



ROTORUA
LAKES COUNCIL
Te Kaunihera o ngā Roto o Rotorua

Kaupapataka

Agenda

NOTICE OF AN ORDINARY MEETING OF COUNCIL

Date: Wednesday 13 December 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

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

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

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1. Karakia Whakapuaki - Opening Karakia

TŪTAWA MAI

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

TŪTAWA MAI

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

2. Ngā Whakapāha - Apologies

The Chair invites notice from members of:

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

3. Whakapuakitanga Whaipānga - Declarations of interest

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

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

Items of business not on the agenda which cannot be delayed

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

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

The Chair shall state to the meeting.

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent meeting.

The item may be allowed onto the agenda by resolution of the Rotorua Lakes Council.

s.46A (7), LGOIMA

Discussion of minor matters not on the agenda.

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

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

s.46A (7), LGOIMA

5. Te Whakaū i ngā Meneti - Confirmation of Minutes

5.1 Council Meeting Minutes (Draft) 22 November 2023

DOC ID: 20063616

Minutes (draft)

**Council meeting held Wednesday 22 November at 9.30am
Council Chamber, Rotorua Lakes Council**

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

APOLOGIES:

IN ATTENDANCE: Teresa Brown
Brian Maskell
Greg Hill - Independent Chair, RLC & BoPRC Joint FDS Committee
John Atkinson
John MacRae – Chair, InfraCore
Regan Fraser – Interim CEO, InfraCore

NO ATTENDANCE

STAFF PRESENT: G Rangī, Interim Chief Executive;
T Collé, Group Manager, Corporate Services;
J.P Gaston, Group Manager, Community & District Development;
O Hopkins, Executive Manager, Corporate Planning & Governance;
S Michael, Group Manager, Infrastructure & Environment;
I Tiriana, Communications Manager, Marketing & Communications;
D Cossar, Governance & Democracy Manager;
G Kieck, Manager, Corporate Strategy & Planning;
N Michael, Senior Communications Advisor, Marketing & Communications;
W Wilkinson, Governance and Democracy 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 Waru opened the meeting with a Karakia.

**2 NGĀ WHAKAPĀHA
APOLOGIES**

Resolved;

- 1. That the apologies from Cr Wang for lateness be accepted.**

Moved: Cr O'Brien

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**

Cr Lee raised the health directive to add fluoride to Rotoruas water source, which has been challenged in the courts as to its legality.

Mayor Tapsell advised that Cr Lee could raise the urgent item under minor matters (Section 46A (7A (a))) but that no resolution, decision, or recommendation may be made in respect to the item.

Gina Rangi advised that Stavros Michael had written to the Director General of Health to seek clarification on what the Director General's view is in terms of legality of the directive. Until clarification is given, RLC has decided to pause work on bringing back a tender to the table.

Mayor Tapsell further clarified that as well as the pause, RLC will not be making any final decisions towards complying to the directive until all the legal matters pertaining to the directive have been resolved, and until it's made more clear on what Councils legal obligations are.

Cr Wang joined the meeting at 9.36am

5 PUBLIC PETITIONS

5.1 PETITION REGARDING THE FLUORIDATION OF ROTORUA WATER SUPPLY

Teresa Brown and Brian Maskell presented the petition.

6 TE WHAKAŪ I NGĀ MENETI CONFIRMATION OF COUNCIL MINUTES

6.1 MINUTES OF COUNCIL MEETING HELD 25 OCTOBER 2023

DOC ID: 20020248

Resolved

1. **That the minutes of the Council meeting held 25 October 2023 be confirmed as a true and correct record, with the following amendment:**

Cr Lee requested that it be minuted he did an opening prayer at the last meeting rather than an opening Karakia.

Further, Cr Waru requested his disappointment with the amendment, noting he was strongly against the change.

Moved: Cr Kai Fong

Seconded: Cr Brown

CARRIED

Against: Cr Waru

7. PŪRONGO KAIMAHI STAFF REPORTS

7.1 DECLARATION BY ROTORUA RURAL COMMUNITY BOARD MEMBER – JOHN ATKINSON

The Mayor introduced John Atkinson to the Council before declaring him a member of the Rural Community board. The Mayor and John Atkinson signed the declaration jointly.

DOC ID: 20019178

Resolved

1. **That the report ‘Declaration by Rural Community Board member – John Atkinson’ be received.**

Moved: Cr Barker

Seconded: Cr Paterson

CARRIED

Meeting adjourned at 9.59am and resumed at 10.21am

7.2 ROTORUA FUTURE DEVELOPMENT STRATEGY ADOPTION

DOC ID: 20037447

Resolved

1. **That the report titled 'Rotorua Future Development Strategy Adoption' and its associated attachments be received.**

Moved: Cr Kai Fong

Seconded: Cr Waru

CARRIED

Jean-Paul Gaston, Damon Mathfield and Greg Hill (Independent Chair, RLC & BoPRC Joint FDS Committee) overviewed the report and spoke to the presentation titled "Rotorua Future Development Strategy Adoption".

Resolved

2. **That the Council adopts the Te Tuhinga Hukihuki o te Rautaki Whakawhanake i te Āpōpō o Rotorua/ Rotorua Future Development Strategy 2023-2053, noting that the BOPRC will also be adopting the FDS on 22 November 2023.**
3. **That the Council delegates to the Interim Chief Executive to approve any final minor edits and amendments to the FDS.**

Moved: Cr Kai Fong

Seconded: Cr Maxwell

CARRIED

Cr Lee raised produced motion 25.2 (d) – item should lie on table and not be further discussed.

Moved: Cr Lee

Seconded: Cr Paterson

Vote recorded for: Cr Kereopa, Cr Paterson, Cr Lee, Or O'Brien

Votes recorded against: Cr Brown, Cr Barker, Mayor Tapsell, Cr Kai Fong, Cr Wang, Cr Waru, Cr Maxwell

Procedural motion – **LOST**

Cr Maxwell left the meeting at 11.44am.

7.3 CCO REPORTING – INFRACORE

DOC ID: 20047962

Resolved

1. **That the report titled 'CCO Reporting Infracore' be received.**

Moved: Cr Barker

Seconded: Cr Lee

CARRIED

Regan Fraser and John MacRae overviewed the report and spoke to the presentation titled “InfraCore Operations Report – Q1 July – September 2023.”

7.4 SCHEDULE OF MEETINGS – 1 JANUARY 2024 TO 31 DECEMBER 2024

DOC ID: 20034947

Resolved

- 1. That the report “Schedule of meetings – 1 January 2024 to 31 December 2024” be received.**

Moved: Cr Waru

Seconded: Cr Wang

CARRIED

Oonagh Hopkins spoke to the report.

Resolved

- 2. That Council resolves to adopt the schedule of meetings for the period 1 January 2024 to 31 December 2024.**

Moved: Cr Wang

Seconded: Cr Waru

CARRIED

7.5 LTP 2024 – COMMUNITY OUTCOMES

DOC ID: 20037937

Resolved

- 1. That the report “LTP 2024 – Community Outcomes” be received.**

Moved: Cr Barker

Seconded: Cr Kai Fong

CARRIED

Oonagh Hopkins spoke to the report.

Resolved

- 2. That the Council adopt the community outcomes and include into the LTP consultation document.**

Moved: Cr Waru

Seconded: Cr Wang

CARRIED

Meeting adjourned at 12.27pm and resumed at 1.35pm

Cr Trevor Maxwell returned to the meeting: 1.35pm

7.6 RE-ESTABLISHMENT OF A YOUTH COUNCIL

DOC ID: 20038404

Resolved

- 1. That the report “Re-establishment of a Youth Council” be received.**

Moved: Cr Waru

Seconded: Cr Kereopa

Jean-Paul Gaston, Kelly-Anne Panapa and Felicity Jansonius-Bidois overviewed the report and spoke to the presentation titled “Re-establishment - Rotorua Youth Council.”

Resolved

- 2. That Council endorses the re-establishment of a Youth Council.**
- 3. That Mayor Tapsell and Councillor Wang are appointed as the Council representatives to the Youth Council.**

Moved: Cr Maxwell

Seconded: Cr Waru

CARRIED

7.7 PROGRESS REPORT – CORPORATE SERVICES

DOC ID: 20026412

Resolved

- 1. That the report titled ‘Progress Report – Corporate Services’ be received.**

Moved: Cr Kai Fong

Seconded: Cr Kereopa

CARRIED

Thomas Collé overviewed the report and spoke to the presentation titled “Financial Update – October 2023.”

Action Point

Cr Barker requested further information on the project health portfolio in regard to pg 93 (1 significant issue) and pg 94 (4 significant issues).

7.8 PROGRESS REPORT – CORPORATE PLANNING AND GOVERNANCE

DOC ID: 20018366

Resolved

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

Moved: Cr Brown

Seconded: Cr Barker

CARRIED

Oonagh Hopkins overviewed the report.

7.9 PROGRESS REPORT – TE ARAWA PARTNERSHIPS

DOC ID: 20030811

Resolved

- 1. That the report titled 'Progress Report – Te Arawa Partnerships' be received.**

Moved: Cr Kereopa

Seconded: Cr Waru

CARRIED

Gina Rangi overviewed the report.

**8 HE WHAKATAUNGA KIA HOKI ATU TE ARONGA O TE HUI HAI HUI TŪMATAWHĀITI
RESOLUTION TO MOVE INTO PUBLIC EXCLUDED****Resolved**

- 1. That Council move into Public Excluded session.**

Moved: Cr Brown

Seconded: Cr Lee

CARRIED

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

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing of this resolution
WORKSAFE CASE - PRESENTATION ONLY	Maintain legal professional privilege.	Section 48(1)(a) Section 7(2)(g)
AUDIT & RISK DEPUTY CHAIR APPOINTMENT	Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	Section 48(1)(a) Section 7(2)(i)

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Sections 6 or 7 of the Act or Sections 6, 7 or 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as shown above (in brackets) with respect to each item.

OPEN SESSION

14. TE KARAKIA WHAKAMUTUNGA CLOSING KARAKIA

Cr Rawiri Waru closed the meeting with a Karakia.

The meeting closed at 4.09pm

To be confirmed at a Council meeting on 13 December 2023

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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: [click here](#)

6. Ngā Tāpaetanga – Presentations

6.1 Crankworx presentation

7. Pūrongo Kaimahi - Staff Reports

Doc ID: 20080454

ROTORUA LAKES COUNCIL

Mayor
Members
COUNCIL

7.1 Adoption of Council's Annual Report for the year ended 30 June 2023 (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

1. TE PUTAKE PURPOSE

The purpose of this report is to adopt the audited Annual Report of the Rotorua Lakes Council for the year ended 30 June 2023.

2. HE TŪTOHUNGA RECOMMENDATION

1. That the report "Adoption of Council's Annual Report for the year ended 30 June 2023" be received.
2. That Council resolves to adopt the audited Annual Report and the Audited Summary for the Rotorua Lakes Council for year ended 30 June 2023.
3. That the Mayor and Interim Chief Executive be authorised to sign the Letter of Representation and Statement of Compliance section of the Annual Report.
4. That the Interim Chief Executive be authorised to make minor editorial changes, if any, as agreed with Council's auditors.

3. TE TĀHUHU BACKGROUND

The Local Government Act 2002 requires that Council adopt an Annual Report within four months of the end of the financial year.

Alongside the Annual Report, Council is also required to prepare a summary of the annual report which must contain a separate auditor's report relating to its compliance. Within one month of adoption, copies of the annual report and the summary must be forwarded to the Secretary of Local Government, the Auditor-General and the Parliamentary Library. The report must also be made available to the public.

The adopted annual report and summary consists of:

- Year in review containing - The Chief Executive's report

- Highlights and major achievements for the year
- Statements of service performance and achieved targets
- Financial prudence regulations
- Financial statements and accompanying notes
- Report of the Auditor General

Upon adoption, Audit New Zealand will provide the final opinion in a form that will be included into the final annual report document for full distribution. This is the best practice process.

The Chief Financial Officer will provide a verbal update to the Committee during the meeting on the financial results for the 2022-2023 financial year, along with the challenges and highlights that have impacted on Council's performance.

David Walker from AuditNZ will be present at the meeting.

4. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS

Rotorua Lakes Council has shown consistent financial management this past year with the continued retention of our AA- credit rating from Fitch supporting this.

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. HE WHAIWHAKAARO CONSIDERATIONS

6.1 Tūraru Risks

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

6.2 Te Whaimana Authority

Council approves all matters required to finalise the Annual Report.

The DCE Organisational Enablement will carry out measures to ensure the timing of the publication meets the legislative requirements following adoption of the Annual Report 2023.

ROTORUA LAKES COUNCIL

Mayor
Members
COUNCIL

7.2 Confidential Items to be Released.

Report prepared by: Rick Dunn, Governance & Democracy Advisor

Report reviewed by: Debbie Cossar, Governance & Democracy Manager

Report approved by: Gina Rangi, Interim Chief Executive

1. TE PŪTAKE PURPOSE

The purpose of this report is to provide an update on confidential items which are to be released since the previous Community and District Development and Infrastructure & Environment Committee meetings.

2. HE TŪTOHUNGA RECOMMENDATION

That the report “Confidential items to be released” be received.

3. TE TĀHUHU BACKGROUND

3.1 Council’s Standing Orders, Clause 18.5 ‘Release of information from public excluded’ states:

“A local authority may provide for the release to the public of information which has been considered during the public excluded part of a meeting.

Each public excluded meeting must consider and agree by resolution, what, if any, information will be released to the public. In addition the chief executive may release information which has been considered at a meeting from which the public has been excluded where it is determined the grounds to withhold the information no longer exist. The chief executive will inform the subsequent meeting of the nature of the information released.”

4. HE WHAKARAPOPOTOTANGA O NGĀ WHAKATAUNGA MATATAPU KUA PUTAINA SUMMARY OF CONFIDENTIAL DECISIONS RELEASED

ITEM NO.	ITEM	MEETING
4.1.1	Review of the Pensioner Housing Portfolio.	Community & District Development Committee meeting. 12 July 2023.
4.1.2	Appointment of Board Members for RotoruaNZ Limited Board, a Council Controlled Organisation (CCO).	Community & District Development Committee meeting. 12 July 2023.
4.2.1	Appointment of Board Members and Chairperson for Rotorua Regional Airport Limited, a Council Controlled Organisation (CCO).	Community & District Development Committee meeting. 9 August 2023.

4.1 The following recommendations were resolved at the Community and District Development Committee meeting (Confidential items) held 12 July 2023.

4.1.1 Review of the Pensioner Housing Portfolio.

Resolved

1. That the report 'Review of the Pensioner Housing Portfolio' be received.

Moved: Cr Waru

Seconded: Cr Brown

CARRIED

Jean Paul Gaston and Stephanie Kelly overviewed the report and spoke to a presentation titled "Pensioner Housing" (Attachment 1).

Further resolved

2. That the Committee directs staff to investigate and develop options for the future management and/or ownership of the Pensioner Housing Portfolio to achieve the following objectives:
 - Ensure ongoing housing security for existing tenants.
 - Provide greater support services for vulnerable tenants.
 - Ensure that the portfolio is financially sustainable including not requiring ratepayer funding to meet capital and operational maintenance costs.
 - Create opportunities for growth of the portfolio in the future.
3. Staff to investigate and report back on a review of the pensioner housing policy.
4. That this report and minutes relating to this item be made publicly available following any decision of the Committee to progress a change in the management and/or ownership of the

pensioner housing portfolio and the necessary information being communicated to existing tenants.

Moved: Mayor Tapsell
Seconded: Cr Lee
CARRIED

Vote recorded against - Cr Paterson and Cr O'Brien.

See Attachment 1 for Review of the Pensioner Housing Portfolio report to be released (Doc ID: 19393639).

4.1.2 Appointment of Board Members for RotoruaNZ Limited Board, a Council Controlled Organisation (CCO).

Resolved

- 1. That the report 'Appointment of Board Members for RotoruaNZ Limited Board, a Council Controlled Organisation (CCO)' be received.**

Moved: Cr O'Brien
Seconded: Cr Barker
CARRIED

Jean-Paul Gaston and Julie-May Ellingson overviewed the report and spoke to a presentation titled "Board Membership -RotoruaNZ" (Attachment 2).

Further resolved

2. That Sarah Meikle be appointed to the RotoruaNZ Limited Board for a 3 year term from 1 August 2023 to 1 August 2026.
3. That Marisa Bidois be appointed to the RotoruaNZ Limited Board for a 2 year term from 1 August 2023 to 1 August 2025.
4. That Paul Button be appointed to the RotoruaNZ Limited Board for a 3 year term from 1 August 2023 to 1 August 2026.
5. That the board fees for the CCO remains unchanged.
6. That this report not be made publically available.
7. That the minutes relating to this item be made publically available following notification of the successful and unsuccessful candidates.

Moved: Cr Wang
Seconded: Cr Waru
CARRIED

4.2 The following recommendation was resolved at the Community and District Development Committee meeting (Confidential items) held 9 August 2023.

4.2.1 Appointment of Board Members and Chairperson for Rotorua Regional Airport Limited, a Council Controlled Organisation (CCO).

Resolved:

2. That the report "Appointment of Board Members and Chairperson for Rotorua Regional Airport Limited, a Council Controlled Organisation (CCO)" be received.

Moved: Cr Maxwell

Seconded: Cr Brown

CARRIED

Jean-Paul Gaston and Julie-May Ellingson overviewed the report and spoke to a presentation titled "Appointment of Board Members to Rotorua Regional Airport – a Council Controlled Organisation (CCO)" (Attachment 7).

Further resolved:

2. That Kevin Ward be appointed to the Rotorua Regional Airport Limited Board for a 3-year term from 9 October 2023 to 9 October 2026 and further that he be appointed as Chairperson of the Rotorua Regional Airport Limited Board from 1 January 2024.
3. That Danielle Auld be appointed to the Rotorua Regional Airport Limited Board for a 2-year term from 6 October 2023 to 6 October 2025.
4. That Marie Hosking be appointed to the Rotorua Regional Airport Limited Board for a 2-year term from 9 October 2023 to 9 October 2025.
5. That Mark East be appointed to the Rotorua Regional Airport Limited Board for a 3-year term from 9 October 2023 to 9 October 2026.
6. That the board fees for the CCO remain unchanged.
7. That this report is not made publically available.
8. That the minutes relating to this item be made publically available following notification of the successful and unsuccessful candidates.

Moved: Cr Kai Fong

Seconded: Cr Waru

CARRIED

**5. TĀPIRINGA
ATTACHMENT**

Attachment 1: Review of Pensioner Housing Portfolio report (Community & District Development Committee meeting - 12 July 2023)

Attachment 1: Review of Pensioner Housing Portfolio report

Doc No: 19393639

ROTORUA LAKES COUNCIL

Mayor
Chair and Members
COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE

REVIEW OF THE PENSIONER HOUSING PORTFOLIO**Report prepared by:** Stephanie Kelly, Development and Partnerships Manager**Report reviewed by:** Jean-Paul Gaston, Deputy Chief Executive – District Development**Report approved by:** Geoff Williams, Chief Executive

**1. TE PŪTAKE
PURPOSE**

The purpose of this report is to seek direction from the Committee with regards to the development of options for the future management and/or ownership of the pensioner housing portfolio.

**2. NGĀ TŪTOHUNGA
RECOMMENDATIONS**

- 1. That the report 'Review of the Pensioner Housing Portfolio' be received.**
- 2. That the Committee directs staff to investigate and develop options for the future management and/or ownership of the Pensioner Housing Portfolio to achieve the following objectives:**
 - **Ensure ongoing housing security for existing tenants.**
 - **Provide greater support services for vulnerable tenants.**
 - **Ensure that the portfolio is financially sustainable including not requiring ratepayer funding to meet capital and operational maintenance costs.**
 - **Create opportunities for growth of the portfolio in the future.**
- 3. That this report and minutes relating to this item be made publicly available following any decision of the Committee to progress a change in the management and/or ownership of the pensioner housing portfolio and the necessary information being communicated to existing tenants.**

**3. TE TĀHUHU
BACKGROUND**

As with many Councils, Rotorua Lakes Council provides housing units for older people who meet the age, income, asset and independent living criteria in Council's Pensioner Housing Policy (**Attachment 1**). The Pensioner Housing Portfolio includes 152 housing units, either a bed-sit or one-bedroom, in five locations in Rotorua. A summary of the portfolio is provided below:

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Location	1-bed	Bedsit
Dawson Drive, Ngongotahā	8	
Westbrook Complex (Osiris, Thebes, Pharoah Streets)	9	
Domain Avenue, Ngongotaha	6	1
Lucas Place, Fenton Park	1	65
Kahikatea Street, Glenholme (Rawhiti Complex)	30	
Miller Street, Glenholme (Rawhiti Complex)	16	16

The majority of the units were constructed between the 1950's and 1980's. The most recent units were constructed in 2005 when Council undertook a redevelopment of 30 units in Miller Street with the support of government funding. This was a suspensory from the Housing New Zealand Corporation for \$1,532,362 (approximately 50% of the rebuild cost). It is not required to be paid back as long as Council retained the units for pensioner housing for the 20 year term of the loan agreement. The loan agreement expires in 2026. Council has subsequently not been eligible to access central government funding to further upgrade the pensioner housing stock.

Reform of the social housing sector by central government in 2013 has meant local government is ineligible to be a Community Housing Provider (CHP), and our tenants therefore cannot access the Income Related Rent Subsidy (IRRS). The IRRS enables a CHP to claim a market rental by covering the balance between what a community housing tenant pays in rent (generally 25% of their income), and the market rent for the property.

The current rental for a pensioner housing unit is between \$86.85 and \$129.44 for a single person and \$115.48 and \$162.76 for a couple, dependent on the type of unit and its location. There has been no rental increase since 2018. Based on 100% occupancy the total rental revenue generated by the pensioner housing units is \$766,427 per annum. The projected rental income for 2023 financial year is \$746,000.

The current budget for refurbishments and reactive replacements (e.g. heaters, stoves, bathrooms fittings) is \$590,000 per annum. Refurbishment of the units is undertaken as they become vacant. Of the 152 units, 24 have been refurbished over the last 15 years. The average cost for refurbishment is \$40k per unit. In addition to the annual capital cost, the operational cost to Council for the Pensioner Housing Portfolio is approximately \$1,581,724 per annum requiring ratepayer funding of a minimum of \$815,297 per annum (dependent on annual rental income).

There is an increasing demand for pensioner housing. The current waiting list for Council's pensioner housing units is capped at 40 people with the average occupancy of a pensioner housing unit being 15 years. The age of Rotorua's demographic is getting older, while the total population is increasing. Currently 11,700 Rotorua residents are aged 65+, 15% of the population. This is projected to increase to over 18,000 by 2048, 23% of the population. 40% of kiwi seniors survive on the pension alone and while people receiving the pension are able to access supplementary financial assistance from the Ministry of Social Development (MSD) including an accommodation supplement and temporary additional support, increasingly elderly people in New Zealand are living in poverty¹.

Many of Council's tenants have complex social and health issues. Council has no ability to provide the necessary wrap around services to support these tenants and our staff inadvertently end up providing this support but are not equipped to do so.

¹ Age Concern 2022

4. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS

In 2016, in response to the issues above, Council directed staff to investigate and develop models for partnering with a CHP and/or lease or sale of the Council pensioner housing stock to a CHP, with the following objectives:

- To provide greater support services for vulnerable tenants
- To ensure a financially viable and sustainable future for the provision of pensioner social housing which:
 - Enables improvement to meet quality standards of the homes
 - Enables the growth of a number of homes for the provision of pensioner housing (or other social or affordable housing).

In 2017, significant community engagement was undertaken on options for the future of the Pensioner Housing Portfolio through the Long Term Plan consultation process. The sale of the pensioner housing stock to an experienced CHP was identified as the preferred option with the proceeds being used to repay debt. On this basis an open Request for Expressions of Interest, and then a selected invitation to Request for Proposals (RFP) was undertaken.

The RFP process resulted in two proposals to purchase the pensioner housing stock, both offering a significantly lower price than expected. Both proposers were asked to reconsider different models, whereby they purchase only the improvements (not the land), or lease the facilities long-term. Only one proposer was interested in investigating different models.

Negotiations with the proposer continued throughout 2018 in an effort to reach a financial model and agreement that was suitable for both parties. This included investigating combinations of lease and/or sale, however an agreement was not able to be reached. The primary reasons for this was due to the purchase offer being significantly lower than the value of the asset on the Council's books, and that the model proposed would only have generated enough revenue to meet expected capital maintenance costs providing no ability to grow the portfolio. This was largely attributed to existing tenants not being eligible to receive the IRRS, only new tenants.

The ongoing issues associated with the cost and management of the Pensioner Housing Portfolio are not unique to this Council. A number of Councils around the country have progressed alternative management/ownership models for their social and pensioner housing over recent years. Significantly, where Councils have progressed a sale option, it has been at 50% or less of the book value of the asset.

The work undertaken by other Councils together with the learnings from the previous RFP process provides a solid basis to again consider options for the future management and/or ownership of Council's Pensioner Housing Portfolio. It is therefore recommended, that further investigation is undertaken and options developed for the future management and/or ownership of the Pensioner Housing Portfolio that seeks to achieve the following objectives:

- Ensure ongoing housing security for existing tenants;
- Provide greater support services for vulnerable tenants;
- Ensure that the portfolio is financially sustainable including not requiring ratepayer funding to meet capital and operational maintenance costs; and
- Create opportunities for growth of the portfolio in the future.

5. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE

The Pensioner Housing Portfolio is considered a strategic Council asset. The decisions or matters in this report are part of a process to arrive at a decision that may be significant in accordance with Council's Significance and Engagement Policy. This states that the matter shall be determined to be significant if:

- (g) It involves a proposal or decision to transfer ownership or control, or abandonment, of a strategic asset from Council.

As a significant decision or matter, the Council must apply greater diligence to the decision making required of the Local Government Act 2002 sections 76-82. This includes the degree to which different options are identified and assessed and the extent to which community views are considered.

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

Significant community engagement was undertaken in 2017 on options for the future of the Pensioner Housing Portfolio through the Long Term Plan consultation process. The outcome of the engagement process at the time was that the vast majority of respondents supported the pensioner housing stock being sold to an experienced CHP.

Given the significance of the decision and the time that has passed since this work was initially undertaken, further community consultation will be required should Council choose to progress any of the options that may be developed as an outcome of the decisions of this report.

Early engagement with Council's tenants will be critical to ensure that they are fully informed about any potential changes to the ongoing ownership and management of the Pensioner Housing Portfolio.

7. HE WHAIWHAKAARO CONSIDERATIONS

7.1 Mahere Pūtea Financial/budget considerations

Legal advice will be required in the development of options for the future management and/or ownership of the Pensioner Housing Portfolio. This cost can be met within existing operating budgets.

The current value of the pensioner housing portfolio on Council's balance sheet is approximately \$25 million.

7.2 Kaupapa Here me ngā Hiraunga Whakariterite Policy and planning implications

The decisions associated with this report supports a number of the Council priorities including:

- Planning and consenting to provide enough housing options
- Ensuring homes are healthy and fit for purpose
- Enhanced community wellbeing for all
- Prudent financial management

The land at the Fenton Park pensioner housing complex at Lucas Place, was set aside for the purpose of an aerodrome and is subject to the Reserves and other Lands Disposal Act 1962. The disposal of the land would require approval from the Minister of Conservation. The proceeds would be distributed according to the Act, to the Crown, Council and Airport.

7.3 Tūraru Risks

There is a risk that unnecessary concern could be created for existing tenants if there was a breach in confidentiality of the information in this report. If in the future there is a decision to progress an alternative option for the future management and/or ownership of the Pensioner Housing Portfolio, it is essential that this is communicated by Council to existing tenants, at the earliest opportunity.

At this stage there are no other significant risks associated with the decisions of this report.

7.4 Te Whaimana Authority

The Committee has authority to make decisions associated with this report.

8. TĀPIRINGA ATTACHMENT

Attachment 1: Pensioner Housing Policy

ROTORUA LAKES COUNCIL

Mayor
Members
COUNCIL

7.3 Business case - Mayor's Attendance at NRL All Stars - 15-16 February 2024 (Decision Required)

Report prepared by: Tania Togatama, Executive of the Mayor's Office

Report approved by: Gina Rangj, Interim Chief Executive

1. TE PŪTAKE PURPOSE

In February 2023, Rotorua hosted the NRL Indigenous All Stars games - the first time the games have ever been held in New Zealand. This was a very significant and memorable event for our city, both economically and culturally.

In February 2024, the NRL Indigenous All Stars event is being held in Townsville, Australia.

The purpose of this report is to advise Councillors of an invitation extended to the Mayor to attend the event in Townsville, and to seek approval for travel and accommodation costs for the Mayor to attend the event in support of a potential Rotorua bid to host further NRL events.

2. HE TŪTOHUNGA RECOMMENDATION

- 1. That the report 'Mayor's attendance at NRL All Stars - 15-16 February 2024' be received.**
- 2. That Council approve the cost of flights and accommodation for Mayor Tapsell, to attend the NRL All Stars event in Townsville, Australia.**

3. TE TĀHUHU BACKGROUND

2023 NRL Indigenous All Stars Games

Rotorua International Stadium hosted the NRL Indigenous All Stars games in February 2023. This was the first time this game had been held outside of Australia in the history of the event.

Rotorua's indigenous culture was key to NRL's decision to play the games in Rotorua and showcase the two cultures coming together.

After a number of challenging years due to the pandemic, this was an opportunity to put Rotorua back on an international stage and show support for indigenous players.

This came to fruition with the games being viewed by 678,000 people across Australia and New Zealand, providing Rotorua with a valuable opportunity for positive promotion of our city destination and culture.

The event attracted a \$2.9m visitor spend, or a \$316 spend per visitor (based on out of town ticket buyers). Council itself achieved a minor profit of about \$6,000 (effectively the event paid for itself, but achieved significant visitor attraction and destination marketing outcomes that RLC would not otherwise be able to achieve).

Following the event it was determined that there was also significant scope for increased economic benefit for the district if the event is hosted again. The February 2023 NRL event coincided with another major event in Rotorua which did limit availability of accommodation. For future events, these timings would be taken into consideration to ensure maximum opportunity for fans to travel from out of town and stay in Rotorua for the event, further boosting economic impact for the city.

Venue capacity for the game was 20,036 including hospitality. 17,217 tickets were sold with 58% of these being online sales. 94% of sales were from outside the region, demonstrating willingness of fans to travel for the event. A large proportion of tickets were also sold at the gate on the day. The atmosphere at the event was busy, positive and vibrant, and for future NRL events ticket pricing would be reviewed to ensure we are maximising a full stadium experience.

Attendee feedback following the event showed the games were thoroughly enjoyed in Rotorua. The community also experienced a star-studded week in the lead-up to the main event with many All Stars players taking the time to visit local schools and attend community events.

Overall the experience of hosting New Zealand's first ever NRL Indigenous All Stars games was very positive. As with all events, there are always learnings and opportunities for improvement and the RLC team is confident we could improve our position in future contract negotiations with the NRL and deliver a bigger and even better event next time.

Finally, it is noted that Council's agreement with NRL specifically provided the opportunity to negotiate a long-term partnership between our two organisations to enable Rotorua to host similar games in the future.

In an effort to maintain and build the relationship between Rotorua and the NRL Executive, the Mayor's attendance at Townsville aligns with Council priorities and would reinforce Rotorua's desire to be considered for future hosting opportunities.

Invitation to attend the 2024 NRL Indigenous All Stars Game

On 10 November 2023, NRL issued a press release confirming the 2024 NRL season would begin with the NRL Harvey Norman All Stars game to be held at Townsville's Queensland Country Bank Stadium on 16 February 2024.

Mayor Tapsell was immediately advised of the press release and an invitation was extended to her by several NRL contacts as an opportunity to reconnect with the event and continue to build on the relationship established during the 2023 visit to Rotorua.

Council's International Travel policy

Council's Mayoral and Elected Representatives International Travel Policy requires that requests for international travel be supported by a business case that outlines the benefits of the travel against the following criterion:

- The travel/activity must support council's vision, business objectives and aspirations for the future as encapsulated in the Long-term Plan, or
- The travel must support council's current priorities and/or flagship projects.

The Council has adopted its priorities for the 2022-2025 triennium. The relevant priorities for this proposal are:

- Cultural wellbeing and respect
- Economic resilience – enable and attract smart investment, confidence and a vibrant reputation, world-class tourism destination
- Community – Enhanced community wellbeing for all, safe and proud communities

The respect and connection between the NRL and Rotorua is a strong foundation to build on as we continue to strengthen ties between NRL and RLC.

4. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS

There are three options:

- Support Mayor Tapsell to attend in Townsville. This option would incur a cost of approximately \$3,500. However, it would reinforce the relationship with the NRL, and would provide support for a future bid to host further NRL games in Rotorua.
- Not support Mayor Tapsell to attend. This would save on the cost of attendance, and Rotorua will still be able to bid to host further NRL games. However, non-attendance may mean there is less visibility or priority accorded to the Rotorua bid.
- Not bid at all for further NRL games. This would save on the cost of attendance and the cost of hosting any future games. However, not bidding for a game would mean that Council has not leveraged the agreement it negotiated which specifically provided an opportunity to negotiate a long term partnership between NRL and RLC to host similar games in the future.

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

Consultation on this matter is not being undertaken as the policies that relate to this business case gives decision making powers to council.

7. HE WHAIWHAKAARO CONSIDERATIONS

7.1 Mahere Putea Financial/Budget Considerations

The estimated costs for flights and accommodation related to Townsville are noted below.

Proposed itinerary

Tuesday 13 February 2024	Depart Rotorua
Wednesday 14 February 2024	Arrive Townsville
Sunday 18 February 2024	Depart Townsville
Monday 19 February 2024	Arrive Rotorua

Costs:

Flights – international	\$1,429.00
Flights – domestic	\$281.00
Accommodation – domestic	\$450.00
Accommodation – international	\$900.00
	\$3,060.00

Excludes airport transfers and other transport costs

7.2 Kaupapa Here me ngā Hiraunga Whakariterite Policy and planning implications

The proposal for travel to Townsville by the Mayor on behalf of Rotorua Lakes Council relates to the following council policies:

- Mayoral and Elected Representatives International Travel Policy (see Attachment 1)

7.3 Tūraru Risks

If travel is approved it is likely that there will be interest from the media and others in the community related to costs.

7.4 Te Whaimana Authority

In accordance with the Mayoral and Elected Representatives International Travel Policy this business case may be approved by a recommendation from the Chief Executive to council.

8. NGĀ ĀPITI HANGA ATTACHMENTS

Attachment 1: Mayoral and Elected Representatives International Travel Policy

Attachment 1: Mayoral and Elected Representatives International Travel Policy

8.3 MAYORAL AND ELECTED REPRESENTATIVES INTERNATIONAL TRAVEL POLICY

Date Adopted	Next Review	Officer Responsible
8 December 2016	1 December 2019	Group Manager, Strategy

Policy Purpose:

To guide decision making in relation to international travel undertaken by the Mayor and/or councillors as elected representatives of the Rotorua District, that is not covered by 23.1 Sister City Relationship Policy.

Policy:

There are occasions when the Mayor and/or elected representatives may be invited or required to attend international events overseas as representatives of Rotorua at the cost of the ratepayer.

Proposed travel needs to be supported by a business case that outlines the benefits of the travel against the following criterion:

1. The travel/activity must support council's vision, business objectives and aspirations for the future as encapsulated in the Long-term Plan, or
2. The travel/activity must support council's current priorities and/or flagship projects.

The business case to be approved by a recommendation from the CEO to council.

Generally travel costs of accompanying persons will not be paid for.

At the conclusion of the travel the elected representative is required to provide a written report to council.

This policy does not include travel by the Mayor and/or elected representatives that has been undertaken at the request of and paid for by other international, national or local organisations; including Rotorua Economic Development. Such travel may be undertaken at the discretion of the elected representative.

ROTORUA LAKES COUNCIL**7.4 Progress Report - Corporate Services (Information Only)**

Progress Report



Doc ID: 20059138

To:	Mayor and Members – Council
Meeting Date:	13 December 2023
Group:	Corporate Services
Group Manager:	Thomas Collé
Report approved by:	Gina Rangī, Interim Chief Executive
Components:	Finance; Information Solutions; PMO and Risk Office; People and Organisational Development; Legal and Property

Ohu: Haumarū – PMO and Risk Office

Enterprise Risk

The Enterprise Risk Management Report for September to November has been generated and was presented to the Audit and Risk Committee on 27 November.

The PMO Quality Assurance Manager has developed a rolling programme of support for risk managers across the organisation to continue to improve risk management processes. A series of risk workshops is currently being developed for delivery in 2024.

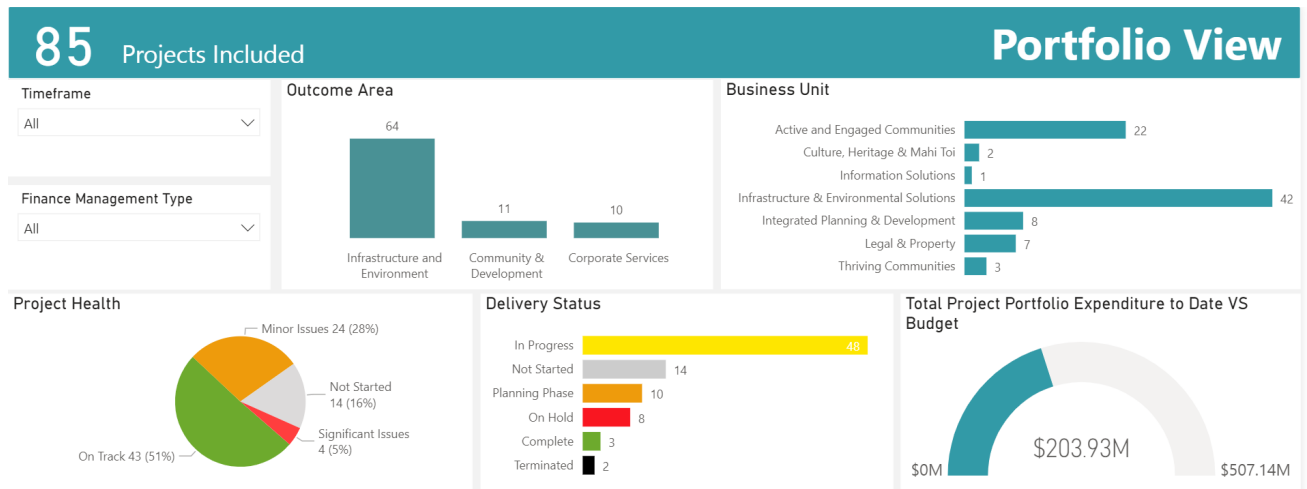
A workshop for the Audit and Risk Committee to review Council's ERM Framework settings is yet to be confirmed.

The first of the 'deep dive' reviews was presented to the Audit and Risk Committee on 27 November. Detailed guidance has been developed to support managers and project leads to ensure consistency of reporting at the appropriate level for the committee.

PMO Activities

The team continues to provide support across the organisation to managers and project leads. The current project pipeline consists of 85 projects valued at approximately \$507m over the next 10 years.

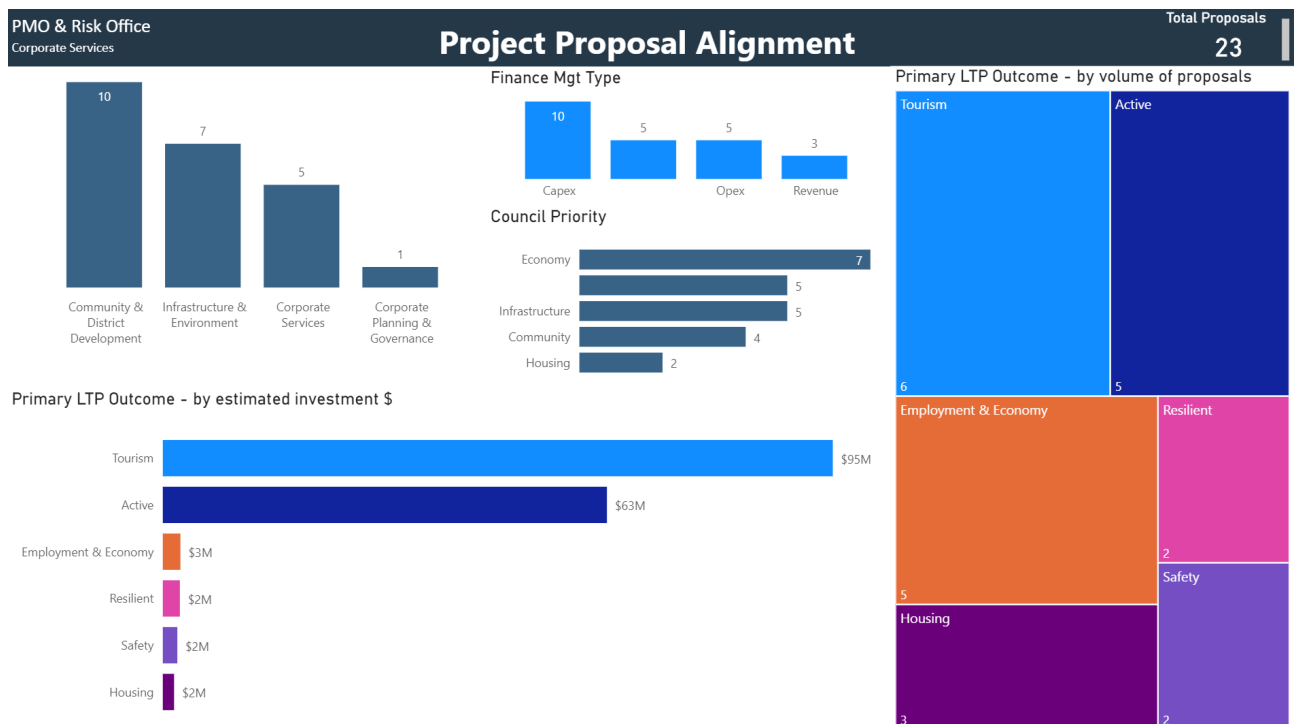
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A Project Portfolio report based on monthly reporting received by project leads is being developed to provide insights into project portfolios and performance. Monthly reports will start February 2024.

The team is undertaking a comprehensive desktop review of how all Council projects are tracking against the Council’s Project Management Framework. This will ensure projects are aligned with policies and guidelines and will provide valuable insights into any areas that may require additional support or training. Detailed information is available on the [PMO Intranet site](#).

A project ideation process is in development that will replace the current ‘strategic assessment’ template. The new system and procedures will provide real time insights into how projects are developed, ensuring greater consistency and quality assessment. The new platform will provide a streamlined process while also capturing a higher quality of data to support project assurance.



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 and the development of new contract management procedures.

The PMO Quality Assurance Manager is providing targeted support to council teams, supporting the resolution of contractual disputes and raising the maturity of our risk management processes.

A PMO Support Officer has also been assigned to support the outgoing Programme Director, providing additional administrative support until the end of the year.

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

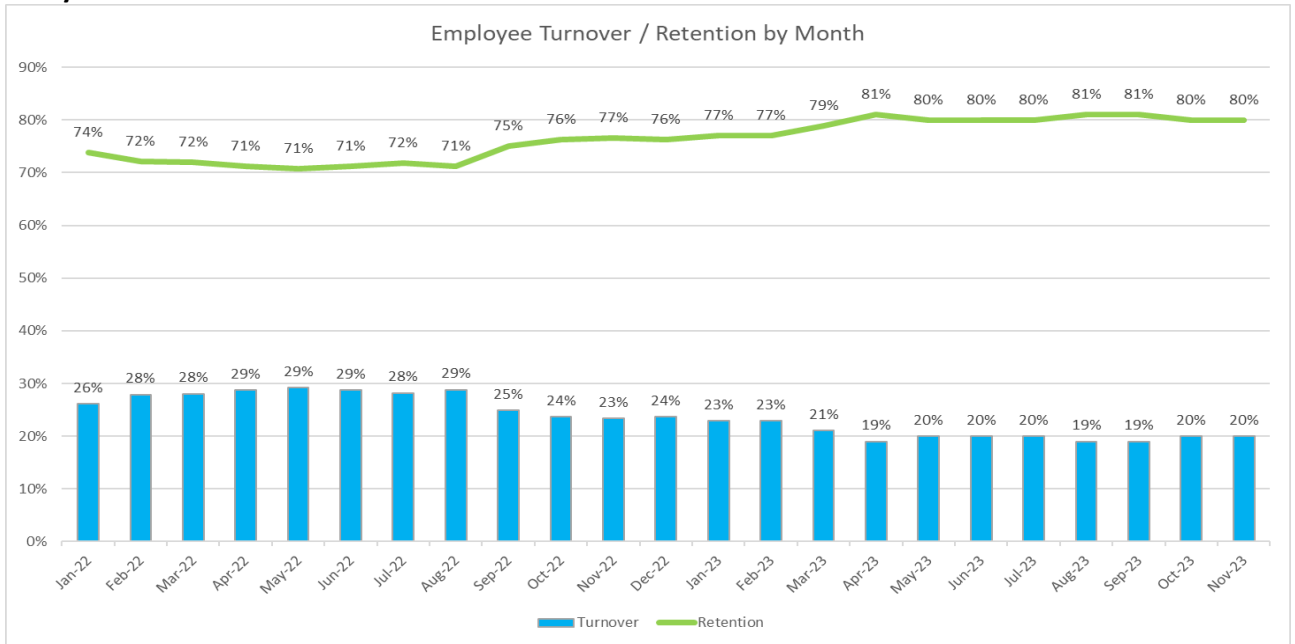
Current and Ongoing Work

Talent and Recruitment

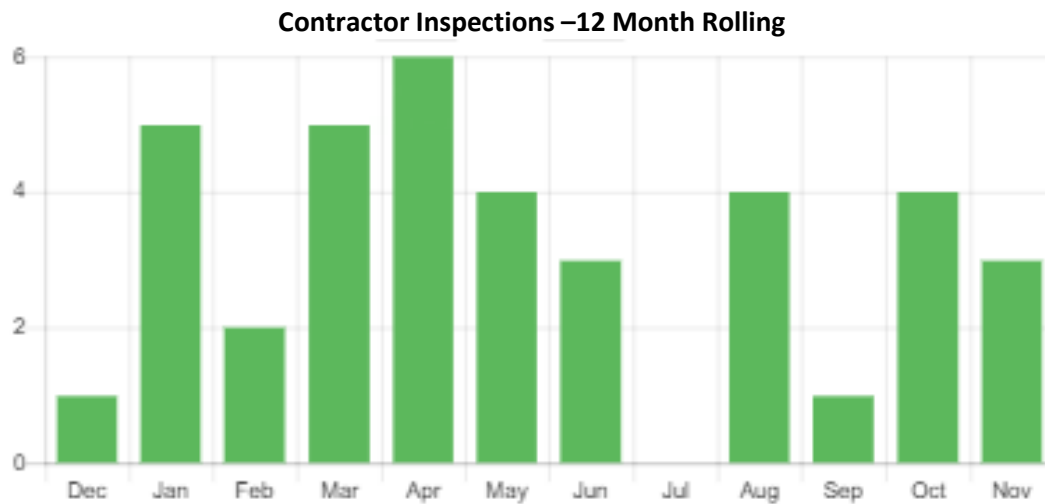
- While we continue to manage operating costs, replacement recruitment for key roles does continue. This is subject to business case approvals for each role. Recruitment remains steady and we are impressed with the quality of applications. The number of applications for approved replacement roles are higher than they have been for a few months. The hard to recruit roles (finance, planners, IT and building consents) remain challenging.
- We have received great feedback from third tier managers who recently participated in our Leadership Programme - Tātai Whetū. They enjoyed connecting with each other, particularly colleagues they don't normally interact with. Other staff also enjoyed attending the two new modules on Leading Through Change and Hauora (Wellbeing) and work is underway to add more modules to the framework.
- Seven students have started at RLC for our 2023-2024 summer internships and a further two will start soon. During their time with us, they will also connect with interns from Scion and BOP Regional Council.

Health Safety and Wellbeing

Analytics

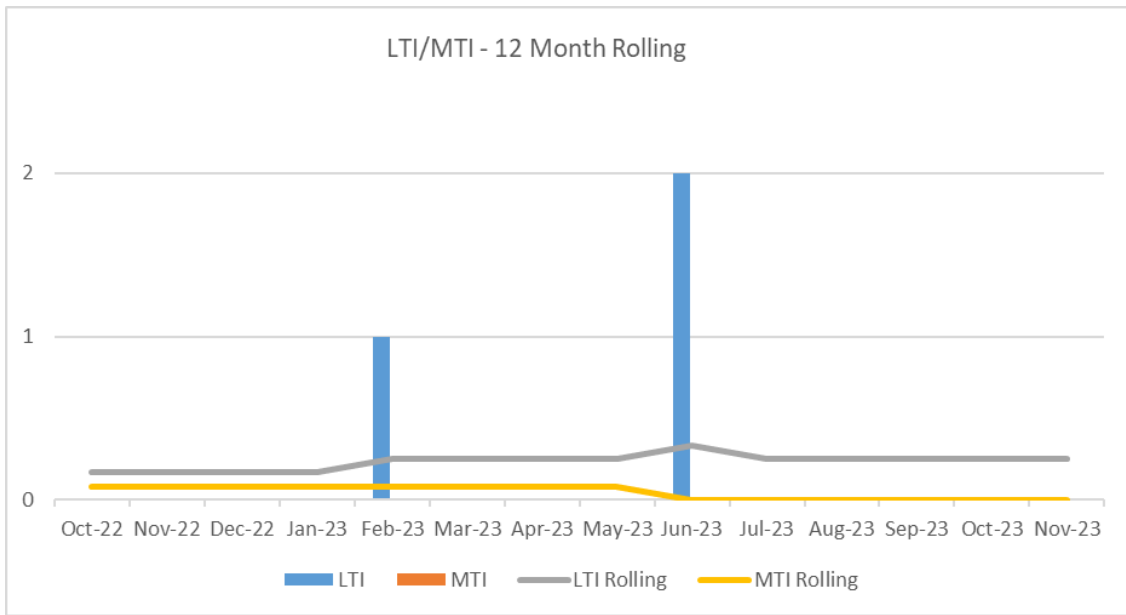


Lead Indicators



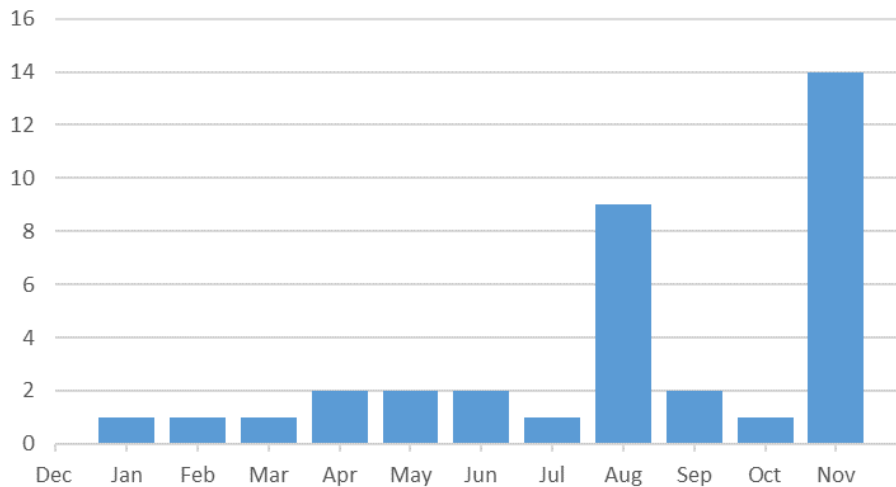
Three contractor inspections were recorded for the period 1 to 21 November 2023. The lower number of contractor inspections compared to the previous month (October) is attributed to the shorter reporting period and a nationwide upgrade to the 'Vault Check' application (used to record contractor inspections) which resulted in the app being unavailable for a period of days.

Health, Safety and Wellbeing - Lag Indicators



No lost time (LTI) or medical treatment injuries (MTI) recorded for the period, 1 to 21 November 2023.

Reported Risks – 1 December 2022 to 21 November 2023



Fourteen risks were reported for the period 1 to 21 November 2023, including six new and eight known risks.

The increase in risk reporting for November is the result of an annual risk review process including physical inspection of work areas. Risk controls and corrective actions have been identified for each risk. It is anticipated further risks will be identified in the coming months as the annual risk review process continues.

Ohu: Pūtea Me Pakihi – Finance

2024-34 Long Term Plan

The finance team is currently collating financial updates on capital projects, operating budgets and changes in Council’s inflation and interest rate profile to model the forecast for Council’s finances in the Long-term Plan. There are significant cost pressures emerging from the financial modelling and the organisation is working to fit the operating and capital budgets within our available headroom.

Detail on the capital works programme has been circulated to Elected Members for review and there are workshops booked to prioritise projects and budgets for inclusion in the draft Long-term Plan.

2022/23 Annual Report

Audit New Zealand staff are on site to conduct their final audit on the 2022/23 Annual Report and are on track to finish early December. The timing of the 2022/23 Annual Report was impacted by the late adoption of the prior year’s Annual Report but is expected to be adopted by Council in December.

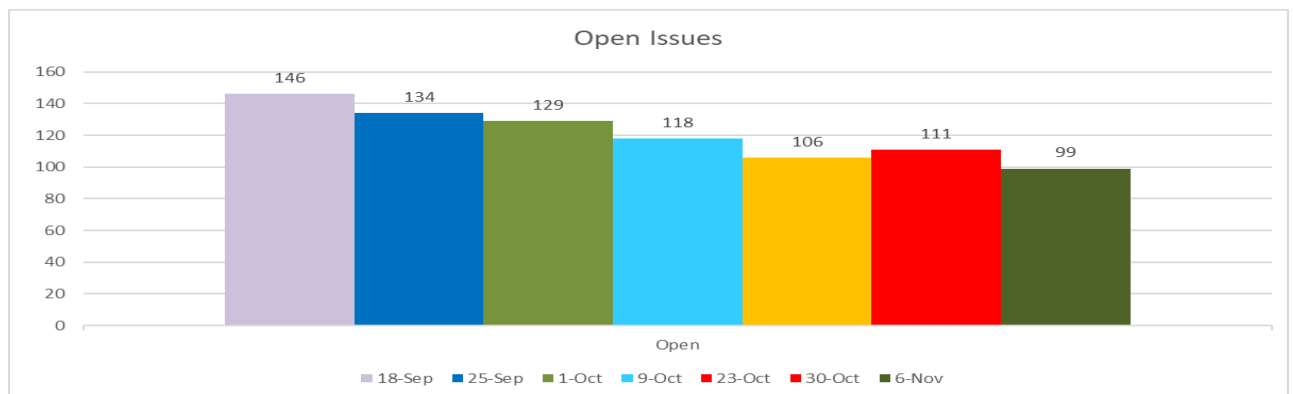
Of note in this year’s Annual Report is the adoption of a new accounting standard which has required significantly more disclosure around non-financial performance measures and how the data has been collected. There has also been a large revaluation gain for 2022/23 as water and wastewater assets and Council’s art collection was revalued through the Annual Report process.

Ohu: Hangarau – Information Solutions

OneCouncil

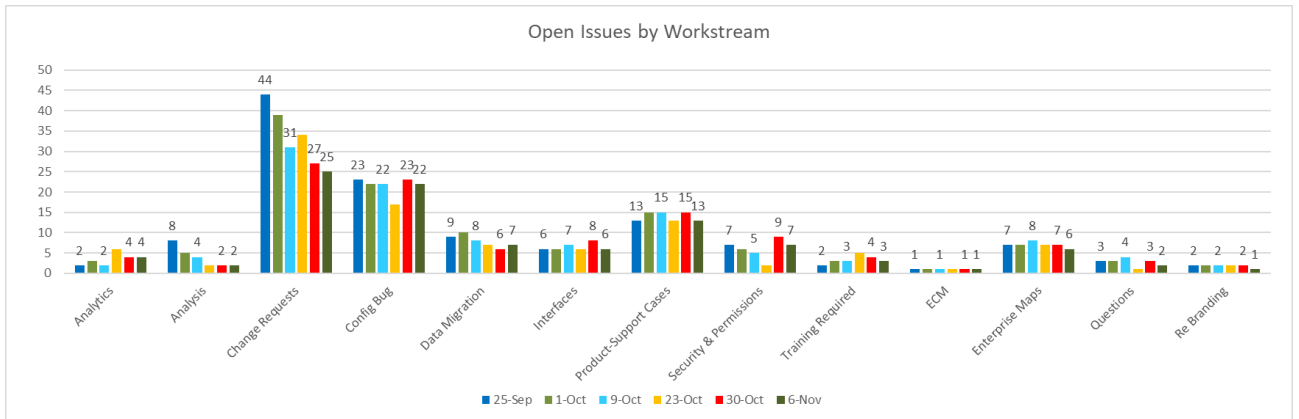
OneCouncil has been live for six months and the focus remains on supporting the transition while addressing any issues raised. The number of open issues is reducing, as per Figure 1 below and this trend is expected to continue.

FIGURE 1:



Regular meetings are in place with business areas to ensure all open issues tickets are being reviewed to assess the status and priority of each, considering factors such as changing business requirements. The following diagram (Figure 2) shows the open issues grouped by workstream.

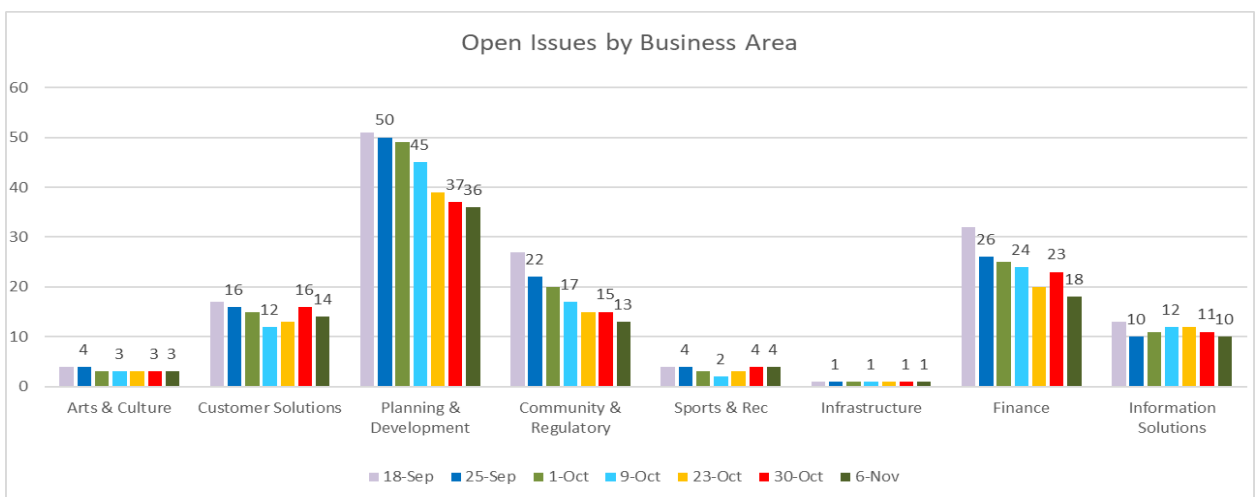
FIGURE 2:



There remains a strong focus and commitment to delivering required reporting and dashboards for the organisation. Training will continue to enable key users to create reports directly from OneCouncil.

The following diagram (Figure 3) shows the business areas' open issues and the trend over the past month.

FIGURE 3:



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 adoption of the new system and work with them on their specific needs and challenges.

Handover of the project to Business as Usual continues and has not, and will not, adversely impact the organisation as the project team will remain in place, continuing to provide support. The project closure document to formally close the project has been prepared with a view to formally closing the project.

In-progress work includes reviewing the OneCouncil Roadmap and product enhancements, business change requests, and the community-facing portals' rollout.

- **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 is required, with a definitive list of required and prioritised changes being the output due at the end of November.
- **Portals:**
Release two of the portals is planned to start at the beginning of December, followed by release three, with a scheduled start in February 2024.

Other upcoming work includes;

- Implementing the Contracts module, which includes functional groups of Sourcing, Contracts and Reviews; this project is expected to commence early in the New Year (subject to resource confirmation).
- Commencing in December, the first of two work streams implementing agreed change requests and product enhancements. This follows the review and prioritisation of work beginning in November to review and prioritise change requests and product enhancements.

Enterprise Content Management (Council's Document Management System) ECM has been live for six months and the information management team continues to provide training for staff.

The implementation of OneCouncil has seen a reduction of hard copy documents. The new system automatically saves documents that are generated as part of the business process. This has meant a reduction in the need to scan physical documents of up to 40%.

Geographic Information Systems

BOPLASS (Bay of Plenty Local Authorities Shared Services on our behalf) has released a contract for the capture of imagery across the district and part of the region. This will be flown by plane during summer and will be available by June 2024. This is part of a regular programme where updated imagery is captured every 2-3 years. This forms one of the 'basemaps' in Geyserview.

Having up-to-date imagery allows us to extract derived data including physical boundaries for water bodies, streams, physical roads, structures and vegetation.

Work around leveraging data from OneCouncil includes spatially locating RFI's (Request for Service) and various quality assurance checks mainly around addresses (in particular suburbs).

Information Technology

Cyber Security – Email

A September spike in inbound SPAM emails (1.1m) has dropped in October to 289k but we have seen a 50% increase in Malware detection.



ICT Infrastructure – Traffic Analysis

During October 2053TB of traffic is managed by the RLC core computer switching network, 28.5% of which is in support of the CCTV services, 531.14TB received (112,978 standard DVDs).

Usage: 531.14 TB (↓ 519.84 TB, ↑ 11.29 TB, 28.5% of total network usage)



ICT Infrastructure – Compute & Storage Maintenance

In October the core physical server infrastructure that supports the 179 virtual servers to run RLC internal solutions and services started to have a major upgrade of the composer units which manage the provisioning and monitoring of the hardware. This work is critical to ensure RLC hardware stays in support of its vendor and can receive firmware and patches to maintain stability and security.

ROTORUA LAKES COUNCIL**7.5 Progress Report - Corporate Planning and Governance (Information Only)**

Progress Report



Doc ID: 20066356

To:	Mayor and Members – Council
Meeting Date:	13 December 2023
Group:	Corporate Planning and Governance
Executive Director:	Oonagh Hopkins
Report approved by:	Gina Rangī, Interim Chief Executive
Components:	Corporate Strategy and Planning; Governance; Marketing and Communications

Ohu: Taunaki – Corporate Strategy and Planning

Long-term Planning

In a workshop on 21 November a starting position 10-year programme was presented showing a potential 10-year opex and capex work programme. The debt funding required to support the proposed delivery across the 10 years was also presented. Since then a number of initiatives have been looked at further, aimed at balancing the demands and expectations with what can be delivered a very challenging economic environment. A second draft work programme was presented in a workshop on 5 December.

In preparation for continuing to prepare the Long-term Plan (LTP) a final workshop will take place 13 December and we will be in a position to move into the preparation of the consultation document, including engaging with the auditors.

The consultation document and all supporting information is expected to be signed off by Council at the end of March. Consultation will occur in April next year.

Staff are working on the engagement plan and booking events for community consultation.

Council is required to adopt its LTP by 30 June 2024 and it will take effect from 1 July 2024.

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Engagement and Relationships

The draft Significance and Engagement Policy closed for consultation 31 November. As at time of writing this report, 22 submissions had been received. Deliberations are scheduled for 31 January 2024. This policy is up for review as part of development of the LTP.

Staff undertook engagement with Te Tatau o Te Arawa and reached out to mana whenua groups including Te Paepae Tapu o Ngāti Whakaue, Te Pūmautanga of Te Arawa, and Te Reo Irirangi o Te Arawa have to inform them about the policy and the submission period. Council's community group database was also used to reach out via email to encourage submissions.

The engagement team recently joined the Cross-Council Engagement Community of Practice which comprises of about 30 Councils from across New Zealand and meets monthly online to share engagement best practice and build inter-council relationships. Staff also attended the Bay engagers network held at Bay of Plenty Regional Council. This is a local network of staff from councils across the Bay of Plenty.

Ohu: Whakapā - Marketing and Communications

Campaigns

Wider of the Rider Road Safety Campaign



Twenty billboards reminding motorists to stay 1.5m of cyclists were installed mid-November, replacing the old Ruru billboards that promoted this same message. The new campaign targets adult drivers and Ruru is now being used solely for promoting road safety within schools and early childhood education centres.

Sir Howard Morrison Centre

The centre is hosting a free Christmas concert on 30 November and is an official collection point for the annual Rotorua Daily Post Salvation Army Foodbank Appeal. The public are encouraged to drop their donations off the night of the concert or during Box Office hours, every Wednesday and Friday – 10am-2pm. From 30 November, these hours will extend to Tuesday – Friday, 10am-3pm.

Rotorua Museum

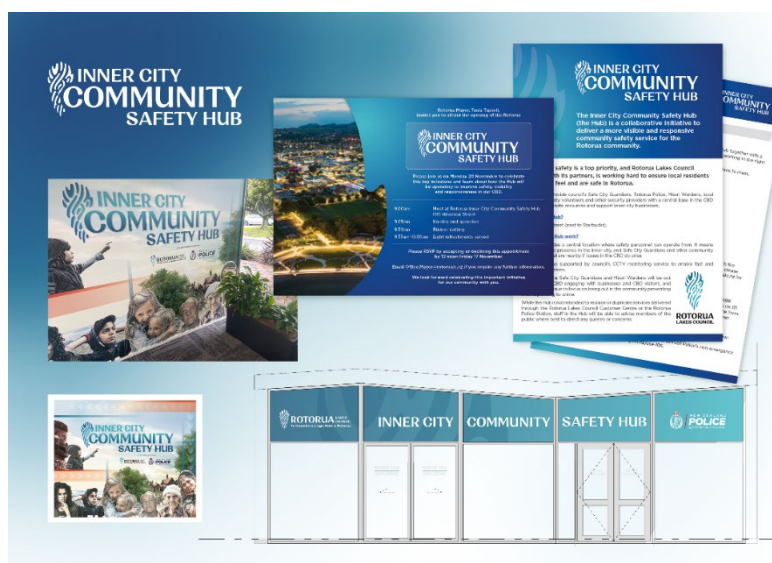
Since mid-October videos of Te Arawa leaders and youth have been shared on the Rotorua Museum Facebook page and website. Those featured answer questions about their aspirations for Rotorua Museum Te Whare Taonga o Te Arawa, aimed at getting more local iwi to complete a survey about what they want to see in the redeveloped Museum exhibition.

Events



- Diwali was hosted at the Rotorua Night Market on 16 November. Posters and flyers were created and a social media campaign saw hundreds of people attend the market and enjoy the performances and food from the local Rotorua Indian Association.
- Council supported the RSA and Te Arawa Returned Services League to commemorate Armistice Day on 11 November. The programme, marketing and communications were organised in-house.
- The first ever Toi – Rotorua Arts Festival offered a range of visual arts focussed events, talks, tours, exhibitions and auctions between 27 October and 5 November 2023. We supported the Friends of Rotorua Museum by creating an eye-catching brand and suite of collateral for the festival.

Media & Communications



News and information delivered during November:

- Inner city Community Safety Hub opening

- New look for Safe City Guardians
- Promotion of Tuia programme (applications open)
- Promotion of Sir Howard Morrison Centre as Daily Post Christmas appeal drop-off point
- Council and committee meeting previews and decisions
- Promotion of consultation on Significant and Engagement Policy review



Media

A story with the headline 'Lake Ōkātina gold clam partial reopens' published in the Rotorua Daily Post was the top story for November for reach (12.95 million). It was also published by Radio Waatea, Rotorua Now, SunLive, Newstalk ZB, RNZ, MSN NZ, Te Ao Māori News, LiveNews, and Inside Government. The story focused on the opening of Lake Ōkātina and the installation of wash stations at lakes in the region.

During November, 16 media enquiries (as of 17 November) were responded to, relating to various topics.

Top five Stories

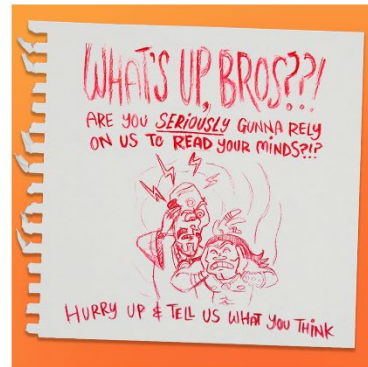
(Stories that achieved national coverage)

1. Lake Ōkātina gold clam partial reopens (12.95 million);
2. Rotorua Lakes Council to plan speed limits with schools in tailored approach (9.21 million). Story appeared in Rotorua Daily Post, Rotorua Now, SunLive, Newstalk ZB, RNZ, and MSN NZ;
3. Big win for Springfield Golf Club (8.69 million). Story appeared in Rotorua Daily Post, Radio NZ, Rotorua Now and SunLive;
4. Rotorua housing; Council approves consultation on pensioner flat renovations, option to lease portfolio' published in the Rotorua Daily Post was the top story for November for reach (8.68 million). Story appeared in Rotorua Daily Post, Rotorua Now, SunLive, TVNZ, NewsTalk ZB and RNZ;
5. Rotorua motel gutted by fire plans to rebuild (7.42 million).

Marketing Research & Other Projects

Te Kimihanga | The Search

We'd noted that our response had a strong female bias (as most surveys do), so we ran a short, sharp campaign on Facebook targeting men. The campaign was successful, reaching 3,845 Rotorua men with 159 of them clicking on the link, resulting in almost 50 additional men completing the survey.



The survey closed on Friday 17 November with almost 1100 completed responses. The data will be analysed and presented in the New Year.

Design Dashboard

Design Briefs (Mar-Nov)	350
Videography/Photography/Animation Briefs (Mar-Nov)	120
TOTAL (Mar-Nov)	470

Digital Dashboard

Websites

Website Performance (1-17 November 2023 vs 1-17 October 2023):

Website	Users	Bounce rate (average)	Pageviews (average)	Session duration (average)
RLC (Rotorua Lakes Council)	13,635 ↑	36.83% ↓	44,591 ↑	3m 32s ↑
Let's Talk	1,011 ↑	50.59% ↑	4,730 ↑	2m 44s ↓
Rotorua Nui	2,299 ↑	20.45% ↑	7,363 ↑	2m 18s ↑
SHMC	1,402 ↑	34.64% ↓	3,643 ↑	2m 36s ↓

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

RLC website usage increased slightly during November compared to October and remains consistent with what we usually expect to see. The top five pages viewed were: Home page, Search, Rating Information Database, Contact Us and Maps.

There was a significant increase in users and page views on Let's Talk/Kōrero Mai, driven by users visiting the Draft Significance and Engagement Policy page. There were no consultations running in October.

The number of users on the Sir Howard Morrison Centre website increased by 10.48%. This can be attributed to the success of sell-out show Allen Stone, which was also the highest performing event page.

Social Media

Social Media Definitions:

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

Facebook Performance (1-17 November 2023 vs 1-17 October 2023):

Page	Followers	New followers	Posts	Post Reach	Post Impressions	Average engagement rate
RLC	16,117	58↑	28 ↑	92,397 ↑	100,781↑	6.16% ↑
Rotorua Nui	13,908	7	19↑	20,957 ↑	21,899 ↑	3.09%
SHMC	2,727↑	49↑	15↓	19,088↑	20,725↑	6.25%↑

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

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

The post with the most engagement was the *Pound Dog Sam* post, with 242 reactions, likes, comments and shares total.

- **RLC:** Engagement rate up on last month due to higher-than-average engagement across a few posts in November (Pound Dog Sam, Lighting up Purple, Guardian Uniform Refresh).
- **Rotorua Nui:** Things are getting busy in the Rotorua events scene leading up to Christmas. The #WIN ticket giveaway to NZ Blues, Brews and BBQ Festival getting 58 comments and 16 shares.
- **SHMC:** Strong engagement for post-show It's A Kind of Magic – Queen tribute and the Free Christmas Concert post reaching more of our audience.
- **Rotorua Sustainable Communities**
This Facebook group is growing. It was created in September, with the intention of promoting sustainability and discussion in the community. It now has more than 300 members with community-led discussion about sustainability hacks, events and problem-solving on the group.

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Instagram Performance (1-17 November vs 1-17 October 2023):

Page	Followers	New followers	Posts & stories	Post Reach	Post Impressions	Average Engagement rate
RLC	2,668↑	25↑	9↓	3,902↑	1,688↓	5.09%↑
Rotorua Nui	1367	1	6	609	719	3.63%
SHMC	557↑	15↑	28↑	2310↑	1654↑	9.75%↑

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

LinkedIn Performance (1-17 November 2023 vs 1-17 October 2023):

Page	Followers	New followers	Posts	Impressions	Clicks	Reactions	Average Engagement rate
RLC	4897	26	2	4718	477	92	14%

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

Compared to other Councils: 8th for new followers, 8th for organic (unpaid) content engagement

E-newsletters**E-newsletter Performance (1-17 November 2023 vs 1-17 October 2023):**

E-newsletter	Subscribers	Open rate	Click rate
E-pānui	1,477↑	59%↑	16%↑
Rotorua Nui	12,604↑	22.7%↓	.08%↓
SHMC	3,174↑	41%↓	2.5%↑

↑ Up from previous month ↓ Down from previous month

E-pānui: data shows our last e-pānui is well above average government industry benchmarks – we're 23.1% above on open rate and 11.1% above on click rate.

The top clicked links for October:

- 14 November: Waka Kotahi update: Roadworks in Rotorua region revving up (85 clicks) and Infrastructure and Environment Committee meeting update (54 clicks) received the most clicks

SHMC e-newsletter subscribers jumped significantly this month (11% increase). This is a mix of organic sign-ups through the website and data from ticket buyers opting in to receive venue marketing.

YouTube Livestream

Notes: These numbers may include staff viewers for some of the meeting.

Month	Committee meeting date	Meeting date	Meeting views
November	Infrastructure & Environment	1/11/23	211
	Community & District Development	8/11/23	161
	LTP Workshop	21/11/23	133
	Council Meeting	22/1/23	172

Month	Committee meeting date	Meeting date	Meeting views
October	Council Meeting	4/10/23	49
	Infrastructure & Environment	4/10/23	104
	Community & District Development	11/10/23	89
	Council Meeting	25/10/23	128

ROTORUA LAKES COUNCIL**7.6 Progress Report - Te Arawa Partnerships (Information Only)**

Progress Report



Doc ID: 20077172

To:	Mayor and Members – Council
Meeting Date:	13 December 2023
Group:	Te Arawa Partnerships
Manahautū:	Gina Rangī
Report approved by:	Gina Rangī, Interim Chief Executive
Components:	Mātauranga Māori; Te Arawa Enablement

Partnering with Te Arawa

Ngāti Rangiteaorere Protocol - RLC hosted the bi-annual protocol hui with Ngāti Rangiteaorere Kaumātua Council on 23 November. Discussions focused around Council being more proactive in supporting and enabling the aspirations of Ngāti Rangiteaorere moving forward including the Future Development Strategy. Updates were also requested and provided in regards to Te Tatau, the Rotorua Wastewater Treatment Plant and wetlands.

Healthy Families Rotorua, Strategic Leadership Group - Te Amorangi is represented at the group's quarterly hui. This month's discussions included investigating the feasibility of establishing a locally-led community of food growers.

Te Arawa Waka Trust and Ngāti Whakaue - Cultural arrangements confirmed for the blessing of the Whare Waka. This will coincide with the Lakefront opening celebration in March 2024.

Te Arawa Waka Collective - Engagement with the local waka collective regarding a proposal for a facility to be developed at the Rotorua Lakefront alongside the Whare Waka to house additional waka ie: outrigger canoes.

Ōhinemutu Strategy and Road Designation - Ongoing engagement with Te Manatōpū Hau Kāinga o Ōhinemutu (the residents of Ōhinemutu), focusing on the recent roading consultation and the Ōhinemutu development plan. The plan will provide a vision and framework for development of the village.

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Matariki 2024 and beyond - Discussions with Te Arawa pūkenga regarding the establishment of an annual civic event for Rotorua to be led by Te Arawa and enabled by Council.

Te Whare Taonga - Taonga Māori - The first wānanga to discuss the iwi narratives to support interior design work has been held. A follow-up wānanga is scheduled for early December.

A second tranche of interviews were posted to Rotorua Museum's Facebook page as part of the engagement strategy to seek ideas and feedback regarding Te Whare Taonga. They were interviews with Kingi Biddle, Hannah Swale, Eraia Kiel and Hēmi Waerea.



BMX World Cup 2024 - A follow-up hui with the organisers, Rotorua BMX Club President and mana whenua confirmed the pōhiri process for the event, scheduled for 10-11 February 2024, will include Hurungaterangi, Rotorua Primary and Whakarewarewa schools. Legacy garden planting to commemorate the event will happen after the pōhiri, with kura children assisting competitors with the planting.

Ngāti Kea, Ngāti Tuara Rūnanga - The Aquatic Centre project team was supported in a hui with iwi representatives and artists to begin creating cultural foundation work that will eventually involve iwi historians working with the artists to develop themes that will inform the design work for the project.

Working across Council

Staff Engagement and Training

- RLC's monthly engagers' hui - collaborated with engagement personnel across Council to begin scoping community kai sovereignty initiatives for Rotorua.
- The Thriving Communities team was supported in a hui with the Eastside Community Working Group about the Eastside Community Wellness Plan.
- A final workshop with the Thriving Communities team was held to consolidate opportunities for shared deliverables. The outcomes will be part of the Te Amorangi work programme for 2024.
- Supporting Museum staff with iwi narratives work and their interactions with the Ngāti Whakaue Education Endowment.

- Three reo Māori classes are delivered per week to support building reo Māori capacity and capability of Council staff. Thirty-nine people are enrolled in the current and final cohort for 2023. There are four cohorts per year.
- Continued delivery of Kupu o te Wiki / Kīwaha o te Wiki for the Pūmanawa intranet platform.
- Weekly waiata classes continue for Council staff and community members at Te Aka Mauri.
- The October noho marae is to be followed by a workshop this month to enable staff to reflect on plans developed at the noho marae to support biculturalism in the workplace.

Tikanga and Kawa – Cultural Support

- New staff pōhiri (20 November) - 21 new staff, 9 interns and 32 whānau, friends and supporters.
- Opening of Te Hononga i Wairua Weaving exhibition at Te Aka Mauri.
- Opening of the Inner City Community Safety Hub.
- Waiata Mai session and a day workshop on Māori land to support He Kete Rau Mahara – Rotorua Heritage Week at Te Aka Mauri.
- Meeting hosted by RLC alongside AMOTAI, connecting buyers with Māori and Pasifika businesses.
- Supported Cr Kai Fong and Council members with singing of a waiata prior to the start of the Community and District Development Committee meeting.
- **Te Amorangi provided technical advice to:** Consents team regarding consultation; Active and Engaged Communities team regarding proposed changes to the Kauae Cemetery Deed; Ngāti Rangiteaorere regarding marae rates.

Rotorua Reo Rua

RLC is part of a research project looking at development of bilingual cities across Aotearoa/New Zealand. The Department of Internal Affairs (DIA) is leading the research. Rotorua is seen as a tuākana, a leading example, in the research. The report is currently being developed and is expected to be released in 2024. <https://www.aotearoareoria.govt.nz/>

Translation requests from:

- Governance (6), RotoruaNZ (3) Communications (5), Marketing (2) as well as from the Design team, HR, Open Spaces, Thriving Communities, Sustainable Journeys, RLC Engagement Advisor, Project Management Office (PMO) and Events, Culture and Heritage.
- Te Amorangi is also reviewing translations for the comprehensive Papa Kupu (Glossary) document, developed in conjunction with the Communications team to become a resource for all RLC staff.

8. He whakataunga kia hoki atu te aronga o te hui hai hui tūmatawhānui - Resolution to move into public excluded (to consider and adopt confidential items)

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

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing of this resolution
Confidential Minutes of previous meeting held 22 November 2023	Please refer to the relevant clause/s in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).
Chief Executive Appointment (Placeholder)	<p>Protect the privacy of natural persons, including that of deceased natural persons.</p> <p>Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.</p> <p>Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).</p>	Section 48(1)(a) Section 7(2)(i)

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Sections 6 or 7 of the Act or Sections 6, 7 or 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as shown above (in brackets) with respect to each item.