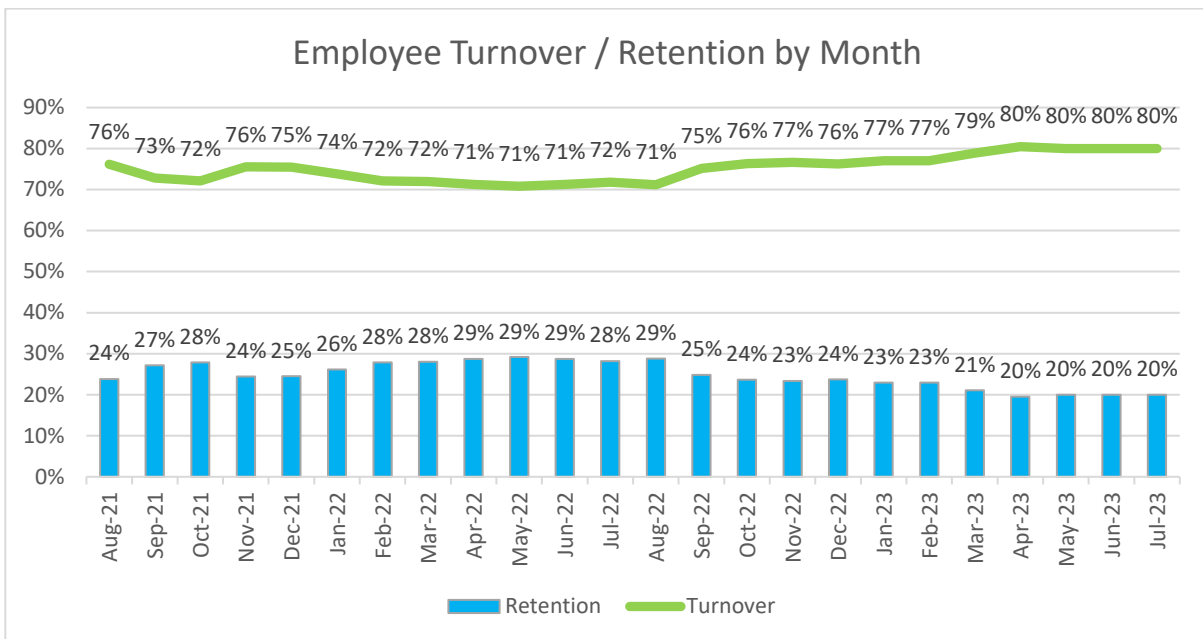
- Work ongoing, alongside the National Transition Unit, to support affected staff to transfer to the new waters entity as part of the government's Affordable Waters Reform programme.

#### Talent and Recruitment

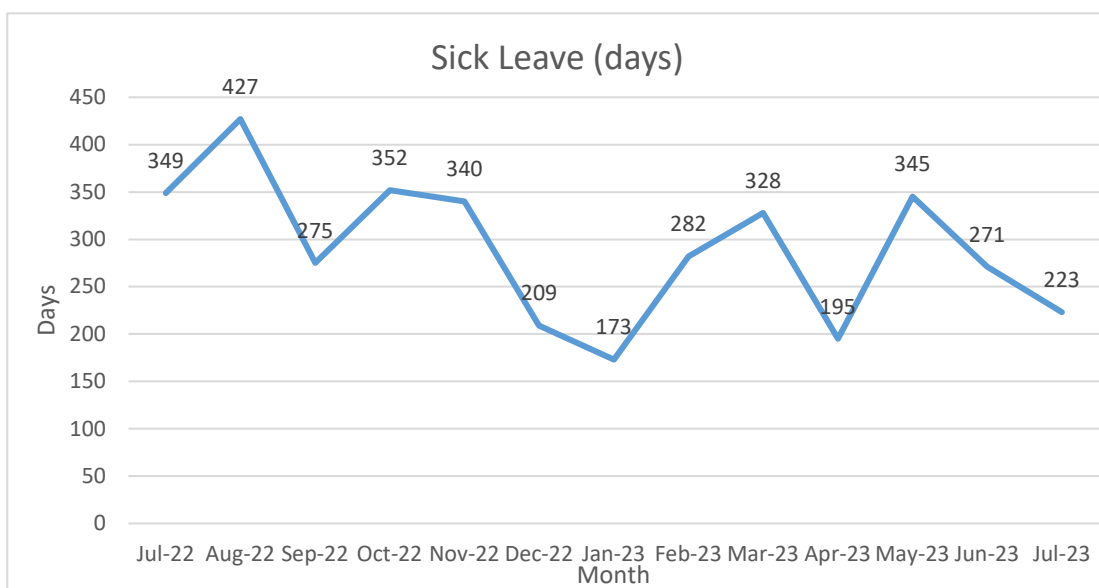
- While the recruitment market remains challenging, we are receiving a high calibre of applicants for vacancies and have filled some key roles in Active and Engaged Communities, Community and Regulatory and Finance and Business Performance. Some of these have been difficult to recruit for in the past so being able to fill them reduces pressure on teams that vacancies create.
- The annual performance management and remuneration process has been completed for the 2022/23 year and focus now shifts to staff creating their performance plans in PeopleStreme for 2023/24 which links what they do to Council objectives and departmental business plans.
- Discussions are continuing with two vendors for replacement of PeopleStreme which is being decommissioned in late 2024.

Analytics

Ongoing collaboration with similar Councils to benchmark tracking percentages of employee turnover.

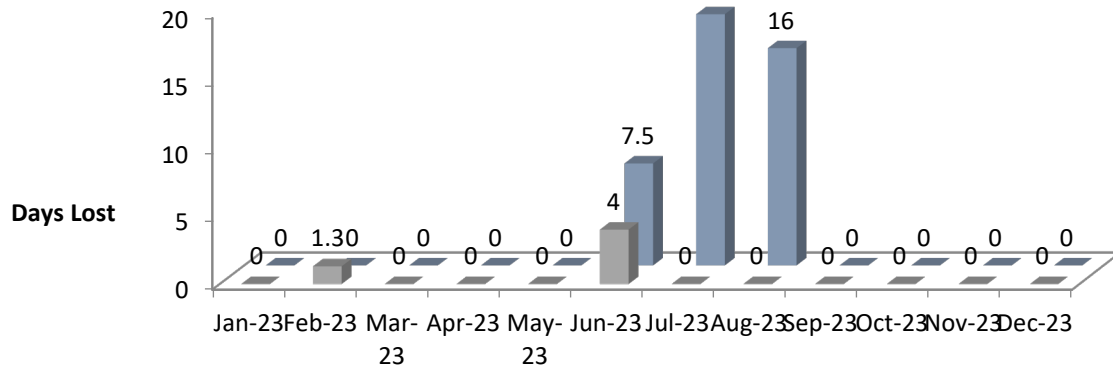


223 Sick leave days in July, 62 below annual monthly average of 285 and 126 days less than July last year.



No lost time injuries recorded in July

### Days Lost Due to Injuries



	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
■ 2023	0	1.3	0	0	0	4	0	0	0	0	0	0
■ 2022	0	0	0	0	0	7.5	18.5	16	0	0	0	0

ROTORUA LAKES COUNCIL

Mayor  
Members  
COUNCIL

**6.3 District Leadership and Democracy – Progress Report**

**Report prepared by:** Oonagh Hopkins – Deputy Chief Executive, District Leadership and Democracy  
Manahautū Whaitua Tūtahi

**Report approved by:** Geoff Williams – Chief Executive

---

# KĀHUI WHAITUA TŪTAHI

## District Leadership and Democracy Group

---

**GROUP MISSION STATEMENT:**

We strive to position our Council as a trusted leader, partner and advocate for the communities of Rotorua. As a group, we are a link between the Councillors (**Governance**), the Council (**Corporate Planning and Strategy**) and the Community (**Engagement**). We are the voice of Council to our community (**Marketing and Communications**).

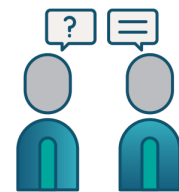
Reporting to the DCE District Leadership and Democracy, we are:



Corporate Strategy  
and Planning



Governance



Marketing and  
Communications

Stats and Facts		
<b>JULY</b> <b>2023</b>	<b>781</b> submissions on <b>Museum</b> restoration	<b>105 FDS</b> submissions received
	<b>1.17%</b> more website users compared to June 2022	<b>4</b> consultation campaigns June/July
<b>45</b> average views per livestream event		<b>22</b> media responses

**OHU: TAUNAKI - CORPORATE STRATEGY AND PLANNING**



Corporate Strategy and Planning

We coordinate Strategy and Policy through an integrated corporate planning cycle that is accurate, transparent and timely. We collate corporate documents in preparation for community conversations and decision-making and are the link between governance and operations.

Long-term Planning

The Long-term Plan project is underway with initial planning and project setup taking place in July, introductory workshops scheduled during August and more detailed workshops to continue through the remainder of 2023. These will lead to the development of a consultation document early into 2024.

Community performance measures

Council has 55 Community Performance Measures that have been set in the current Long-term Plan. These measures are collated on a quarterly basis and will be brought to Council monthly in groups as they become available. Below are a sample of performance measures year to date for Quarter 3 of 2022/23:

LTP Activity	Level of service	Measure	Q1	Q2	Q3	2022/23 YTD Result	Target	Comment
Waste Management	Sustainability	Reduce the amount of rubbish/waste that is collected from kerbside collection per capita.	189	214	232	211	≤ 210 kg / capita Per Year	An increase in waste continues to track higher than target through the summer months and over the christmas period due to increased bach and visitor use over these months.
	Compliance	Compliance with resource consent conditions at the landfill	100%	100%	100%	100%	100%	This measure has been achieved for the first 3 quarters of the 2022/23 financial year.
	Sustainability	Reducing the percentage of contaminants in kerbside recycling collection across the Rotorua District.	20%	21%	26%	22%	<20%	Education around recycling is continuing with Council contractors responding to increasing contaminants trends through increased awareness and education.
Community Wellbeing	Creation of vibrant, energised experiences with loads of activity	Percentage of customers very/fairly satisfied with Arts and Culture Offerings	89%	95%	86%	90%	90%	This measure is currently tracking to be achieved. These results are gathered from a range of Arts and Culture offerings over the first 3 quarters of the 2022/23 financial year.
		Percentage of customers very/fairly satisfied with quality of Markets, Events and Festivals	90%	89%	83%	87%	90%	This measure is currently tracking below the target. These results are gathered from a range of events offerings over the first 3 quarters of the 2022/23 financial year such as the NRL game, Matariki events, night markets etc.

### Consultation and Engagement

**Future Development Strategy** consultation closed 14 July with a total of 105 submissions received. The integrated planning and development team are working to theme submissions received.

Consultation on the **Sala Street Cemetery Reserve classification** opened 11 July and closed 8 August. A letter drop was undertaken to approximately 50 businesses surrounding the reserve. As at close of consultation on 8 August, 72 submissions had been received. Three submitters were to be heard at hearings during the Community and District Development Committee meeting on 9 August.

Consultation on the **draft Speed Management Plan** opened 17 July and ran for 4 weeks, ending 14 August. In the opening week of consultation emails were sent to 170 schools and community groups as part of the project awareness and at time of reporting, 397 submissions had been received.

## OHU: WHAKAPĀ - MARKETING AND COMMUNICATIONS



We present the face of council through our engagements and communications with our community. We tell Council's stories in an authentic way by focusing the conversations on our people, our culture and our place. We build Council's brand and ensure all council activities are promoted for the betterment of our community.

### Communications

## Communications

During July the team delivered communications and collateral supporting consultations including the Speed Management Plan and the proposed cemetery site change of purpose. The team also supported implementation of Annual Plan decisions and provided communications support relating to the improper sign-offs of building documentation which has also affected other councils around New Zealand. Public updates provided across Council's various channels during July included consultation on the Speed Management Plan and cemetery site, progress on the Tarawera Sewerage Scheme, the outcome of the Kuirau Park road closure trial, and Council and committee meeting previews and decisions.

## Media

22 media enquiries were responded to during July on topics including theft and vandalism in Whakarewarewa Forest and high lake levels at Rotomā and Rotoehu, with articles related to the latter run by multiple media outlets. This included a full-page feature in *Rotorua Daily Post* describing the effects on locals and the Council-led response. Radio NZ also did a radio feature on the topic and this got picked up by online media outlet *Newsroom*.

## RLC e-pānui

Mailchimp campaign benchmarking shows our click rate continues to increase and is 11.3% above our peers' average performance. Our open rate is 20.9% above our peers' average for the month of July. Two issues were sent in July – on 1 July – 31 July with open rates at 56% (up 0.5% on June) and click rates at 16% (up 4.0% on June)

Our top clicked links for each issue were:

- [Annual Plan reflects feedback and investment to support the community](#) (145 clicks)
- [Draft Speed Management Plan Let's Talk page](#) (96 clicks)

## Marketing

### Marketing Campaigns (June/July)

**FDS Consultation** (1 June – 17 July). Social media posts and video (boosted) combined reach of 14,790 and 2171 engagements. Full page advertisement in *Rotorua Daily Post* and *Weekender*, Inside Eastside and Ngongotaha newsletters. Advertisement on Rotorua Business Chamber e-newsletter. Six Adshel bus stops on north/west and eastern areas of Rotorua. Digital display screens in library and customer centre.

**Draft Speed Management Plan Consultation** (17 July – 18 August). People were encouraged to have their say via Let's Talk/Korero Mai. Consultation was promoted on social media, in community newsletters, via media release, school networks, digital screens, information stands at customer centre and library, posters in EEC toilets. Social media stats will follow close of public consultation.

**Dog registration:** Current campaign on social media and radio using the "Kind to your Kuri" theme, encouraging positive, responsible dog ownership and reminding people what their registration pays for.

**Matariki Memorial Video:** This is an annual tribute to locals who have passed since last Matariki. 90 loved ones were included in the video that was published on 11 July. The related post reached 23,511 people, was shared 179 times and received 125 positive comments on Rotorua Nui Facebook page.

**Rotorua Home & Lifestyle Show** (9-11 July). This year's RLC booth provided information on FDS consultation and the then upcoming SMP consultation. There was also information about climate change action, looking after our rohe – wastewater, rubbish and recycling, and winter cycling. We had a great turnout at the booth with lots of positive engagement from the community.



#### Rotorua Nui

**Website:** 4,144 visitors in July which is a 37% increase against on June and a 66% increase against July last year. This large increase would relate to school holidays and Matariki. The most searched event after homepage was Matariki events, followed by the Winter Events Calendar.

**Social Media:** 44,366 Facebook reach during July, up 106% on June.

#### Sir Howard Morrison Centre

**Website:** 9.3k users during July, up from 6.5k in June. 8,731 users clicked through to Ticketmaster, up from 5.4k in June, resulting in 2,714 event ticket sales, up from 1420 in June.

**Social Media:** 31,580 Facebook users in July, down 9% on June.. Gained 92 new followers, a 5.7% increase on June.

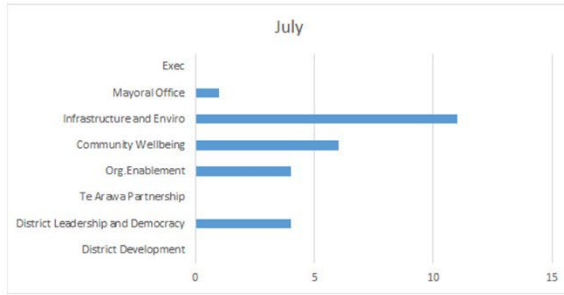
**E-newsletter:** SHMC database gained 275 new subscribers in July (bringing total to 2,028 to date).

Design and Production



### July design outputs (samples)

This month the majority of work came from Infrastructure and Environment and our biggest project was the Speed Management Plan - campaign and consultation.



### Digital Channel and Content

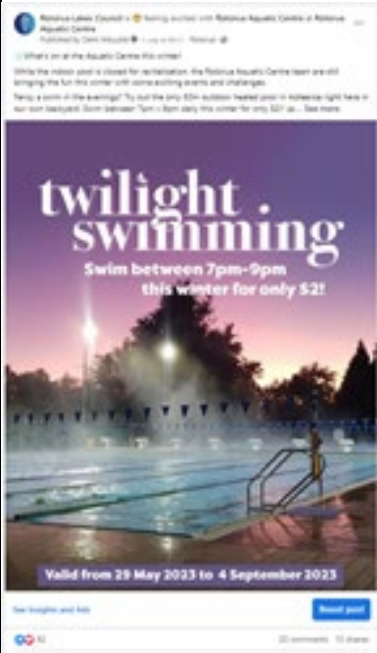
#### Website

July users 1.17% up from June and 6.32% higher than July 2022. Most traffic came via Google (73.5%). 54% viewed website via a mobile device, 43.7% via desktop computer and remaining 2.3% via a tablet.

Website page views: 90,387 in July, up from 82,394 in June and 3.27% higher than July 2022. Top viewed pages: rates/rating information database, maps, property and rates, planning services/district plan, animal control/dog registration.

Social Media

Top performing posts for July:



**Organic:** What's on at the Aquatic Centre this winter!  
**Reach** (number of people who saw it) was 9190, 96 reactions, 33 comments and 13 shares.



**Ad:** Speed Management Plan consultation  
**Reach** (number of people who saw it) was 15922, 98 reactions, 88 comments and 18 shares.

**Total Facebook reach for July** (from 48 posts): 66172  
**Total combined Facebook and Instagram reach** : 72,346

**Average monthly livestream views:**  
Average 45 views per livestream in July (123 in July 2022), compared to average 89 per livestream in June.

ROTORUA LAKES COUNCIL

Mayor  
Members  
COUNCIL

## 6.4 Te Arawa Partnership – Progress Report

**Report prepared by:** Gina Rangi – Deputy Chief Executive, Te Arawa Partnership /  
Manahautū Te Arawa Hourua

**Report approved by:** Geoff Williams, Chief Executive

---

# KĀHUI TE ARAWA HOURUA

## Te Arawa Partnership Group

---

### GROUP MISSION STATEMENT:

We support across Council to ensure the organisational culture and values are consistent with the Te Arawa partnership, and the council workforce has the skills and experience to build and maintain effective relationships with Te Arawa leaders, communities and entities. We work to ensure Council strategies and work programmes actively contribute to and enable Te Arawa development. We ensure te reo Māori me ōna tikanga are commonplace and to a professional standard.

### Te Arawa Partnership Group



Mātauranga Māori



Te Arawa Enablement

## Partnering with Te Arawa

### Review of the Partnership Agreement with Te Tatau o Te Arawa:

- The Partnership Agreement with Te Tatau provides for a review of the agreement every three years. In July, the working party responsible for the review held its initial meetings. It was hoped the working party might report back by the end of August, however this is now considered unlikely, although progress is being made.

### Ngāti Whakaue Gifted Reserves:

- A protocol meeting was held on 4 July. Key projects reported on included the proposed change of reserve purpose (Sala Street cemetery), proposed new pathway at Motutara Point, new leases, and the condition of the Government Gardens arches.

### Raukawa:

- On 13 July, an annual meeting of all councils operating within the Raukawa area of association (which includes Rotorua Lakes Council) was hosted by Raukawa in Tokoroa. This is an important relationship building opportunity. Council was represented by Cr Karen Barker with Te Amorangi support.

### Te Arawa River Iwi Trust:

- On 20 July, protocol meeting between RLC and TARIT was held at TARIT offices. Key projects reported on included an update on the Future Development Strategy.

### Kauae Cemetery Trust

- On 21 July, the Kauae urupā trustees met. Key projects reported on included planning for future cemetery needs (both within the urupā and implications for district planning), a family berm dispute and the trust's annual report.

### Whare Taonga

- Meeting with Ngāti Rangiwewehi representatives to discuss taonga held in other museums.
- Meeting with Ngāti Whakaue representatives to discuss exhibition taonga wānanga.

## Working across Council

### Staff Engagement and Training

- Mihi whakatau for performers in the *Haka Party Incident* show, Citizenship Ceremony, new Te Tatau staff, Pākihi Ora (Māori business network) procurement meeting, and Kahakaharoa papakāinga. These events include providing training to staff beforehand to understand protocol and maintain professional standards). We also connected RotoruaNZ (RNZ) with mana whenua to build a relationship that will support RNZ regarding whakatau for conference clients at venues outside of RLC sites.
- Multicultural Society lunch – korero on Te Arawa.
- Waiata programme and weekly beginner and rumaki reo classes continue.

### Rotorua Reo Rua

- Te Amorangi are working across Council to develop events for Te Wiki o Te Reo Māori (11-17 September).
- Quality control advice for use of te reo on Let's Talk/Kōrero Mai platform and consultation documents, collaborating with communications team to develop a glossary for internal reference of kupu Māori used across Council.

- **Translation requests:** annual plan document, staff intranet, job titles, external social media and correspondence.

### Supporting Across Council

Te Amorangi provided technical advice and engagement support as follows:

- Council is approaching mana whenua for feedback on multiple, interconnected, complex environmental kaupapa regarding district development and environmental outcomes. Te Komiti Nui have requested a wānanga to help mana whenua understand, assess and prioritise: the Future Development Strategy (FDS), implementation of the Infrastructure Acceleration Fund (IAF), RLC's application for stormwater resource consent, drinking water consents and the WWTP discharge consent. While consultation for some of these projects has ended or is limited in scope (eg the IAF or FDS), they remain important context for other resource consent projects so the wānanga will still cover these projects. The intention is that the wānanga will provide an overview of interconnected Council projects, and help identify mana whenua priorities/concerns and streamline their participation.
- **Water takes:**
  - Karamu Takina. A wānanga ā-iwi was held at Kearoa Marae on 29 July. The wānanga was facilitated by te Rūnanga o Ngāti Kearoa – Ngāti Tuara, and included discussion of historic korero associated with the puna, indicators of healthy mauri in the spring and stream, and establishing a good understanding of the consenting process.



- Waipā/Hemo springs (with Tūhourangi/Ngāti Whakaue). Meeting with iwi representatives on 6 July.
- **Water quality:**
  - **Puarenga reference group:** This group is responsible for developing a wetland solution for the discharge of recovered wai from the Rotorua wastewater treatment plant. The group includes representatives from landowner CNI (including Tūhourangi and Ngāti Whakaue). On 31 July the group met and worked through site options and site criteria.
  - **Te Mana o Te Wai:** On 13 July, mana whenua statements on Te Mana o Te Wai were presented to BOPRC (RLC attended).
  - 'Wai' signage distributed to marae.
- **Engagement advice:** Initial advice on engaging re: Infrastructure Acceleration Fund. Support for planning and delivery of a new round of Civil Defence and Emergency Management workshops for marae/iwi groups funded by Te Puni Kōkiri/Ministry of Social Development – to be rolled out by December 2023.
- **Other:** Advice on Sala Street Reserve land history, and multiple requests for advice to finance team and to customers regarding rating of Māori land.

- **Matariki events:** Two major events were held in Rotorua to commemorate Matariki:
  - Te Puia hosted a hautapu ceremony open to the community . The ceremony was led by local mātanga karakia and wāhine karanga from Ngāti Pikiao/Ngāti Rongomai, and included a community hangī breakfast. Healthy Families Rotorua who hosted the first Rotorua community hautapu in 2022 were a major sponsor of the event, with RLC making a small contribution and Te Puia meeting the major portion of the costs. The event was free and fully booked out. At least 500 people attended.
  - The national Matariki hautapu ceremony was run simultaneously at the Skyline, Ngongotahā Maunga and televised live across NZ and to Australia, Asia and beyond. Ministers of Parliament, Mayor Tania Tapsell and Ngāti Whakaue elders attended. Ten Te Arawa mātanga karakia with strong connections to Ngāti Whakaue led the ceremony. It was the first traditional ceremony of modern times to see wāhine deliver karakia. Since colonisation this has previously been led by men. Professor Rangi Mataamua, NZ's leading authority on the Matariki holiday, chose Rotorua for this year's ceremony (inaugural event was in 2022 in Wellington at Te Papa).

### Policy and Guidance

- Toitū: Iwi View (in-house mapping tool for identifying mana whenua rohe) is under review to scope possible public accessibility.
- Initial work has started on a Framework for Engagement with Mana Whenua and a formal staff guideline on cultural foundation design work.

ROTORUA LAKES COUNCIL

Mayor  
Members  
COUNCIL

## 6.5 Elected Members Attendance at LGNZ Conference 2023

**Report prepared by:** Debbie Cossar, Governance and Democracy Manager

**Report reviewed by:** Oonagh Hopkins, Deputy Chief Executive, District Leadership and Democracy

**Report approved by:** Geoff Williams, Chief Executive

---

### 1. TE PŪTAKE PURPOSE

The purpose of this report is to submit to Council, reports from Deputy Mayor Sandra Kai Fong, Cr Don Paterson and Cr Lani Kereopa on their attendance at the LGNZ Conference 2023.

### 2. HE TŪTOHUNGA RECOMMENDATION

1. That the report “Elected members Attendance at LGNZ Conference 2023 – Reports from Councillors” be received.

### 3. TE TĀHUHU BACKGROUND

The SuperLocal: LGNZ annual conference 2023 was held in Ōtautahi, Christchurch from 26-28<sup>th</sup> July.

As per Rotorua Lakes Council’s policy on conference attendance for elected members, the attendees are required to provide a written report to Council following the conclusion of the conference.

### 4. NGĀ ĀPITI HANGA ATTACHMENTS

Following attachments are distributed separately.

Attachment 1: LGNZ Conference 2023 report – Mayor Tania Tapsell (DOC ID - 19937798)

Attachment 2: LGNZ Conference 2023 report – Deputy Mayor Sandra Kai Fong (DOC ID- 19929264)

Attachment 3: LGNZ Conference 2023 report – Cr Don Paterson -(DOC ID - 19936661)

Attachment 3: LGNZ Conference 2023 report – Cr Lani Kereopa - (DOC ID - 19936664)

## 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