



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

# Kaupapataka Agenda

## NOTICE OF AN ORDINARY MEETING OF COUNCIL

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**Date: Wednesday 25 October 2023**

**Time: 9.30am**

**Venue: Council Chamber**

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### 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

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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

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### 5.1 Council Meeting Minutes (Draft) 27 September 2023

19993481

## Minutes (draft)

Council meeting held Wednesday 27 September at 9.30am  
Council Chamber, Rotorua Lakes Council

MEMBERS PRESENT:	Mayor Tapsell (Chair) Cr Kai Fong (Deputy Chair), Cr Barker, Cr Lee, Cr O'Brien, Cr Paterson, Cr Wang, Cr Maxwell
APOLOGIES:	Cr Waru, Cr Brown, Cr Kereopa
IN ATTENDANCE:	Jennifer Rothwell L Pieterse and K Macowan, AuditNZ (via Zoom)
STAFF PRESENT:	G Rangī, Interim Chief Executive; T Collé, Deputy Chief Executive, Organisational Enablement; O Hopkins, Deputy Chief Executive, District Leadership & Democracy; S Michael, Deputy Chief Executive, Infrastructure & Environmental Solutions; D Jensen, Director of Finance D Cossar, Governance & Democracy Manager; G Kieck, Corporate Planning and Strategy Manager; N Michael, Executive of Communications, Mayor's Office; I Tiriana, Council Communications Manager I Brell Governance Support Advisor.

The meeting opened at 9.34am

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

#### 1 KARAKIA WHAKAPUAKI OPENING KARAKIA

Cr Barker opened the meeting with a Karakia.

#### 2 NGĀ WHAKAPĀHA APOLOGIES

**Resolved;**

- 1. That the apologies from Cr Waru, Cr Brown and Cr Kereopa be accepted.**

Moved: Cr Maxwell

Seconded: Cr Patterson

**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 23 AUGUST 2023.

**Resolved;**

1. **That the minutes of the Council meeting held 23 August 2023 be confirmed as a true and correct record.**

Moved: Cr O'Brien

Seconded: Cr Kai Fong

**CARRIED**

### 6 NGĀ TĀPAETANGA - PRESENTATIONS

#### 6.1 CR DON PATERSON – LGNZ CONFERENCE PRESENTATION

Cr Patterson presented a video and spoke to his report on his attendance at the 2023 LGNZ Conference.

### 7. PŪRONGO KAIMAHI STAFF REPORTS

#### 7.1 DECLARATION BY ROTORUA LAKES COMMUNITY BOARD MEMBER - JENNIFER ROTHWELL (INFORMATION ONLY)

Doc ID: 19953035

**Resolved:**

1. **That the report 'Declaration by Lakes Community Board member – Jennifer Rothwell' be received.**

Moved: Cr Wang

Seconded: Cr Lee

**CARRIED**

Mayor Tapsell invited Jennifer Rothwell to make her declaration as a Rotorua Lakes Community Board Member, witnessed by Her Worship the Mayor.

Meeting adjourned at 9.52am and resumed at 10.10am.

The Chair ruled that the item 7.2 - Adoption of the Annual Report for the Year Ended 30 June 2022 would be deferred to the end of the meeting as it was awaiting final confirmation from the Auditors.

7.3 FINANCIAL PERFORMANCE FOR THE TWO MONTHS ENDING 31 AUGUST 2023 (INFORMATION ONLY)  
Doc ID: 19985806

**Resolved:**

- 1. That the report “Financial Performance for the Two Months ended 31 August 2023” be received.**

Moved: Cr Barker

Seconded: Cr Patterson

**CARRIED**

Thomas Collé overviewed the report and spoke to a presentation titled “Financial Update – August 2023” (Attachment 1).

7.4 PROGRESS REPORT - CORPORATE SERVICES  
Doc ID: 19957007

**Resolved:**

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

Moved: Cr Lee

Seconded: Cr Barker

**CARRIED**

Thomas Collé overviewed the report.

7.5 PROGRESS REPORT - CORPORATE PLANNING AND GOVERNANCE  
Doc ID: 19960288

**Resolved:**

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

Moved: Cr Kai Fong

Seconded: Cr Barker

**CARRIED**

Oonagh Hopkins overviewed the report.



## 7.6 PROGRESS REPORT - TE ARAWA PARTNERSHIPS

Doc ID: 19968090

**Resolved:**

- 1. That the report titled “Progress report – Te Arawa Partnerships” be received.**

Moved: Cr Patterson

Seconded: Cr O’Brien

**CARRIED**

Gina Rangi overviewed the report.

Meeting adjourned at 10.53am, awaiting final confirmation from AuditNZ in regard to item 7.2 Adoption of the Annual Report for the Year Ended 30 June 2022.

Meeting re commenced at 12.30pm

## 7.2 ADOPTION OF COUNCIL’S ANNUAL REPORT FOR THE YEAR ENDED 30 JUNE 2022 (DECISION REQUIRED)

Doc ID: 12603439

**Resolved:**

- 1. That the report “Adoption of Council’s Annual Report for the year ended 30 June 2022” be received.**

Moved: Cr O’Brien

Seconded: Cr Kai Fong

**CARRIED**

Thomas Collé and David Jensen overviewed the report and spoke to a presentation titled “Adoption of 2021/22 Annual Report” (Attachment 2).

**Further Resolved**

- 2. That Council resolves to adopt the audited Annual Report and the Audited Summary for the Rotorua Lakes Council for year ended 30 June 2022.**
- 3. That the Mayor and Chief Executive be authorised to sign the Letter of Representation and Statement of Compliance section of the Annual Report.**
- 4. That the Chief Executive be authorised to make minor editorial changes, if any, as agreed with Council’s auditors.**

Moved: Cr Kai Fong

Seconded: Cr Wang

**CARRIED**

**8. TE KARAKIA WHAKAMUTUNGA  
CLOSING KARAKIA**

Cr Barker closed the meeting with a Karakia.

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The meeting closed at 12.47pm.

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To be confirmed at a Council meeting on 25 October 2023.

.....  
Chair

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

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.

## 5.2 Council Extraordinary Meeting Minutes (Draft) 4 October 2023

20001382

### **Minutes (draft)** **Council Extraordinary Meeting** **held Wednesday 4 October 2023 at 2.27pm** **Council Chamber, Rotorua Lakes Council**

MEMBERS PRESENT:	Mayor Tapsell (Chair) Cr Kai Fong, Cr Barker, Cr Kereopa, Cr O'Brien, Cr Paterson, Cr Wang
MEMBERS PRESENT VIA AUDIO VISUAL:	Cr Brown
APOLOGIES:	Cr Lee
NO ATTENDANCE:	Cr Maxwell and Cr Waru
STAFF PRESENT:	G Rangī, Interim Chief Executive; O Hopkins, Executive Director, Corporate Planning and Governance; I Tiriana, Manager, Council Communications; D Cossar, Governance & Democracy Manager; G Kieck, Corporate Planning and Strategy Manager; N Michael, Executive of Communications, Mayor's Office; G Konara, Governance & Democracy Co-ordinator.

The meeting opened at 2.27 pm

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

## **7 KARAKIA WHAKAPUAKI** **OPENING KARAKIA**

Cr Wang opened the meeting with a Karakia.

## **8 NGĀ WHAKAPĀHA** **APOLOGIES**

**Resolved;**

**2. That the apologies from Cr Lee be accepted.**

Moved: Cr Barker

Seconded: Cr Paterson

**CARRIED**

**9 WHAKAPUAKITANGA WHAIPĀNGA  
DECLARATIONS OF INTEREST**

None

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

None

**5. PŪRONGO KAIMAHI  
STAFF REPORTS**

**5.1 APPOINTMENT OF ROTORUA LAKES COUNCIL INTERIM CHIEF EXECUTIVE (DECISION REQUIRED)**

20000845

Oonagh Hopkins overviewed the report.

**Resolved**

- 1. That the report titled “Appointment of Rotorua Lakes Council Interim Chief Executive” be received.**
- 2. That Council appoint Ms Gina Rangi to the position of Chief Executive for an interim period of up to 6 months commencing 23 September 2023.**
- 3. That Council confirms that in the course of Ms Rangi acting as the Chief Executive, the powers of the Chief Executive as set out in the Originating Delegation to Chief Executive dated 4 November 2010 are delegated to Ms Rangi, subject to the following limitations:**
  - Acting CE role will be business as usual, with any significant decisions to be discussed with Mayor and/or Council before any actions occur.**
  - Acting CE does not have ability to make other staff changes eg roles or remuneration, current structure of roles and staff.**
  - Any agreed strategic activities and/or action, are to be undertaken as determined by the Council, and formally recorded at Council meetings.**

Moved: Cr O'Brien

Seconded: Cr Kereopa

**CARRIED**

**6 TE KARAKIA WHAKAMUTUNGA  
CLOSING KARAKIA**

Cr Wang closed the meeting with a Karakia.

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The meeting closed at 2.32pm

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To be confirmed at Council meeting on 25 October 2023

.....  
Chair

Note 1: Rotorua Lakes Council is the operating name of Rotorua District Council

## 6. Pūrongo Kaimahi - Staff Reports

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Doc ID: 20016142

### ROTORUA LAKES COUNCIL

Mayor  
Members  
COUNCIL

#### 6.1 Financial Performance for the Three Months ending 30 September 2023 (Information Only)

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

**Report reviewed by:** Thomas Collé, Group Manager, Corporate Services

**Report approved by:** Gina Rangī, Interim Chief Executive

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#### 1. TE PŪTAKE PURPOSE

The purpose of the report is to provide information on Council's financial performance for the three months ended 30 September 2023.

#### 2. HE TŪTOHUNGA RECOMMENDATION

2. That the report "Financial Performance for the Three Months ended 30 September 2023" be received.

#### 3. TE MATAPAKI DISCUSSION

##### ➤ Council's Operating Environment

This report covers the first quarter of the 2023/24 Financial Year and shows Council's core operating position, as well as the impact of capital subsidies and development contributions.

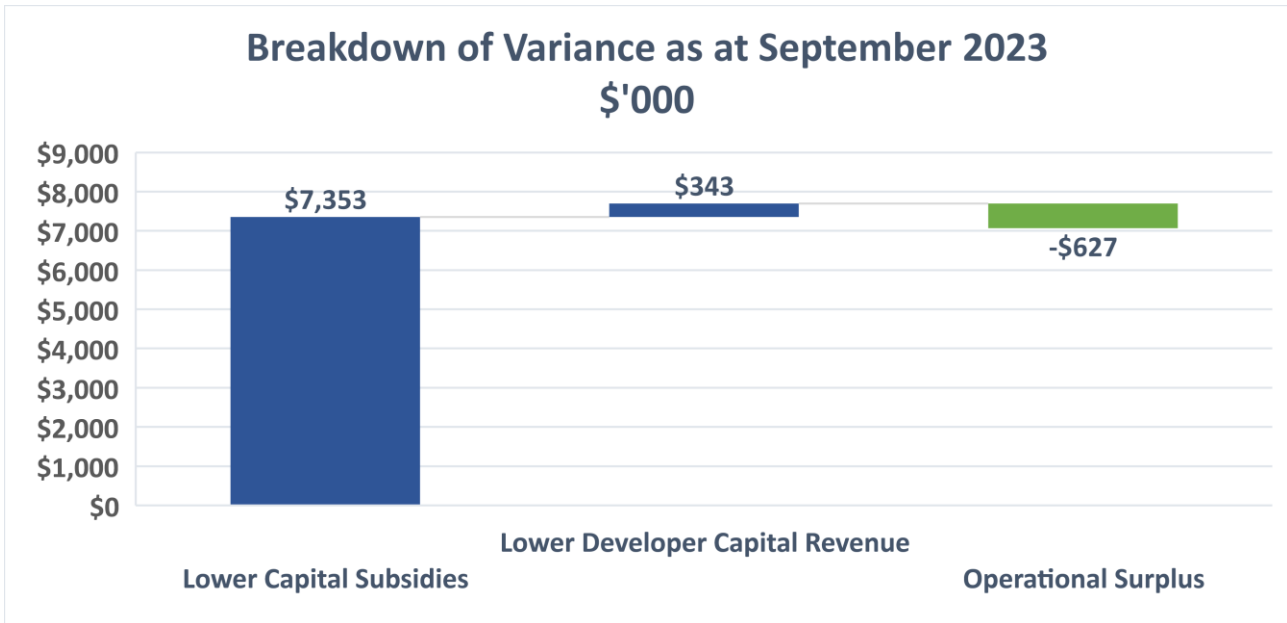
Council continues to operate in a high inflation environment, with costs remaining at elevated levels as we progress through the financial year. A number of large capital projects yet to fully commence which is reflected in Council's capital expenditure as at the end of September. Trends are also emerging within Council's user fee revenue that indicate that targets may be under pressure, reflecting Rotorua's continued recovery from the tourism slowdown after Covid 19.

Staff continue to monitor these trends as we progress further into the financial year.

➤ **Financial Position as at 30 September 2023**

Council has a positive operating variance of \$627k as at 30 September 2023, reflecting lower than budgeted user fee revenue offset by lower operational expenditure year-to-date.

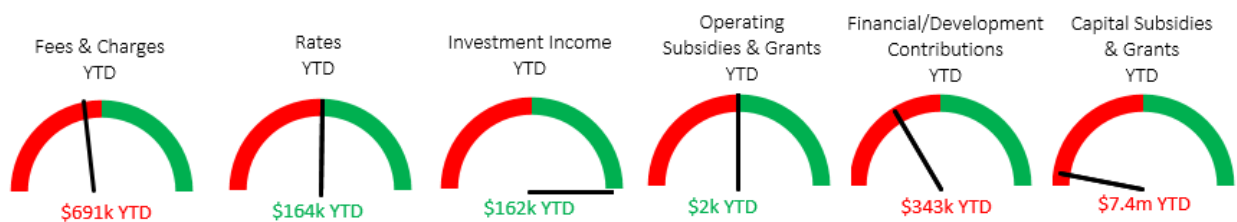
Within the overall \$7.1m year-to-date variance shown for September, \$7.4m relates to the receipt of subsidies attached to capital projects and \$343k relates to lower development contributions year-to-date, offset by a positive operating variance of \$627k year-to-date.



➤ **Year to Date Financial Performance**

Figures in \$000's	Actual	Budget	Variance - Favorable / (Unfavorable)
<b>Income</b>			
Fees & Charges	4,866	5,557	(691)
Rates	32,496	32,332	164
Investment Income	306	144	162
Development & Financial Contributions	555	898	(343)
Subsidies & Grants - Capital	901	8,254	(7,353)
Subsidies & Grants - Operational	1,490	1,488	2
<b>Total Income</b>	<b>40,614</b>	<b>48,673</b>	<b>(8,060)</b>
<b>Opex</b>			
Administration Expense	958	1,371	412
Finance Cost	44	100	56
Maintenance	356	530	174
Operating Expenses	16,815	17,334	519
Staff Costs	8,784	8,555	(229)
Utilities	786	792	6
Depreciation	10,932	10,932	
Interest Cost	3,455	3,506	51
<b>Total Opex</b>	<b>42,131</b>	<b>43,121</b>	<b>990</b>
<b>Total Operating Surplus / (Deficit)</b>	<b>-1,517</b>	<b>5,553</b>	<b>(7,069)</b>

➤ **Income**



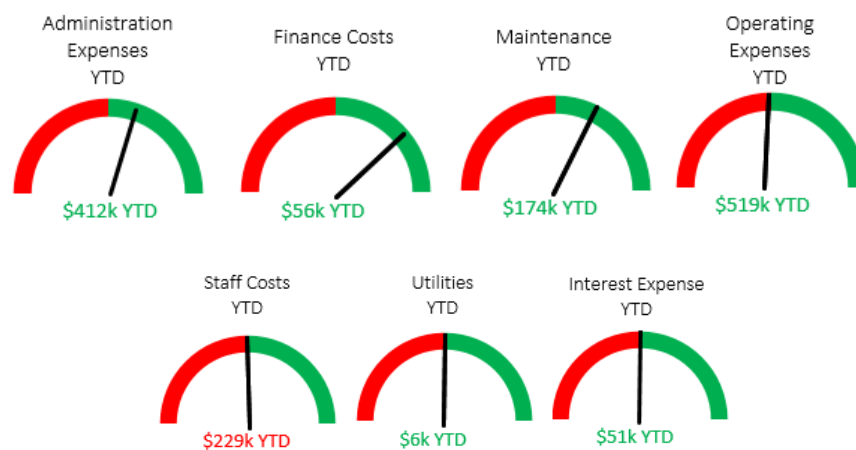
Total Income is tracking unfavourably to budget, with a \$8.06m negative variance to budget. This primarily relates to Capital Grants and Subsidies related to Capital Expenditure.

- Fees and charges are direct charges to customers for specific Council services. Council’s fees and charges are \$691k behind year-to-date budget due to lower than forecast sales at the Energy Events Centre and Sir Howard Morrison Performing Arts Centre (\$407k lower than budget), subdivision fees (\$271k), regulatory inspection fees (\$125k) and parking fees (\$111k). Building consenting fees are \$267k ahead of year-to-date budget, and waste management fees \$246k ahead of year-to-date budget.
- Rate revenue is \$164k ahead of year-to-date budget due to the timing of receipts after the first rates instalment.



- Investment income is revenue received by Council through dividends, and also interest received on term deposits. Investment Income is \$162k 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 \$2k ahead of year-to-date budget due largely to the operational subsidies received from Waka Kotahi.
- Financial and Development Contributions is revenue paid by developers towards the capital costs required to enable their development. Financial and Development Contributions are \$343k 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 \$7.4m 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

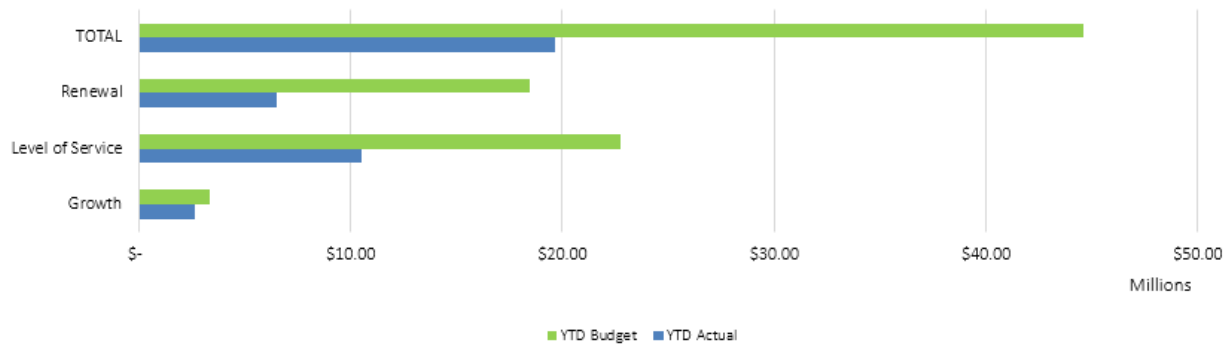


Operating Expenses are tracking favourably to budget, with a \$990k positive variance to budget.

- Administration Expenses cover the day-to-day running expenses of Council. Administration Expenses are \$412k below year-to-date budget.
- Finance Costs are the fees payable on Council's external borrowing. Finance Costs are \$56k under budget year-to-date due to lower than forecast external borrowing.
- Maintenance expenses are the budget provided for planned and reactive maintenance of Council buildings. Maintenance is \$174k under budget year-to-date due primarily to the seasonality of when money is spent on Council buildings.
- Operating expenses are the costs directly associated with the delivery of Council's operational services. Operating Expenses are \$519k lower than year-to-date budget as various operational budgets across Council gain momentum into the financial year. Operating expenses are forecast to catch up to budget through the financial year.
- Staff costs cover the salaries and wages of Council employees. Staff Costs are \$229k higher than year-to-date due to the timing of staff costs being allocated to capital projects.
- Utilities cover the water, power and gas expenses involved in Council operations. Utilities are tracking largely to year-to-date budget.

- Interest Expense is the external interest payable to Council's lenders. Interest expense has gone through the year-end apportionment and accrual process to cost centres based on the full year borrowings within each Council activity and is \$51k below budget due to lower borrowings as Council undertakes the capital works programme.

### ➤ Capital Expenses



As at 30 September 2023, Council had spent \$19.7m against the year-to-date budget of \$44.6m.

Renewals expenditure is behind budget primarily due to the timing of commencement of the Aquatic Centre project (\$5.6m behind year-to-date budget), as well as underspends year-to-date in Water Supply, Active and Engaged Communities activities and Stormwater (which is funded externally by Crown Infrastructure Partners).

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:

- (i) Wastewater Treatment Plant Upgrade: \$3.34m. Council is engaging in a multi-year project to upgrade major Wastewater Treatment Plant infrastructure with works continuing through 2023/24.
- (ii) Aquatic Centre: \$2.7m. Work is progressing on stage 2 of the development with steel fabrication and front of house works currently underway.
- (iii) Rotoiti/Rotoma Sewerage Scheme: \$2.2m. 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.
- (iv) Pukehangi West Stormwater: \$1.9m.
- (v) Sewage Renewals: \$1.5m.
- (vi) Water Supply Renewals: \$951k.

## 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 Rate Remissions – Additional Properties affected by Lake Water levels (Decision Required)

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

**Report reviewed by:** Thomas Collé, Group Manager, Corporate Services

**Report approved by:** Gina Rangī, Interim Chief Executive

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### 1. TE PŪTAKE PURPOSE

The purpose of the report is to enable Council to provide rates relief to additional properties deemed uninhabitable due to high lake levels across the Rotorua district.

### 2. NGĀ TŪTOHUNGA RECOMMENDATIONS

1. That the report “Rate Remissions – Additional 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 100% for the 2023/24 Financial Year.

### 3. TE MATAPAKI DISCUSSION

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 have been negatively impacted by this rising water level and several are either flooded or blocked off from roading access.

Council resolved on 23 August 2023 to approve the remission of rates for a number of properties made uninhabitable by the high lake levels. Council has since received nine additional 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 area, 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 2023/24 rates due to lake flooding:

<b>Property Valuation Number</b>	<b>Full 2023/24 Rates</b>
06962 303 00	\$ 3,439.01
06962 046 00	\$ 2,511.22
06962 049 00	\$ 2,401.63
06962 027 00	\$ 2,088.54
06960 292 00	\$ 2,812.82
06962 055 00	\$ 2,542.53
06962 181 00	\$ 3,235.58
06962 079 00	\$ 2,010.26
06962 139 00	\$ 3,124.49
	<b>\$ 24,166.08</b>

There is sufficient allowance within Council's rate remission budget to accommodate these requests.

Council staff have visited the properties relating to the applications received and have confirmed that the dwellings are uninhabitable. This report recommends that Council approve the remission of rates for these properties impacted by the rising lake levels, providing relief to impacted ratepayers affected by the lakeside flooding.

#### **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 that are 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

### 6.3 Draft Non-Financial Performance Measures for the 2023 Financial Year (Information Only)

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

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

**Report approved by:** Gina Rangi, Interim Chief Executive

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#### 1. TE PŪTAKE PURPOSE

The purpose of this report is to present to members the draft results of the non-financial performance for the 2023 financial year ending 30 June 2023.

#### 2. NGĀ TŪTOHUNGA RECOMMENDATIONS

**That the report “Draft non-financial performance measures for the 2023 financial year” be received.**

#### 3. TE TĀHUHU BACKGROUND

Within a Long-term Plan, the level of service that the council will deliver is agreed upon by the council in consultation with the public. The Local Government Act stipulates that local authorities are required to report on how well they are performing in delivering these levels of service to their communities as measured by the Key Performance Indicators (KPIs).

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

The 2021-31 Long-term Plan arranges Council’s services into eight activities, setting 55 KPIs. For this financial year, 50 KPIs have been reported on.

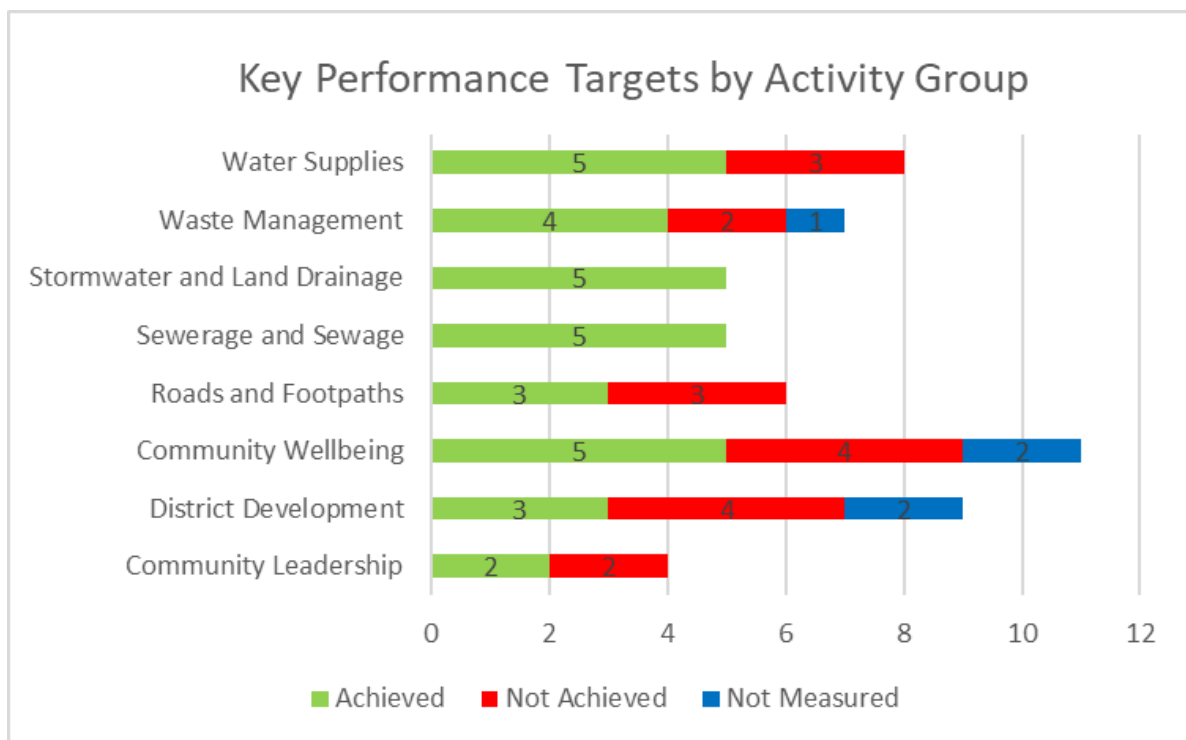
In 2022/23, 58% of the measures have been achieved and 33% are not achieved with 9% not measured. In comparison with the 2021-2022, 65% KPIs were achieved, 27% not achieved and 7% not measured. Differing circumstances support the five KPIs not measured, as detailed in the attached report.

Overall, measures that relate to housing delivery, roading and community wellbeing programmes have not performed against the targeted baseline.

Reasons for housing delivery non-achievement is largely due to staff shortages across critical areas of consenting and planning causing lower than targeted turnaround times of consents.

Roading and footpath non-achievement is related to adverse weather affects affecting cycleway usage against the targeted performance with other non-achievement due to higher costs related to road resurfacing.

The closure of the Aquatic Centre for upgrade has affected the number of swim lessons provided and the certain programmes halted while the new Council set its priorities.



**5. TE TINO AROMATAWAI  
ASSESSMENT OF SIGNIFICANCE**

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

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

Community consultation is not considered necessary in relation to this item.

**7. HE WHAIWHAKAARO  
CONSIDERATIONS**

**7.1 Mahere Pūtea  
Financial/budget considerations**

No financial/budget considerations have been identified.

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

No policy and planning implications have been identified.

## **7.3 Tūraru Risks**

There are no major risks associated with the decisions or matters.

## **7.4 Te Whaimana Authority**

Council under the Local Government Act 2002 have authority to receive this report.

## **8. NGĀ ĀPITI HANGA ATTACHMENTS**

Attachment 1: 2023 draft non-financial performance measures (DOC ID: 20008799)  
(Distributed separately)



ROTORUA LAKES COUNCIL

Mayor  
Members  
COUNCIL

## 6.4 Adopt Revisions to Significance and Engagement Policy (Decision Required)

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

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

**Report approved by:** Gina Rangī, Interim Chief Executive

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### 1. TE PŪTAKE PURPOSE

The purpose of this report is for Council to approve the revisions to the Significance and Engagement Policy ahead of the revisions being consulted on.

### 2. NGĀ TŪTOHUNGA RECOMMENDATIONS

1. That the report “Adopt revisions to the Significance and Engagement Policy” be received.
2. That Council approve the Significance and Engagement Policy to go to public consultation from 1 November to 30 November 2023.

### 3. TE TĀHUHU BACKGROUND

A Significance and Engagement Policy (SEP) is a means for letting the public know what decisions or matters the council and the community consider to be particularly important, how the council will go about assessing the importance of matters, and how and when the community can expect to be consulted on both.

The first SEP was legislated to be in place by 1 December 2014. It replaced and extended the Significance Policy formerly required under section 90 of the Act. Rotorua Lakes Council adopted its first SEP on 27 November 2014.

In the lead up to the legislated changes from a Significance Policy to the extended SEP, council staff across the Waikato and Bay of Plenty got together to commence work on a template that could be used widely across the sector. The first Rotorua SEP policy was based largely on this template with a Rotorua lens applied. Over time, the policy has been amended to represent our Council and community requirements and provided greater clarity on how Rotorua Lakes Council will assess significance and engage with the community.

The Significance and Engagement Policy has been reviewed as is good practise in the lead up to the Long-term Plan development.

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

##### **1. Requirements of a Significance and Engagement Policy**

Section 76AA of the Local Government Act 2002 sets out the requirements of a significance and engagement policy

- (1) Every local authority must adopt a policy setting out—
  - (a) that local authority's general approach to determining the significance of proposals and decisions in relation to issues, assets, and other matters; and
  - (b) any criteria or procedures that are to be used by the local authority in assessing the extent to which issues, proposals, assets, decisions, or activities are significant or may have significant consequences; and
  - (c) how the local authority will respond to community preferences about engagement on decisions relating to specific issues, assets, or other matters, including the form of consultation that may be desirable; and
  - (d) how the local authority will engage with communities on other matters.
- (2) The purpose of the policy is—
  - (a) to enable the local authority and its communities to identify the degree of significance attached to particular issues, proposals, assets, decisions, and activities; and
  - (b) to provide clarity about how and when communities can expect to be engaged in decisions about different issues, assets, or other matters; and
  - (c) to inform the local authority from the beginning of a decision-making process about—
    - (i) the extent of any public engagement that is expected before a particular decision is made; and
    - (ii) the form or type of engagement required.
- (3) The policy adopted under subsection (1) must list the assets considered by the local authority to be strategic assets.
- (4) A policy adopted under subsection (1) may be amended from time to time.
- (5) When adopting or amending a policy under this section, the local authority must consult in accordance with [section 82](#) unless it considers on reasonable grounds that it has sufficient information about community interests and preferences to enable the purpose of the policy to be achieved.
- (6) To avoid doubt, [section 80](#) applies when a local authority deviates from this policy. Section 76AA: inserted, on 8 August 2014, by [section 20](#) of the Local Government Act 2002 Amendment Act

##### **2. Revisions to the Significance and Engagement Policy**

- a) Status Quo – make no changes

There have been no challenges made over the last three years as to the application of the existing policy. Based on that, Council could proceed without making changes to the current policy.

- b) Approve revision a provided in attachment 1 (preferred).

The review of the policy has been aimed to reduce the uncertainty of assessing significance. The proposed amendments are intended to provide clarity on parts of the SEP through changes in language used and the removal of prescriptive engagement methodology examples. This is the preferred option.

## **5. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE**

The decisions or matters of this report are considered significant in accordance with the Council's current Significance and Engagement Policy.

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

There were no significant amendments to the SEP ahead of the 2021 LTP so Council adopted the policy with consulting with the community. Given it has now been 6 years since Council last consulted, it is good practice to consult on the policy and proposed amendments.

Consultation is planned to begin on 1 November 2023 and will run for a period of 4 weeks. This will be an online engagement strategy with:

1. Promotions across social media platforms
2. Library and Customer Centre stands
3. Stakeholder email sent to known stakeholders

## **7. HE WHAIWHAKAARO CONSIDERATIONS**

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

Review of this policy has been conducted by Council staff and these costs have been budgeted for. The engagement costs are budgeted for and will be conducted through online channels as well as document availability at Te Aka Mauri and the customer centre.

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

The current SEP policy is still active and will remain active until a new policy is adopted. The review is conducted as part of the Long-term Plan development as is best practice and will inform Council's engagement strategy for the Long-term Plan 2024-2034.

### **7.3 Tūraru Risks**

There are no perceived risks in consulting the community on the draft SEP.

#### **7.4 Te Whaimana Authority**

Council has the authority to adopt the draft SEP policy to go out for public consultation as well as deliberate on the community feedback and adopt a final policy.

#### **8. NGĀ ĀPITI HANGA ATTACHMENTS**

Attachment 1: Draft track changed Significance and Engagement Policy (Distributed separately)

Attachment 2: Significance and Engagement Policy (clean version) (Distributed separately)

## 6.5 Progress Report – Corporate Services (Information Only)

# Progress Report



Doc ID: 19995302

<b>To:</b>	Mayor and Members – Council
<b>Meeting Date:</b>	25 October 2023
<b>Group:</b>	Corporate Services
<b>Group Manager:</b>	Thomas Collé, Group Manager Corporate Services
<b>Report approved by:</b>	Gina Rangī, Interim Chief Executive
<b>Components:</b>	Finance; Information Solutions; PMO and Risk Office; People and Organisational Development; Legal and Property

### Ohu: Pūtea Me Pakihi – Finance

#### Annual Report 2022/23

Audit New Zealand has been on site working through an interim audit on the 2022/23 Annual Report, which includes reviewing Council's processes and gaining understanding of internal controls. Audit work has also started on Council's 2022/23 non-financial performance measures, reviewing Council's key performance indicators and ensuring that the underlying data fairly reflects the result in the Annual Report. Staff are working through the remaining 2022/23 Annual Report documents and workpapers in preparation for Audit's final visit which will focus on Council's financial statements and notes.

The 2021/22 Annual Report has now been cleared by Audit New Zealand and adopted by Council. Staff are working to ensure that lessons learned are corrected through this year's audit process.

#### Long Term Plan 2024-34

Finance staff are preparing for the financial modelling required on the Long-term Plan, both in terms of Council's opening financial starting point and underlying assumptions, and the financial impact of work stemming from Council's strategic objectives. Finance is partnering with budget holders across the organisation as they prepare business cases reflecting the direction given by Council. This work will be presented to Council in future workshops starting in October.

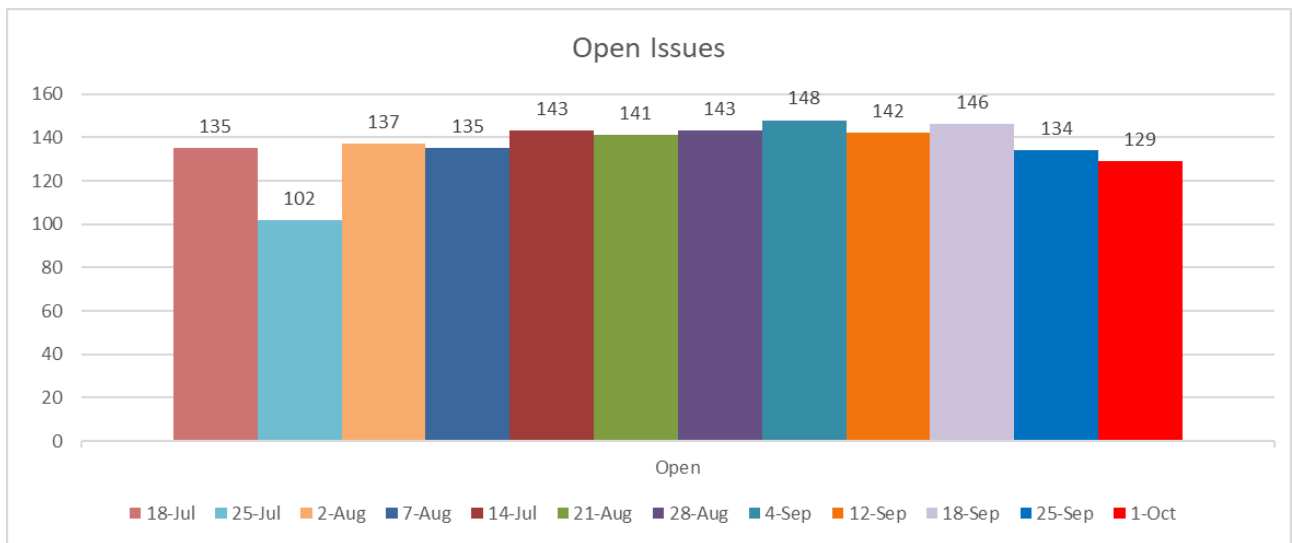
# Ohu: Hangarau – Information Solutions

## OneCouncil

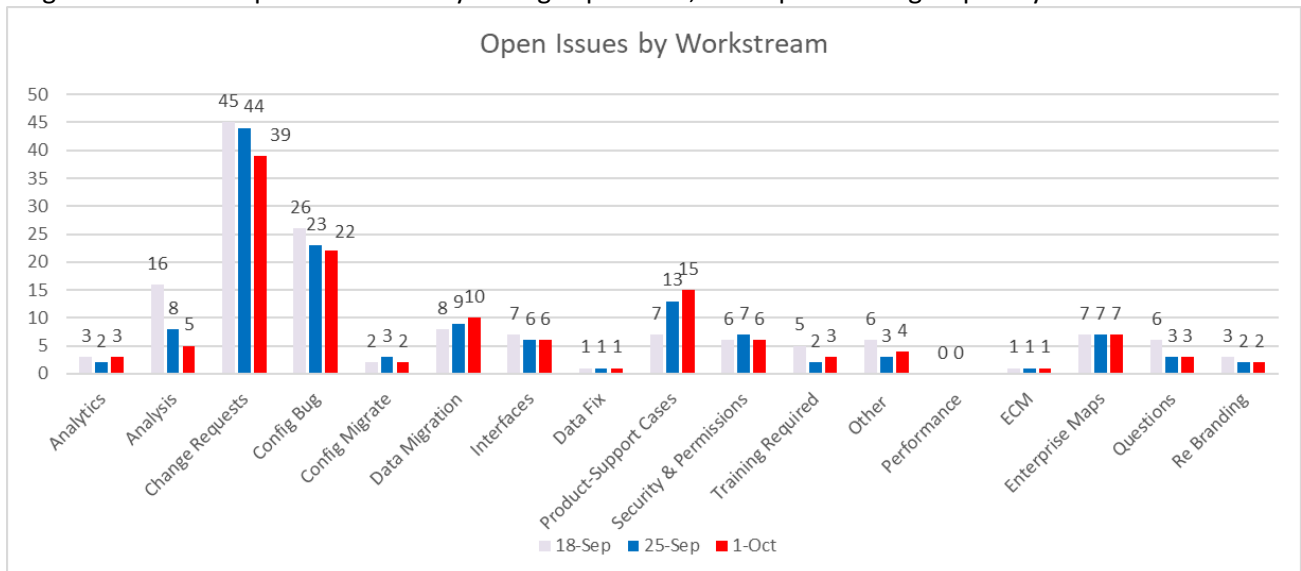
OneCouncil has been live for four months and the focus remains on supporting the transition while addressing any issues raised.

The number of open issues has started to reduce. This is partly a result of having an entire team back at work after being significantly impacted by illness over a six-week period.

There are likely to be spikes in the number of open issues during the next two months. The expectation is that the overall trend of open issues will trend downwards.



Teams are reviewing all open JIRA (issues) tickets to assess the status and priority of each, consider factors such as changing business requirements and shift resources to where the priorities are. The following diagram shows the open issues weekly during September, with open issues grouped by workstream.



There remains a strong focus and commitment to delivering required reporting and dashboards for the organisation. During the next period, it is intended to run training sessions to enable key users to create reports directly from OneCouncil.

Given the complexity of transitioning from legacy systems to OneCouncil, the adoption process continues to be a significant focus and is going well. The team continues to collaborate with other teams to facilitate their adoption of the new system and work with them on their specific needs and challenges.

Handover of the project to Business as Usual is underway. This will not adversely impact the organisation as the project team will remain in place, continuing to provide support.

A project closure document is being written with a view to formally close the project by mid-October 2023.

Upcoming work includes a review of the OneCouncil Roadmap and product enhancements, combined with business change requests and the rollout of the community-facing portals.

- **Change Requests and Product Enhancements:** This work has started and involves reviewing and analysing requested Change Requests from business areas and the OneCouncil Product Enhancements that are now available. Input from across the organisation and TechnologyOne will be required, with a definitive list of required and prioritised changes being the output.
- **Portals:** The next portal to be implemented will be a proof of concept with a small group of local developers. This is expected to start late October, enabling the business area to focus on its adoption of the new system before introducing any further change. A six-week planned implementation timeframe is expected. Once complete, work on subsequent community portals will start.

Work is currently underway planning the programme of work for the next three years. This includes implementing additional OneCouncil modules such as Contracts, moving from an on-premises hosting model to a SaaS (software as a service) model, PPLGS (performance planning for local government), PLM (project management lifecycle), Payroll and HR, and annual software upgrades. The analysis and planning of the work programme will include identifying the sequencing of initiatives, considering dependencies, resourcing requirements, expenditure requirements and associated timelines.

## Geographic Information Systems

We continue to finetune configuration of Geyserview 6. Most of this is addressing items that were put on hold until after Go-Live and implementing a number of enhancement requests from the users.

Work is progressing on development of a routine to extract data from GIS and load into OneCouncil a range of spatially defined attributes which will be used to populate relevant land tables. These include zones, airport noise areas, SNA's (Significant Natural Areas), Notable Trees, designations, airshed, FAZ (Fault Avoidance Zones), QEII areas, manholes and mains on parcels.

Other areas of interest include mapping/analysis (route selection) for food and garden organics (FOGO) collection. Several reports were created covering water valves and hydrants for asset testing for InfraCore. General mapping has included Civil Defence community response plan maps for Okareka and Tarawera, residential zoning maps for planning and reserve maps for Open Spaces. Work has also started on helping the geothermal team and reconciling Rotorua Lakes Council and Bay of Plenty Regional Council data.

**Information Technology**

**Project - Telephony Modernisation**

Initial network configuration and testing is completed and functional for two IT staff members. Wider testing will occur with a small group of staff members.

**Project – Multi-Functional Device (MFD) Renewal**

This project is now complete with the replacement of the FujiXerox with Canon MFDs completed across RLC, RotoruaNZ and InfraCore.

**Cyber Security – Email**

We have seen an increase in inbound emails being sent to RLC of more than 110% since last month with more than 1,109,453 emails being sent and 87% stopped before reaching RLC email services. Impersonation detects are also up with 413 detects this month compared to 363 last month.



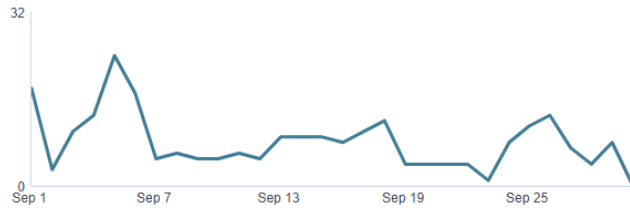
**Cyber Security – Web Traffic Protection**

We have seen an increase in Malware attacks and Phishing compared to the previous month. With an almost 100% increase in Malware blocks, most attempts originated at the EEC from the public Wi-Fi.



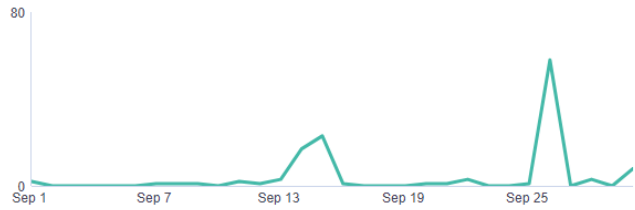
**Malware Blocks**

242 Total ▲ 97% vs. last 30 days



**Phishing Blocks**

127 Total ▲ 154% vs. last 30 days



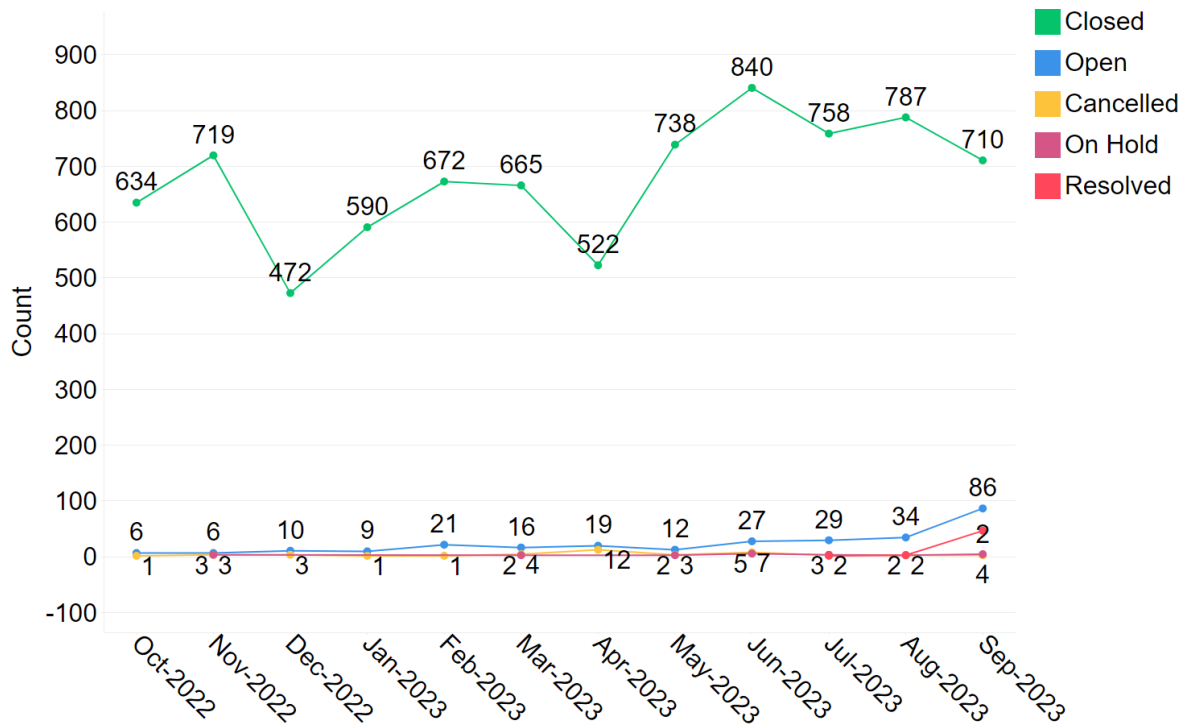
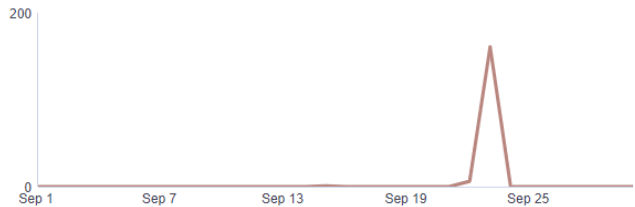
**Command & Control Blocks**

1 Total -% vs. last 30 days



**Cryptomining Blocks**

168 Total ▲ 888% vs. last 30 days



**Customer Solutions**

Customer Solutions has been operating under a high workload during the past few months and their adaptability and dedication has shone through. The team has handled a substantial call volume, back and front-of-house interaction, indicating a significant level of customer engagement. Apart from business as usual activities, the surge in customer enquiries is attributed to the annual animal registration process and the issuing of the first instalment of rates notices. Both typically generate a higher level of customer interaction and service requests.

### Customer Solutions Initiatives:

#### Digital Engagement

We are collaborating with the Communications and Marketing team to drive a campaign promoting the use of digital engagement, such as receiving notifications via email, “Do it online”, to not only simplify processes for customers but also contribute to sustainability, time-saving and cost reduction associated with reduced visits to Council premises.

#### Digital Display

The digital display now in our call centre is proving to be highly valuable. This real-time dashboard offers a comprehensive view of operational metrics including calls in our queue, call wait times, volume of incoming emails and service level percentage. It gives team members an up-to-the-minute understanding of workload and performance, enabling informed decisions and adjustments as needed. This also serves as a reminder of performance targets and aligns with ongoing efforts to streamline operations and provide a more responsive and customer-centric experience.

Below is an image of the digital display.



## Ohu: Haumaru – PMO and Risk Office

### Enterprise Risk

The team continues to support staff to review and update enterprise risk registers and a new guidance document has been created to better support understanding of the framework and Council’s approach.

The latest Enterprise Risk (ERM) report was presented to the Audit and Risk Committee on 20 September and the following actions agreed:

1. That a workshop be arranged with committee members to review the current framework settings. This is currently being arranged via the governance team.
2. Consider potential for the existing risk categories to be expanded. A proposal has been prepared and will be discussed as part of the workshop.
3. That ‘deep dives’ into specific risk categories and key projects feature on future agendas. Infrastructure project leads will present detailed reports on the wastewater treatment plant and Rotoiti/Rotomā

wastewater scheme to Audit and Risk in November. A programme for deep dives into specific risk categories will be agreed at the workshop following the review of the current categorisation.

Wholesale improvements have been made to the Council's ERM intranet page, enabling direct access to the Council's policy, framework, tools and resources.

## PMO Activities

Key business improvement processes underway include:

- The PMO intranet page has also been updated, containing direct access to monitoring platforms and dashboards as well as access to tools and resources for project leads.
- A bespoke dashboard has been developed to include the 10 key projects/programmes identified by the Audit and Risk Committee including the risk profile.
- Quality assurance framework development as part of the support and guidance provided by the PMO is still in development.

## Targeted Support

### Project and BAU Support

The PMO is directly involved in supporting various activities including Infrastructure Acceleration Fund (IAF) Programme Management, Council's Strategic Work Programme, Long-term Plan development and Priority alignment across all Council activities.

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

### Current and Ongoing Work

#### Business partners

- Work is ongoing, in conjunction with the National Transition Unit (NTU), to support affected RLC staff to transfer to the new Waters entity as part of the government's Affordable Waters reform programme. The NTU has confirmed transition pathways with the majority of affected RLC staff.

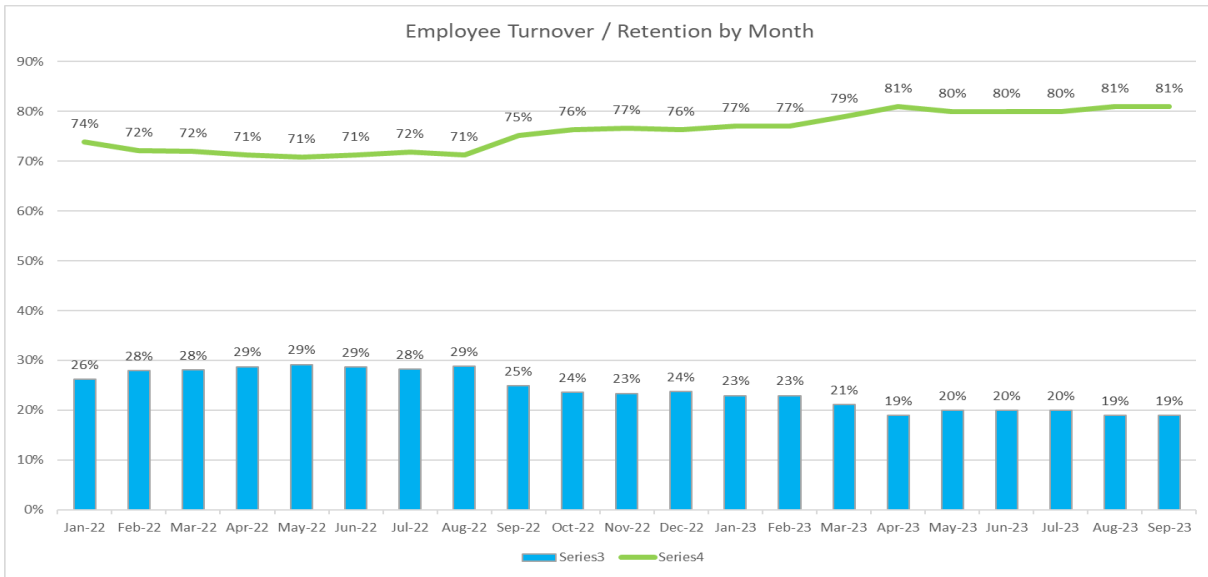
#### Talent and Recruitment

- Our 2023-2024 summer internship is being advertised with nine areas of Council offering student placements this year. We have had a huge response to our advertising campaign with more than 110 applications received to date. Internships are an essential pipeline in encouraging rangatahi to experience and be part of the work Council undertakes and is key to encouraging them to consider a career in Local Government when they have completed their studies and/or enter the workforce.
- Licensing and project implementation costs for the replacement of PeopleStreme are being gathered and a recommendation for a new HRIS system will be presented to the Executive Team for approval. As PeopleStreme is being decommissioned in mid-late 2024, go-live of the new system will be August 2024. This will be a key project for the P&OD team during the coming months.

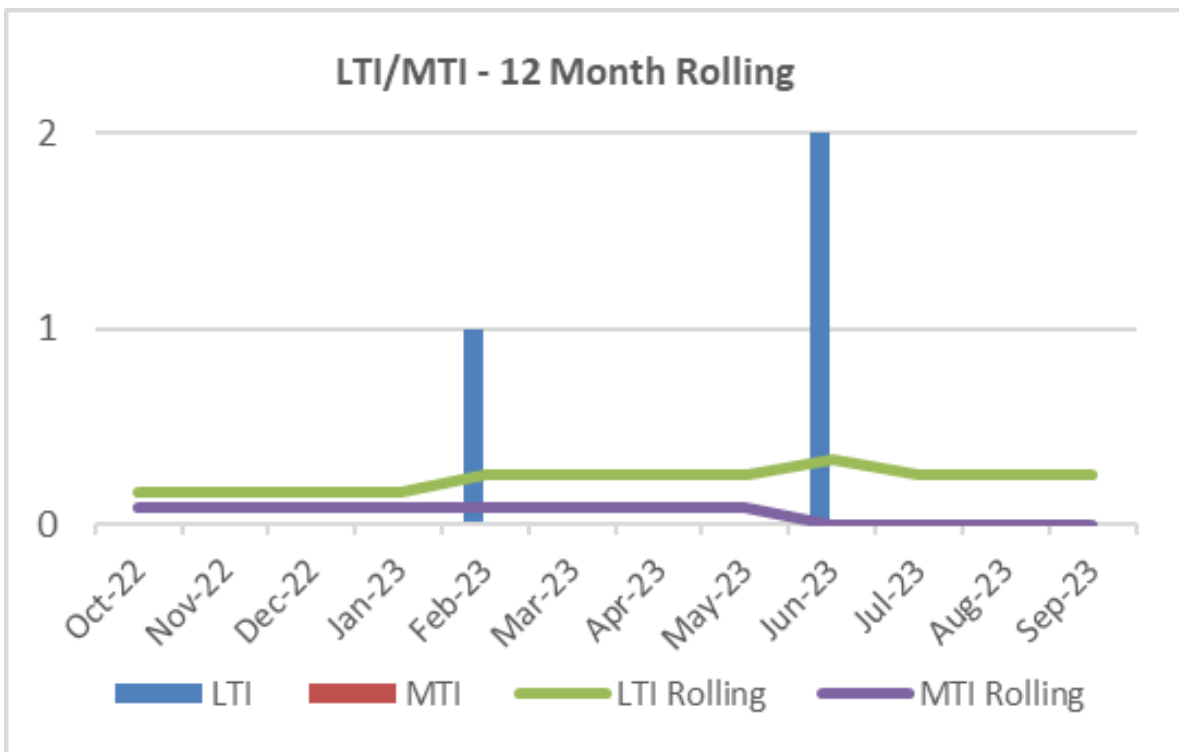
#### Health Safety and Wellbeing

- 6 Employees passed Health and Safety related training.

### Analytics



No lost time or medical treatment injuries recorded in September.



## 6.6 Progress Report – Corporate Planning and Governance (Information Only)

# Progress Report



Doc ID: 19971126

<b>To:</b>	Mayor and Members – Council
<b>Meeting Date:</b>	25 October 2023
<b>Group:</b>	Corporate Planning and Governance
<b>Executive Director:</b>	Oonagh Hopkins
<b>Report approved by:</b>	Gina Rangj, Interim Chief Executive
<b>Components:</b>	Corporate Strategy and Planning; Governance; Marketing and Communications

### Ohu: Taunaki – Corporate Strategy and Planning

#### Long-term Planning

The Long-term Plan (LTP) development continues with a number of workshops completed at the time of writing this report. These workshops have provided context and information to elected members on current Council work programmes and strategies.

Councillors have also worked towards drafting Community Outcomes which are used to describe what the Council is setting out to achieve to better the lives of all who live here.

Councillors have provided direction to staff on proposals they wish to be included into the LTP. These have been informed by staff updates on work programmes, and workshops with Te Tatau o Te Arawa and the Rural and Lakes Community Boards.

The next steps will involve Council assessing what can be delivered against the constraints of ability to deliver large, complex capex work programmes, debt and rates increases.

Following this a consultation document will be prepared. It is envisaged the consultation document on the LTP will take place in April 2024.

#### Policy and Bylaw reviews

Council currently has 12 bylaws as well as a number of Management and Council policies. Within the Council policies there are a number of legislated policies (policies that are required by law) such as the Local Alcohol Policy and Class IV Gambling Policy to name a few.

Council's Bylaws and Policies are on a renewal cycle with three bylaws and five policies currently under review:

[Back to index](#)

**Bylaws**

- Dog Control Bylaw
- Food Safety Bylaw
- Livestock Movement Bylaw

**Policies**

- Dog Policy (linked to Bylaw)
- Class IV Gambling Policy
- Footpath Trading Zone Policy
- Development Contributions Policy
- Significance and Engagement Policy (separate report to Council, included in this agenda)

Bylaws are required to be consulted on with the public if there are any changes to the bylaw. Policies have different requirements depending on the policy and the legislation that it relates to.

The Policies and Bylaws under review will be coming forward to Council over the next 12 months for adoption either as part of the LTP development or separately.

**Engagement and Relationships**

The Engagement and Relationships team attended a recent digital government roadshow in Auckland. This was held on 26 September for local government engagement practitioners across New Zealand. The roadshow was hosted by Granicus (technology company that hosts our online engagement platform) to further develop online engagement skills to aid in upcoming engagements. Other Councils shared learnings from successful online engagement projects and guest speakers spoke about tools and ideas to better engage with our communities.

The team continue to work with Granicus to stay informed about changes or updates to Council's Engagement platform.

**Ohu: Whakapā – Marketing and Communications****Campaigns**

Welcoming Week — Te Wiki o Manaaki was from 1 to 10 September 2023. Council's Welcoming Community Coordinator organised a series of events to celebrate the diversity within our community. Our team helped plan and promote the events. There was a great turnout to the Night Market Multicultural booth and performance.



## Media & Communications

### Communications

Communications delivered during September:

- Development of the LTP getting underway and promotion of the LTP workshops.
- Celebrations for the new Eastside playground.
- Temporary closure of the Aquatic Centre.
- New initiative to deal with abandoned trolleys.
- Retirement of RLC Chief Executive.
- Utuhina Stream plantings.
- Promotions for the Council's Neighbourhood Matching Fund.
- Communications support for the Rural Community Board by-election.
- Council and committee meeting previews and decisions.

### Media

During September 25 media enquiries (as of 28 September) were responded to, relating to various topics:

- Geothermal activity on Meade Street.
- Retirement of RLC Chief Executive.
- Proposed CBD Community Safety Hub and the trolley collection initiative.

A story with the headline 'Rotorua litter: Resident collects seven trolleys of rubbish from city streets in seven months' published in the Rotorua Daily Post was the top story for September for reach and volume (7.98 million). The story was also published by Radio NZ, TVNZ, SunLive and Rotorua Now.

## Marketing Research & Other Projects

### Research

During September the team scripted the 'Te Kimihanga – Profiling Rotorua,' a survey targeted to Rotorua locals. The purpose of the survey is to better understand the different groups of people that live in Rotorua; enabling Council to become more accessible and relevant to more of our community by refining our

messaging and the channels we use to reach them. People who complete the survey can go in the draw to win one of a great range of prizes donated by local businesses. The survey will be launched to the public mid-October.



The Sir Howard Morrison Centre (SHMC) recently launched its first audience feedback survey, with 438 completed surveys submitted. The results from this survey will provide the SHMC with valuable insights for future programming, improvements for the Centre, and valuable information towards the continued development of the performing arts in Rotorua.





## Digital Dashboard

### Websites

#### Website Performance (September 2023 vs August 2023):

Website	Users	Bounce rate (average)	Page views (average)	Session duration (average)
RLC (Rotorua Lakes Council)	19,683 ↓	37.28% ↓	63,991 ↓	3m 24s ↑
Let's Talk	1,130 ↓	44.46% ↑	7,592 ↓	3m 34s ↓
Rotorua Nui	4,180 ↑	19.53% ↑	12,022 ↑	2m 22s ↓
SHMC	3,058 ↓	44.77% ↑	7,958 ↓	2m 46s ↓

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

The Speed Management Plan Draft Consultation drove higher than average traffic to the Let's Talk website, in August. September had no significant announcements, so website traffic (measured in number of users) was lower.

The 'Let's Talk' platform and SHMC had significantly higher bounce rates (44.46% and 44.77% respectively) in August.

Bounce rate is a metric that measures the percentage of people who land on your website and do completely nothing on the page they entered. So they don't click on a menu item, a 'read more' link or any other internal links on the page. A good bounce rate is around 40% or lower, while a bounce rate of 60% or higher may be an indication that you need to evaluate your page content and make it more helpful and engaging for users. While you want your bounce rate to be as low as possible, bounce rates can also vary depending on content, page type, and seasonality.

The reason for the higher bounce rate for Let's Talk is that there were no active consultations during September. The survey on how we deliver our online public engagement on the Let's Talk | Kōrero Mai web site closed for submissions on 5 September and the Speed Management Plan Consultation which drove a lot of web traffic the previous month closed on 18 August.

Rotorua Nui's bounce rates are excellent because our online event promotion links people directly to the page for that event. We would expect this to rise when we start the generic awareness campaign for Rotorua Nui which would see people sent to the home page and navigate from there.

The SHMC bounce rate can be explained in September because we had an extensive marketing campaign driving users to the UPU event page. As a result, UPU was the highest-viewed event on our website, however the conversion rate (click through to buy tickets) was extremely low. In short, the marketing campaign activity was successful, but the show content is not resonating with our audience.

### Social Media

Council launched its TikTok Channel in September. The statistics below are from the first two weeks. Based on our data, the RLC TikTok is performing at the same level of engagement as our other active social media channels after just three weeks.

Short form video (for TikTok and reels on other social media channels) is very effective as a development tool for the communications and design teams and in achieving cut-through to younger audiences. Having


a short time frame of 10" (TikTok) to 30" (Instagram) focuses messaging on being concise and simple, stripping out complexity and driving greater engagement.



### Analytics by Video

**First Video (We are on Tiktok!)**  
 Views:1152 Likes: 46 Comments: 8 Shares: 7  
 Average watch time was 7 out of 10.61 seconds.

**Newest Video (Trolley Dumping)**  
 Views: 1,525 Likes: 78 Comments: 2 Shares: 19  
 Average watch time was 5.2 out of 10.43 seconds.  
 This was our most viewed, liked & shared video so far.



**Social Media Definitions:**

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

**Facebook Performance (September 2023 vs August 2023):**

Page	Followers	New followers	Posts	Post Reach	Post Impressions	Average engagement rate
<b>RLC</b>	17,206	115 ↑	62	176,080 ↓	206,043 ↓	5.31% ↓
<b>Rotorua Nui</b>	13,908	20 ↑	17 ↓	24,294 ↓	25,784 ↓	3.93% ↑
<b>SHMC</b>	2,686	50 ↑	31 ↓	24,834 ↓	31,613 ↓	5.39% ↑

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

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

The post with the most engagement was the Aquatic Centre Bore Issue update post, with 411 reactions, likes, comments and shares.

- **RLC:** Engagement rate down on last month due to higher number of posts and impressions in August (SMP Consultation).
- **Rotorua Nui:** is down compared to Aug, which is quite normal for the month leading into the school holidays with fewer events on
- **SHMC:** reach was down significantly in September vs August. High traffic in August can be attributed to a series of highly engaging number of ARONUI Indigenous Arts Festival posts.

### Instagram Performance (September 2023 vs August 2023):

Page	Followers	New followers	Posts	Post Reach	Post Impressions	Average Engagement rate
RLC	2,633	0↓	25 ↑	18,872 ↓	3,852↓	6.29%
Rotorua Nui	1368↑	20↑	13↓	1545 ↓	1865 ↓	14% ↑
SHMC	538↑	33↑	33↓	1,085↓	2268	8.9%

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

Instagram is by its nature a platform where striking images generate the best engagement. The content strategy for the next six months is focused on showcasing events happening in Rotorua, highlighting our parks and open spaces as well as the community groups and activities that make Rotorua an awesome place to live, work and visit.

### LinkedIn Performance (September 2023 vs August 2023):

Page	Followers	New followers	Posts	Impressions	Clicks	Reactions	Average Engagement rate
RLC	4,915	45↑	2↓	7389	445	159 ↓	8% ↓

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

**Compared to other Councils:** 7<sup>th</sup> for new followers, 5<sup>th</sup> for organic content engagement

Top Content:

- Summer Internships applications are open (Top post with engagement rate of 17.33%)

### E-newsletters

#### E-newsletter Performance (September 2023 vs August 2023):

E-newsletter	Subscribers	Open rate	Click rate
E-pānui	1,474 ↑	51.5% ↓	9.3% ↓
Rotorua Nui	12,792 ↑	22.5% ↓	2% ↑
SHMC	2,790↑	45% ↓	3.6% ↑

↑ Up from previous month ↓ Down from previous month

Since our e-pānui strategy was refreshed earlier this year, data shows our open rate has increased by 37% and click rate 9.2%. The refresh included a new template, send schedule, marketing plan and strategically crafted content development.

We're proud to report we remain well above government industry benchmarks – we're 16.1% above on open rate and 5.2% above on click rate.

The top clicked links for September:

- 5 Sept: [Greenwaste education](#) (50 clicks) and [Council Decisions](#) (30 clicks)
- 19 Sept: [Infrastructure & Environment Committee wrap](#) (57 clicks) and [Community & District Development Committee wrap](#) (37 clicks)

## 6.7 Progress Report – Te Arawa Partnerships (Information Only)

# Progress Report



Doc ID: 19998689

<b>To:</b>	Mayor and Members – Council
<b>Meeting Date:</b>	25 October 2023
<b>Group:</b>	Te Arawa Partnerships
<b>Manahautū:</b>	Gina Rangi
<b>Report approved by:</b>	Gina Rangi, Interim Chief Executive
<b>Components:</b>	Mātauranga Māori; Te Arawa Enablement

## Partnering with Te Arawa

### Te Tatau o Te Arawa - Welcoming Communities Week 4-10 September 2023

Te Amorangi continues to support council's Welcoming Communities Coordinator and Te Tatau to build mutual connections and relationships between migrant communities and mana whenua. This month we were able to access Te Tiriti o Waitangi (ToW) resources in languages of migrant communities. This will support the ToW training Te Tatau is providing to the Multicultural Society of Rotorua.

Te Amorangi continues to meet regularly with the Te Tatau project manager to strengthen our joint Rotorua Reorua strategy.



### Whare Taonga (Taonga Māori and B Company)

#### Taonga Māori:

- Wānanga held with WorkshopE, Te Amorangi team and Whare Taonga project team to discuss taonga hero objects and transition from master planning to concept design (7 and 18 September).
- Hui held with Whare Taonga team and Te Pūkenga Koeke o te Whare Taonga to discuss and approve the iwi narrative scoping document and discuss potential candidates with the skillsets and knowledge of Te Arawa history to write iwi narrative and someone who has a strong design, toi Māori skillset.
- To generate interest within the community around taonga Māori and the exhibition project 'Te Ara Whakarongo', interviews have been held with Kingi Biddle, Anaha Hiini, Mercia Dawn Yates, Monty

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Morrison, Matariki Maxwell-Mihinui, Te Rangikaheke Kiripatea, Hemi Waerea and Kereama Wright. The demographic mix of the interviewees includes rangatahi, pakeke and koeke.

### B Company:

- Scoping for the closure of the existing B Company Māori History Trust and replacing it with a newly constituted B Company Trust.
- Communications plan for engagement with whānau of B Company soldiers to gather kōrero about their tupuna who fought as well as those who stayed home and supported the war effort in other ways.

Supported Ngati Whakaue at a mihi whakatau for the National Fish and Game NZ staff conference and attended the Koromātua o Whakaue presentations held during Te Wiki o te Reo Māori.

## Working across Council

### Staff Engagement and Training

- Actively working to enable the adoption of Te Arawa reo and tikanga in everyday council business across the organisation.
- Waiata programme and weekly beginner and rūmaki reo classes continue.
- Weekly waiata class - includes staff (approx 5-10) and community members (approx 15-20 per week).
- Monthly Waiata Mai class with the wider community, 40+ in attendance (including staff, members of the community and library patrons). This month included an initiative between the council waiata group and the Welcoming Communities group - an exchange between the Japanese community and the waiata class.



### Rotorua Reo Rua

- In collaboration the Sir Howard Morrison Centre, Te Aka Mauri, Rotorua NZ, RLC Marketing and Communications, RLC information solutions and the Council engagement and relationship specialists, TAU led a number of targeted activities to raise awareness and celebrate both Te Wiki o te Reo Māori and Rotorua Reorua. Te Wā Tuku Reo – The Māori Language Moment – Waiata session is an example of activities undertaken.



- Assisted Rotorua Police during 'Te Wiki o te Reo Māori' by providing 45 minute waiata classes (Monday, Tuesday, Thursday and Friday) with the police team and admin staff at Te Amo Whakaruruhau (Rotorua police station). 20+ staff attended each session.



**Translation requests:**

- Accounting terms for the Annual Report summary; “Spread the word” a new communications platform; update new group names and job descriptions; Road Safety promotions; whakataukī for CE farewell gift; Te wiki o te Reo Māori water poster; checked and updated the RLC Te Reo Māori kupu glossary; content for Mayor Tapsell’s speech at the Forest Growers Research Conference.
- Updated and finalised the Job Titles Translation Register to accommodate the changes made within the new group names and job titles.

**Supporting Across Council****Cultural and Engagement Advice:**

- Marae Emergency Management Project funded by Te Puni Kōkiri.
- Monthly catch-up with RLC staff involved with community engagement.
- Local waka collective - scoping for a new waka facility at the Lakefront.

**Civil Defence:**

- Continued support of Marae Emergency Management planning for marae/iwi. Project is active until the end of 2023.

**Tikanga and kawa:**

- Supported Mayor Tapsell and Councillors to welcome the Rotorua branch of the Aotearoa Māori Wardens Association to council.
- Mihi whakatau to support ARONUI Indigenous Arts Festival and KUPU Māori Writers Conference. Both are signature events on the Rotorua events schedule attracting local audiences and online watchers from across Aotearoa, NZ. Both are held at a combination of council and iwi venues during September Whakatau workshops and support for SHMC and Rotorua NZ.

**Policy and Guidelines**

Te Amorangi and the RLC Waiata Group welcomed 23 new staff and their whānau with karanga, haka, whaikōrero and waiata. Established staff also attended the pōhiri as a show of support for their new colleagues. This is an opportunity for new staff to meet each other, the Mayor, councillors, executive team and other staff all at the same time. Feedback indicates that staff feel the pōhiri has a special significance.



## **6.8 Placeholder Report – Business Case for Mayor’s Attendance at Sister City 100 Year Anniversary Commemorations**

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## 7. Te Karakia Whakamutunga - Closing Karakia

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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