

01-15-016-01
RDC-1188511

Kaupapataka Agenda

NOTICE OF AN ORDINARY MEETING FOR THE OPERATIONS & MONITORING COMMITTEE

Date: Thursday 7 October 2021

Time: 9.30am

Venue: Council Chamber

MEMBERSHIP

Chair

Cr Tapsell

Deputy Chair

Cr Yates

Members

Mayor Chadwick

Cr Bentley

Cr Donaldson

Cr Kai Fong

Cr Kumar

Cr Macpherson

Cr Maxwell

Cr Raukawa-Tait

Cr Wang

Miss Rothwell (Lakes Community Board member)

Mr Heard (Rural Community Board member)

Ms Bray (Te Tatau o Te Arawa Board member)

Mr Waru (Te Tatau o Te Arawa Board member)

Quorum

8

OPERATIONS AND MONITORING COMMITTEE DELEGATIONS

Type of Committee	Committee
Subordinate to	Council
Subordinate Committees	n/a
Legislative Basis	Schedule 7 S30 (1) (a), Local Government Act 2002.
Purpose	The purpose of the Operations and Monitoring Committee is to assist the Council to ensure consolidated and complete reporting and monitoring of all financial and non-financial information and performance measures against the Annual Plan, Long-term Plan and strategic goals/priorities.
Reference	01-15-229
Membership	<p>Councillor Tapsell (Chair) Councillor Yates (Deputy Chair)</p> <p>The Mayor and all councillors 2 Te Tatau o Te Arawa members 1 Lakes Community Board member 1 Rural Community Board member</p> <p>Full voting rights for all members</p>
Quorum	8
Meeting frequency	Monthly
Delegations	<p>The Committee's role is recommendatory only.¹ It is authorised to take the actions precedent to the exercise by the Council of its statutory responsibilities, duties and powers, by:</p> <ul style="list-style-type: none"> • Monitoring and reporting on the performance of the Council in terms of the organisational targets set in the Long Term Plan and Annual Plan – both financial and non-financial; • Monitoring and reporting on operational performance and benchmarking; • Undertaking quarterly reviews and reporting on Council's financial performance; • Monitoring, reviewing and reporting on the performance of council controlled organisations; • Monitoring, reviewing and reporting on Council's tender and procurement processes; • Monitoring, reviewing and reporting on the performance and management of Council contracts;

¹ Council is authorised to delegate anything precedent to the exercise of Council's powers, duties and functions - Schedule 7, S32 of the Local Government Act 2002

	<ul style="list-style-type: none"> • Monitoring, reviewing and reporting on the performance and management of major capital projects (including considering and making recommendations on issues that may arise); • Providing oversight and making recommendations in respect of proposals to exercise the powers and remedies of the General Conditions of Contract (by Council as “Principal”) – including taking possession of, determining, or carrying out urgent repairs to works covered by the contract; • Considering and making recommendations as to the settlement of uninsured claims for compensation or damages where the amount exceeds the amounts delegated to council officers; • Considering and making recommendations on requests for Council to guarantee third party loans; • Considering and making recommendations on proposals and requests for the grant of easements or rights of way over Council property; • Considering and making recommendations in respect of proposals to which will or are likely to significantly vary the levels and/or terms of insurance for Council assets; <p>Such other functions as the Council may direct from time to time.²</p>
Relevant Statutes	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.
Limits to Delegations	<p>The Committee does not have the delegated authority to make decisions for and on behalf of the Council. All matters requiring a decision of Council must be referred, by way of recommendation, to the Council for final consideration and determination.</p> <p>In the event that the Council resolves not to approve or adopt a Committee recommendation, the item shall be returned to the Committee via the Chief Executive for review and subsequent referral to the Council for further consideration and determination.</p>

² A committee is subject in all things to the control of the local authority, and must carry out all general and special directions of the Council given in relation to the committee - see Schedule 7, S30(3) of the Local Government Act 2002.

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1 Opening Karakia - Karakia Whakapuaki

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
Haumi e
Hui e
Tāiki e!

2 Apologies - Ngā Whakapāha

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 Declarations of interest - Whakapuakitanga Whaipānga

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

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 Presentations – Ngā Tāpaetanga

5.1 Waka Kotahi – National Land Transport Programme update- R Fraser & N Carling, RLC and J Andrew, Waka Kotahi

6 Confirmation of Minutes – Te Whakaū i ngā Meneti

6.1 Operations & Monitoring Committee Meeting Minutes 2 September 2021

01-15-229
RDC-1178844

Minutes

**Operations & Monitoring Committee meeting
held Thursday 2 September 2021 at 9:30am
by audio visual**

MEMBERS PRESENT:	Cr Tapsell, (Chair) Cr Yates (Deputy Chair), Mayor Chadwick, Cr Bentley, Cr Donaldson, Cr Kai Fong, Cr Kumar, Cr Macpherson, Cr Maxwell, Cr Raukawa-Tait, Cr Wang, Mr Waru and Miss Rothwell (Lakes Community Board)
APOLOGIES:	Ms Bray, Mr Heard (lateness or nonattendance due to technical issues); Mayor Chadwick (early departure) Mr Waru (loss of internet)
STAFF PRESENT:	G Williams, Chief Executive; T Collé, DCE, Organisational Enablement group; J-P Gaston, DCE, District Development group; O Hopkins, Deputy Chief Executive, District Leadership & Democracy group; S Michael, Deputy Chief Executive, Infrastructure & Environmental Solutions group; J Mikaere, Deputy Chief Executive, Community Wellbeing group; G Rangi, Deputy Chief Executive, Te Arawa Partnership group; C Tiriana, Deputy Chief Executive, Chief Executive's group; I Tiriana, Manager Council Communications; I Brell, Governance Support Advisor.

The audio visual meeting opened at 9.30am.

The Chair welcomed elected members and the public viewing the meeting by live streaming.

Oonagh Hopkins provided a guide to zoom etiquette and procedures required for an audio visual Committee meeting.

1 KARAKIA WHAKAPUAKI OPENING KARAKIA

Mr Waru opened meeting with a Karakia

2 NGĀ WHAKAPĀHA APOLOGIES

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RESOLVED

That the apologies from Ms Bray, Mr Heard for possible lateness or nonattendance due to technical issues, Mayor Chadwick for early departure to attend an audio visual meeting and Mr Waru for potential loss of internet be accepted.

Moved: Cr Yates

Seconded: Cr Kumar

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 MINUTES****5.1 OPERATIONS AND MONITORING COMMITTEE MEETING – 5 AUGUST 2021**

RDC-1169656

Resolved

“That the minutes of the Operations and Monitoring Committee meeting held 5 August 2021 be confirmed as a true and correct record”.

Moved: Mayor Chadwick

Seconded: Cr Yates

CARRIED

**6 PŪRONGO KAIMAHI
STAFF REPORTS****RECOMMENDATION**

OPERATIONAL REPORT FOR JULY 2021

RDC-1165452

Resolved

- 1. That the report “Operational Report for July 2021” be received.**

Moved: Cr Macpherson

Seconded: Cr Donaldson

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CARRIED

The Chair invited each Deputy Chief Executive to overview their section of the report.

- Kāhui Tū Pakari – Organisational Enablement group, Thomas Collé
- Kāhui Te Arawa Hourua – Te Arawa Partnership group, Gina Rangī
- Kāhui Tupu Whakaritorito – District Development group, J-P Gaston
- Kāhui Hapori Oranga – Community Wellbeing group, Jocelyn Mikaere

Lakefront boardwalk safety and compliance Lakes

Jocelyn Mikaere commented that the outcome of MBIE determination (page 22) had confirmed the boardwalk had been constructed for safety and the appropriate assessments had been undertaken.

The Chair reiterated this and previous discussions clarified there is no issue and the correct processes and procedures had been followed.

The Chair and Committee members also acknowledged Mrs Mikaere and her contribution to Rotorua Lakes Council and the Rotorua community and wished her all the best in her new role with the Ministry of Education.

- Kāhui Tūānuku Tūārangi – Infrastructure and Environment Solutions group, Stavros Michael
- Kāhui Whaitua Tūtahi – District Leadership and Democracy group, Oonagh Hopkins

7 KA MATATAPU TE WHAKATAUNGA I TE TŪMATANUI RESOLUTION TO EXCLUDE THE PUBLIC

RESOLVED

That the Committee move into Public Excluded session.

Moved: Cr Donaldson

Seconded: Cr Macpherson

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
CONFIDENTIAL MINUTES of previous meeting held 5 August 2021	Please refer to the relevant clause/s in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).

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
King Street Stormwater upgrade Linton Park Stormwater upgrade	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

To be confirmed at the Operations & Monitoring Committee meeting on 7 October 2021

.....
Chair

Rotorua Lakes Council is the operating name of Rotorua District Council

Note 1: Attachments to these minutes are available on request or on Council's website: [click here](#)

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7 Staff Reports – Pūrongo Kaimahi

01-65-052
RDC-1185903

ROTORUA LAKES COUNCIL

Mayor
Chair and Members
OPERATIONS & MONITORING COMMITTEE

7.1 Financial performance for the two months ended 31 August 2021

Report prepared by: Michelle Overbeek, Finance Business Partner

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

Report approved by: Geoff Williams, Chief Executive Officer

1. TE PŪTAKE PURPOSE

The purpose of this report is to provide information on Council's financial performance for the two months ended 31 August 2021.

2. HE TŪTOHUNGA RECOMMENDATION

That the report "Financial performance for the two months ended 31 August 2021" be received.

3. TE MATAPAKI DISCUSSION

Operating Statement For the month ending 31 Aug 2021

\$'000	Year to date			FY
	Actual	Budget	Variance	Annual Plan
Revenue				
Rates	19,059	18,949	110	112,272
Fees and Charges	3,087	3,391	(304)	17,622
Subsidies & Grants	822	713	109	5,290
Investment Income	95	105	(10)	630
Total Revenue	23,063	23,157	(94)	135,814
Less Expenditure				
Operating Expenses	9,765	9,916	151	64,440
Staff Expenses	4,532	4,815	283	32,048
Utilities Expenses	588	606	18	3,505
Administration Expenses	530	538	8	3,948
Finance Expenses	1,420	1,418	(2)	8,506
Depreciation	5,628	5,628	(0)	33,767
Total expenditure	22,463	22,921	458	146,214
Operating Surplus / (Deficit)	600	236	364	(10,400)

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Year to date Operating result:

Council's operating performance is tracking favourably in comparison to budget, which is widely driven by the number of current staff vacancies across council. The Covid-19 restrictions imposed from varying alert levels of lockdown have led to reduced revenues, with these partially being mitigated by reduced spend. The impact to date is a reduction in revenue of approximately \$1m with this likely to increase to \$2m in September. This will have a negative impact on our end of year as we are unlikely to be able to offset this without reducing services to our community.

YTD Performance Summary:

Revenue overall is tracking slightly unfavourable compared to budget, which is largely driven by suppressed Fees and Charges.

Rates revenue continues to track marginally ahead of budget.

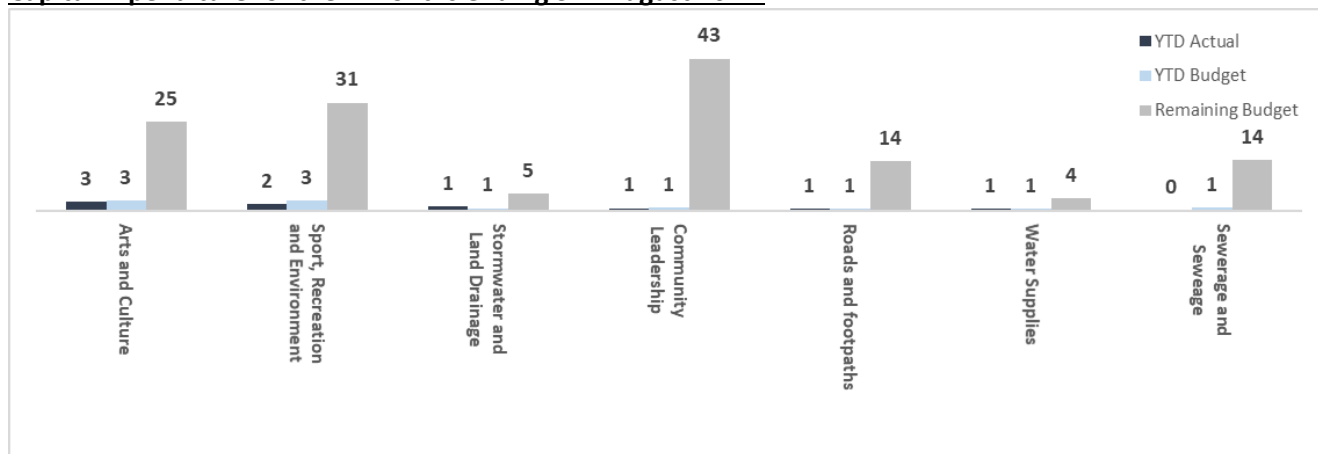
Varying alert levels of lockdown have led to reduced Fees and Charges, in particular, parking fees not collected, cancellation of markets and other major events scheduled over the first half of the financial year. Year to date estimated impact on Fees and Charges, has been referenced in the presentation, however further speculation on cancelled/postponed events could see that figure increase over the next few months.

Subsidies and grants received to date, relate to profit share on landfill revenues from MFE, as well as a contribution towards the delivery of the Aronui Indigenous Arts Festival (which has since been postponed).

Operational expenditure is tracking favourably in comparison to budget, explanation of key drivers is detailed below for reference:

- i) Restrictions imposed by lockdown led to reduced levels of service from key contractors such as Infracore, have resulted in \$100k underspend.
- ii) Non-delivery of various events due to lockdown restrictions on gatherings, has resulted in event related expenditure, such as materials & consumables and advertising being reduced by \$60k.
- iii) Staff vacancies across the organisation resulted in savings of \$283k.

RLC continues to work collaboratively with government and private agencies to ensure we retain flexibility to respond to any new and unforeseen events.

Capital Expenditure for the 2 months ending 31st August 2021:

The capital programme delivery for this year has been set at \$146m, which can be broken down into:
Capital growth projects \$13m – such as Pukehangi West stormwater.

Capital level of service \$89m – such as Shmpac, Lakefront, Whakarewarewa Forest and other CIP funded projects for roading and stormwater.

Capital renewals \$44m – such as Aquatic Centre, renewal programmes for transport, three waters, buildings and parks & reserves. Provision for economic recovery projects included within the above is approximately \$23m.

Year to date spend across capital projects is \$9m, key projects have been detailed below:

- i) Shmpac \$2.5m, all zones are currently underway with construction scope works, with floor and wall framing started in plant room.
- ii) Lakefront \$1.6m, stage 2 site works progressing well, stage 3 impacted by Auckland lockdown so delay in cycle way, and stage 5 enabling works have progressed.
- iii) Aquatic Centre \$224k, progress on pool hall works with final design drawings and building consent due late Sept 21, delay in outdoor change room refurbishment due to lockdown and additional works identified.
- iv) Stormwater improvements \$1.4m, underway across various locations such as Pukehangi West as work continues on detention ponds and dam designs and geotechnical investigations on various sites.
- v) Transport improvements \$750k, continue to progress across various locations including Kaingaora CIP funded projects.
- vi) The remainder is spread across numerous smaller capital programmes, which, on an average individual basis are approximately \$100k

Draw down from the LGFA, has led to Council's borrowings increasing by \$15m, from the year-end (2020/2021) position at \$242m to August's borrowing closing position at \$257m.

Cash on hand at the end of August was \$31m. Due to the significant Covid uncertainty Council decide to hold available cash surpluses at higher levels than usual.

4. **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.

ROTORUA LAKES COUNCIL

Mayor
Chair and Members
OPERATIONS & MONITORING COMMITTEE

7.2 Operational Report for COVID-19 Delta Variant August/September 2021 Reflections

Report prepared by: Geoff Williams, Chief Executive

1. TE PŪTAKE PURPOSE

The purpose of the report is to provide a summary of Council activity and actions during the August/September COVID-19 Delta Variant Alert Level-4 and Alert Level-3 lockdown.

2. HE TŪTOHUNGA RECOMMENDATION

That the report “Operational Report for COVID-19 Delta Variant August/September 2021 Reflections” be received.

3. TE TĀHUHU BACKGROUND

New Zealand went into an Alert Level-4 lockdown at 11.59pm on Tuesday 17 August as a result of the highly infectious Delta variant being discovered in the Auckland community. Since 11.59pm on Tuesday 7 September, Rotorua has been at Alert level-2 restriction.

The report highlights business continuity during the lockdown period and also serves to highlight the impacts upon council services, projects and programmes.

The report will provide a high level overview of the COVID-19 response and delivery provided by each group.

4. ROTORUA LAKES COUNCIL – COVID-19 DELTA VARIANT LOCKDOWN RESPONSE

Rotorua Lakes Council Alert Level-4

Under level 4 RLC activated a Co-ordinated Management Team (CMT) to set the controls required for Level 4, this included:

- All Council buildings being closed.
- Staff worked from home if their roles allowed.
- Only essential workers were permitted to work from the office. IT, Customer Services operated at reduced staffing within the Civic Centre, whilst animal control and safe city guardians continued

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to operate. Appropriate controls were put in place such as social distancing, wearing face coverings and the issuing of essential worker credentials.

- Staff operating from home were enabled by the IT team in providing remote access and in some cases issuing hardware.
- RLC staff also contributed to the multi-agency regional EOC as part of our CIMS response, providing input such as welfare support, where RLC facilitated community welfare requests with the appropriate agency. RLC also provided volunteers to undertake training in close contact tracing at the request of the Lakes DHB.
- RLC dealt with individual requests from essential workers regarding vulnerable staff or their whanau with compromised immune systems, this was informed by Ministry of Health advice and consulting with health professionals.

Alert Level-3

When Level 3 was implemented, the restrictions looked very similar to Level 4:

- CMT and EOC continued to have oversight.
- All Council buildings remained closed and staff continued to work from home. Some sites and services, such as the landfill and building inspections, resumed under Level 3.
- The continuation of restrictions impacted on our teams working in the events space with teams from Arts and Culture, Sport, Recreation and Environment, Library, Museum, Energy Events Centre and our community spaces rescheduling bookings and events. The Aronui Arts Festival was postponed.
- Regular contact through on- line meetings played an important part in keeping teams connected and maintaining interaction of employees working from home.

Alert Level-2

The implementation of Level 2 did come with some with new restrictions, including face coverings to be mandatory inside most public venues, and limits of 50 people in indoor settings.

- Under Level 2 RLC asked staff to continue to work from home in Alert Level 2 if possible.
- For those who needed to return to the office health and safety induction and return to work assessment forms were completed.
- The Library re-opened.
- EOC was de-activated, CMT continues to monitor.

Council controlled organisations

Airport

- The Airport remained fully operational during this COVID lockdown
- Operated successfully as a lifeline utility in accordance with the business continuity plan
- Retention of Air Traffic Control achieved within the period
- All staff retained
- Terminal operation reset to deal with mandatory masks, separations etc. Working well.
- Essential staff remained on site throughout period of lockdown, several management staff worked from home. All staff now back on site.
- Air NZ have stood up Christchurch and Wellington flight schedules, solid patronage following lockdown, looking forward positively to the Oct school holiday period.

InfraCore Ltd

Level 4:

- Sudden change to L4 saw the need to act fast in terms of communication with staff and operators/contractors
- Utilised E-Text services to get information out to staff quickly.
- Continued communication through lockdown with texts and emails
- Majority of staff have InfraCore issued devices.

- Parks and Reserves team closed playgrounds and toilet blocks. They were then stood down and only emergency “make safe” calls were taken
- Approximately 79 parks and reserves staff were stood down
- 17 worked days for August, resulting in a revenue claim reduction of \$171,968.06
- Utilities staff remained in work, and continued with maintenance deemed essential
- Revenue claims unaffected for this element of the business
- All project work was deemed non-essential
- The Nursery was unable to operate other than for ensuring the plants were maintained. Exemption through NZPPI.
- Office staff, other than small numbers to maintain appropriate stock levels, worked from home.
- Due to the changes in requirements for the Wage Subsidy, InfraCore were no longer eligible.
- We continued to support ALL staff with 100% wage payments each week.
- Profit for the period \$189k down to budget as a result of the reduction in productivity due to COVID.

Level 3:

- All workers able to return. H&S plans required the following:
 - Staggered starts for all
 - Work “bubbles” established and maintained
 - PPE requirements for working in the public
 - Covid-19 Alert Levels requirements changing / changing on short notice meant frequent updates to messaging and reactionary changes to continuity plans.
 - Small changes to services level delivery as a result of the alert level.

Level 2:

- Most staff are back to fully operational, with masks needed in some areas of the business.
- PPE provided and worn as appropriate
- Symptom checking of teams is occurring daily
- Signing into all sites with the COVID tracer app

Rotorua Economic Development Ltd – RED LTD

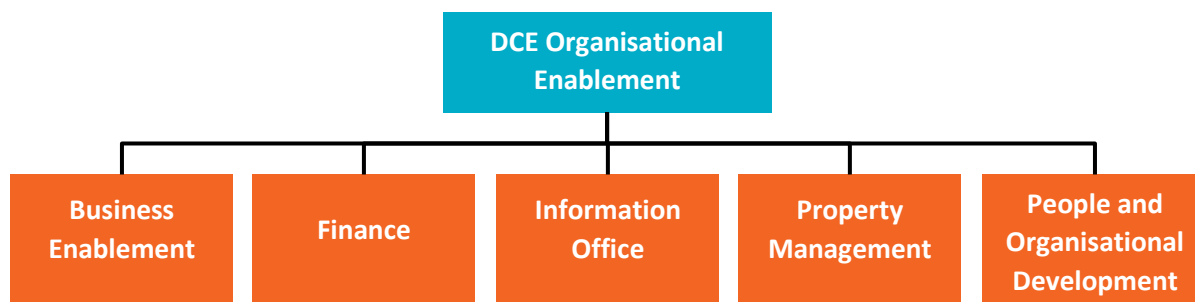
- Through this period the Leadership, Insights and Marketing, and Investment and Development teams all continued to work from home as normal.
- For many in these teams, this period resulted in an increased workload as we worked to increase direct communication with heavily impacted businesses.
- Our frontline Visitor Services team (i-SITE) were unable to work through this period. Where possible opportunities were identified for staff skills to be utilised supporting the work of the broader group.
- RED’s trading activities were completely paused through the alert level 4 to alert level 2 period, and while these have restarted now, they continue to be heavily impacted by Auckland remaining at level 3.
- RED’s work programme has continued to progress and we are not anticipating any delivery delays other than our office shift to the Fenton Street i-SITE building which is now scheduled for 15 October.

Staff Reflection and Insights

- Remote working is a challenge for many especially when dealing with key issues.
- Remote working can be isolating and a lonely way of working for many.
- RLC as an organisation does a good job of communicating to the staff on requirements for working safely and on looking after their personal wellbeing.
- The organisation demonstrates how agile it can be moving in and out of lockdown with few issues.
- Customers have generally understood any reduction to normal services.
- Reduced services does create a backlog of work which must be addressed.

- Cancellation/postponements of events and festivals does create stress for staff so heavily involved in the planning and preparation for delivery. There is a great sense of loss when these events and festivals do not proceed.
- Staff have been able to access the employee assistance programme (EAP) for any issues impacting on their wellbeing.

5. KĀHUI TŪ PAKARI – ORGANISATIONAL ENABLEMENT GROUP



5.1 OHU: HANGARAU INFORMATION OFFICE

5.1.1 Cyber Threats and E5 Licensing Step Up

There continues to be significant threats from Cyber criminals globally in 2021. The bulk of the attacks are by far ransomware/crypto locker attacks with email phishing being the next biggest group. RLC has proposed to take the step-up in Microsoft licensing to the M365 E5 suite. This suite is a cloud-based system and contains a number of security technologies to help mitigate and secure RLC against these threats.

5.1.2 Digital First

Starting in the second half of September, RLC will run a Digital First campaign with the goal of attracting our residents to register their email and mobile phone details so that we can more easily contact them. The campaign will primarily target residents who are on Facebook and support this through RLC's website as well as through our Customer Services Team. To help maintain interest, we will be offering a weekly prize to a lucky resident who updated their details.

The campaign will finish in mid-November where we will review the uptake and plan the next tranche of our Digital First strategy.

5.1.3 OneCouncil Transformation ERP Project Update

The OneCouncil programme has shifted into its first round of system testing. To get to this point, the entire configured TechOne software set was moved from the Development environment to Test, a process that took – including the software move, data transfer and ECM migration – 10 days of effort across weekends. Whilst not without issues, the process went largely to plan. As this was the first time the programme has undertaken this level of shift, the process has been reviewed and well documented to ensure it is repeatable and that will build efficiencies into the process for the future.

An initial phase of configuration validation has been completed, and now the programme moves into system and functional testing, yet another step forward towards User Acceptance Testing which is due to start in November 2021.

Council's internal and external spatial viewer application (GeyserView) is being migrated to the OneCouncil Enterprise Mapping module. This module will allow a more seamless interface with the Property and Rates information that we have at present with the incumbent system (Ozone). We have completed a development version from which testing has started. Further work is required around accessing additional spatial data along with confirmation of existing user work flows. The new application going live will be called GeyserView 6 and is on target at present.

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5.2 OHU: PŪTEA ME PAKIHI FINANCE UPDATE

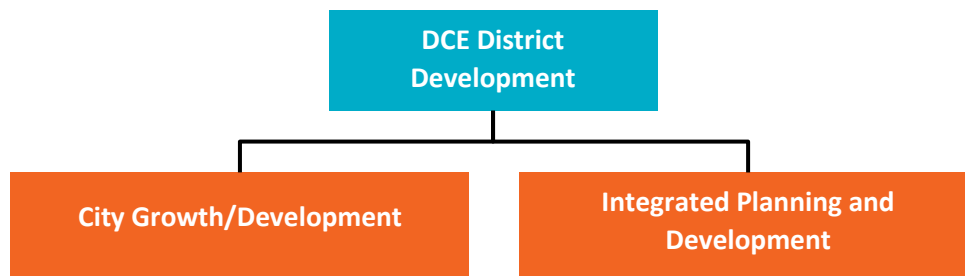
5.2.1 Financial Services- Revenue during COVID-19 Delta Strain Lockdown period

In July the rates assessment notices for the 2021/22 rating year were processed and sent to ratepayers. The first instalment of rates were due for payment on 20 August, just three days after the country moved into Alert Level-4. This instalment was also the first time that ratepayers could not pay by cheque (as they are no longer accepted). In the full 2020/2021 rating year Council received about 2,200 cheques totally for \$2.8M. This is a significant number of payments to be migrated to other forms of payment.

The due date for the first rates instalment was extended to 31 August and penalties for late payments applied as at this date. Penalties applied were a similar percentage of total rates to last year. The extension of the due date was to acknowledge the impact of COVID-19 and the ability to pay the instalment due to reduce access to Council. Most people have found other alternatives to cash payments with only 15 people still requiring to pay rates via cash.

Water rates invoices were processed in August with payments due on 25 September. With the move to OneCouncil for the Property and Rating modules, the revenue team will have a focus and input on User Acceptance Testing in the coming months.

6. KĀHUI TUPU WHAKARITORITO – DISTRICT DEVELOPMENT GROUP



6.1 COVID-19 DELTA VARIANT UPDATE

6.1.1 City Growth/Development

The ability to work remotely has meant the City Growth and Development team have been able to operate largely as normal throughout the lockdown period. The most notable exceptions have been the postponement of a large hui with central government agencies in relation to the National Policy Statement – Urban Development (NPS-UD) work programme and postponement of the Low Carbon Construction Forum which was to be co-hosted by Bay of Connections, Rotorua Economic Development, Scion and Rotorua Lakes Council. Some staff have found it challenging working in isolated conditions but the relatively small size of team has made it possible for the team to support each other through it.

6.2 HANGAIA TĀ TĀTAU ARA WHAKAMUA BUILD OUR WAY FORWARD

6.2.1 Integrated Planning and Development (1 August to 31 August 2021)

Building and resource consents were received and processed electronically. The building inspectors, during Level 4, assisted the processing team with processing building consents. At the start of Level 4 the number of building consents being lodged did reduce in volume for two weeks with week 3 starting to recover. Building Inspections commenced again at Level 3 with strong demand from day 1 of Level 3. The number of resource consents received during Level 4 remained constant with pre-lockdown levels.

Number of consents issued compared with August 2020

Consents	2021 / 2022 Year to August 2021*	2020 / 2021 To August 2020**	2020 / 2021*** Full Year
Number of Building Consents Issued	220	205	1224
Value of Building Consents YTD	\$65,453,454	\$21,637,148	\$212,743,101
New Dwellings Consented	59	26	280
Number of Resource Consents (all decisions) Issued	105	97	530
Subdivision Consented Lots Issued	24	18	157

* Financial year to date (July 2021 – August 2021)

** Financial year (July 2020 – August 2020)

*** 2020 / 2021 financial year (July 2020 – June 2021)

6.3 WHAKAMAHERETIA TĀ TĀTAU ARA WHAKAMUA PLAN OUR WAY FORWARD

6.3.1 National Policy Statement for Urban Development (NPS-UD)

RLC is a Tier 2 growth Council under the NPS-UD. To comply with the requirement RLC must:

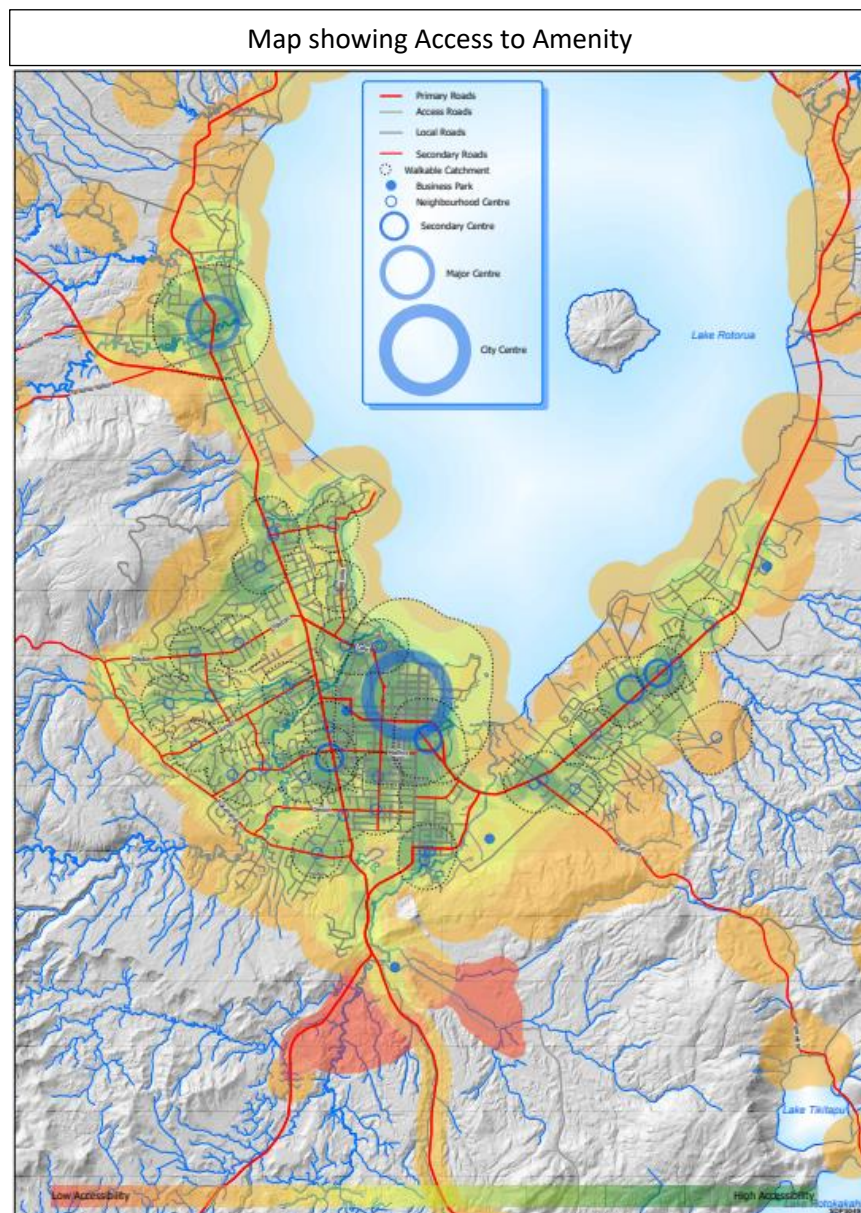
- Remove provision in the district plan that relate to minimum parking rates – completed.
- Complete a Housing and Business Development Capacity Assessment – ETA October 2021.
- Notify intensification plan change policies – ETA August 2022.
- Develop a Future Development Strategy – ETA mid 2023.

A report proposing the 'Planning our Way Forward Work Programme' will be presented to the October/November SP&F committee.

6.3.2 Intensification Plan Change

- A scope of works is under development to consider an intensification plan change. This will enable more housing, in a greater mix of typologies, and in appropriate locations.
- The plan change will also consider how we will ensure that we strive for a better quality in the urban form as the district grows up and out.
- In the inner city we could expect to see smaller housing typology over time in the form of apartments. By developing a plan to revitalise the inner city we anticipate the inner city will become more attractive for city living over time.

- Alongside the intensification plan change we will be focussing on a flooding plan change to ensure RLC manages its flooding hazards, as intensification increases in flood prone areas. This information has been reported several times to elected members in confidential and more recently in the public agenda item related to the Infrastructure Acceleration Fund (IAF). Council staff are working closely with BOPRC who have produced their initial climate change flood hazard maps. Council staff have stressed that all green corridors (recreation spaces) may be needed to manage storm water in severe weather events. It is critical that the ability to properly access and design solutions in these spaces are retained.
- A evaluation of and mapping of the 'accessibility' based on proximity to amenity is both another NPS-UD requirement but will also will help us to determine where intensification may be suitable across the urban area or where interventions might be needed to improve accessibility to, and the quantity and quality of, amenity. To date, by using a set of criteria, we have mapped access to amenity across the District.



Dark green areas refer to high access to amenity and red are areas low access to amenity

6.3.3 Inner City Revitalisation

A key element of the Inner City Revitalisation is the development of an Inner City Design Guide for Urban Development; an Incentives Policy and a Revitalisation Plan. We have started with the Inner City Urban Design Guide development process. The initial step is establishing the cultural foundations and then developing Te Arawa values and principles that will ensure that our unique Te Arawa culture resonates in the future urban form of our inner city. A Kāhui Mātauranga (Steering Group) will lead and help develop this work and work has commenced on the set-up of an initial exploratory workshop with the Rotorua Business Chamber on incentives in order exploring options for the incentives policy work going forward.

6.4 RAUTAKI, KAUPAPA HERE, HAUMITANGA STRATEGY, POLICY AND INVESTMENT

6.4.1 Economic Development Strategy (EDS) Framework

Work is underway to work through the requirements needed to finalise the DES framework. Part of this work requires a better understanding of the longer-term opportunities for the region and our competitive/complementary position in regard to ongoing development southward from Auckland, Hamilton and Tauranga.

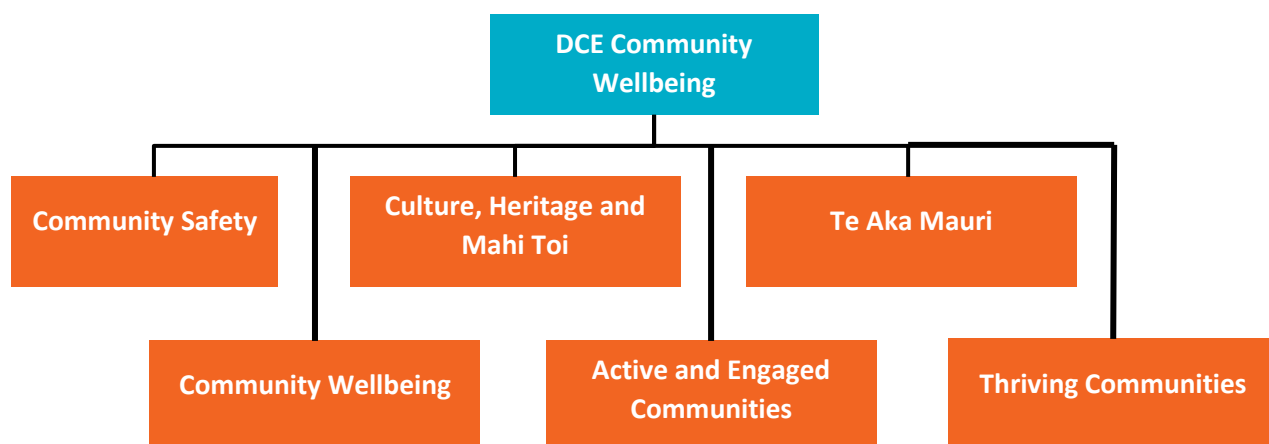
6.4.2 Low-Carbon Construction / Wood First

Our Low Carbon Construction Forum which was to be co-hosted by Bay of Connections, Rotorua Economic Development, Scion and Rotorua Lakes Council was postponed due to alert level changes. We are working to secure a new date in October or November.

6.4.3 Biomaterials BioPilot

Scion, Rotorua Economic Development and Rotorua Lakes Council are working together to develop a new approach for the bio-pilot plant. This includes refining the value proposition and forming a robust plan on seeking the central government funding required. Good progress has been made over recent weeks.

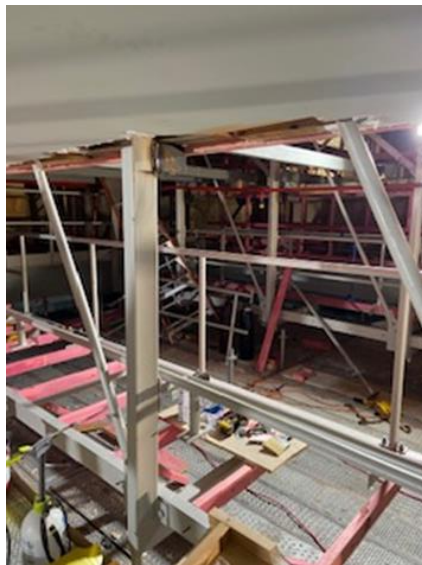
7. KĀHUI HAPORI ORANGA – COMMUNITY WELLBEING GROUP



7.1 VISION TO ACTION UPDATES

7.1.1 SHMPAC (Sir Howard Morrison Performing Arts Centre) Project

- COVID-19 has impacted the programme both from the lockdown period in Rotorua, but also the extended Alert Level-4 in Auckland.
- Several key contractors are based in Auckland; Protectus – Asbestos removal specialists are on critical path which will delay completion date. Hawkins are looking at how they can re-sequence the project to reduce the extension of time.
- Sourcing of materials is becoming a challenge with key suppliers based in Auckland; Hawkins are doing all they can, for example they have managed to source 400 sheets of gib board from Christchurch.
- Opening of the facility is now likely to be August/September subject to no further COVID-19 impacts.
- Funding applications to Manatu Taonga and BlueSky Community Trust have been submitted. Many other trusts have suspended their grants during the COVID-19 lockdown.



7.1.2 Te Whare Taonga o Te Arawa Museum Project

- The museum has continued to work on concept design remotely using 3D scanning technology via zoom meetings.
- There has been some delays to getting contractors on site for pricing due to Covid-19, but impact is minimal at this stage.

7.1.3 Aquatic Centre

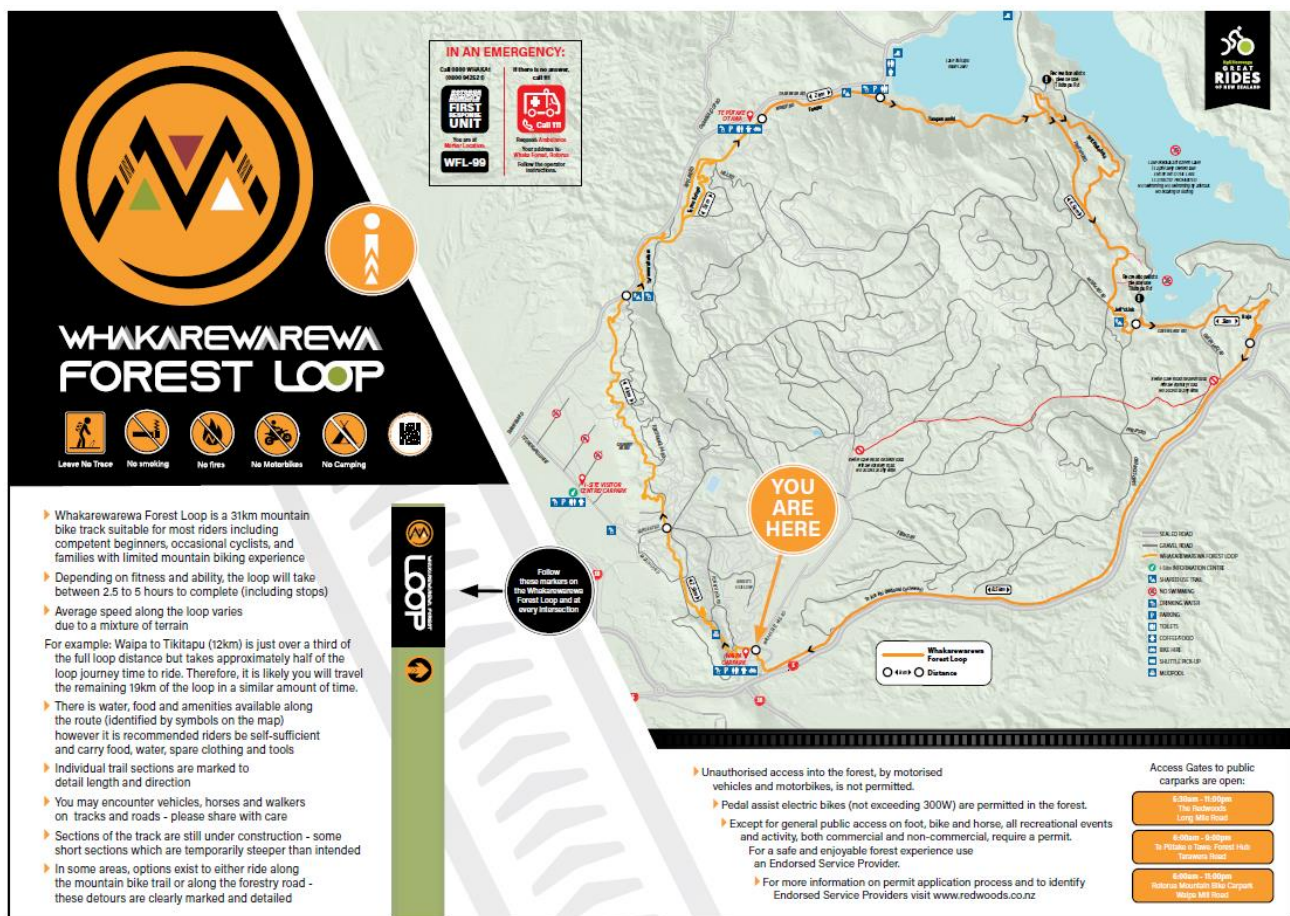
- Construction work on the outdoor change room by Burtons Construction is continuing after a two week delay due to the Covid L4 Lockdown. There has been some additional material supply delays due to the lockdown and extension in Auckland and more work than expected will be needed to prepare the interior surfaces for painting. The completion date has been pushed out to November.
- With Vector Foiltec (New Zealand) Ltd being chosen to supply the specialist roof skylights, the REOI for the pool hall and roof construction has been prepared and released to the market. In the REOI prospective suppliers have been asked to consider a variety of construction methodologies and schedules to be able to understand the effects of balancing cost, timing and impact on pool users under different construction scenarios. Expressions of Interest will be received in mid October and evaluated over several weeks. It is proposed that the Tender for construction will then be put to

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market in November. Detailed designs have been completed and the application for the building consent was lodged in late September.

7.1.4 Whakarewarewa Forest Developments

- Whakarewarewa Forest Loop trail building on the Te Kōtukutuku trail extension continues towards the old Lake Rotokakahi picnic area and some additional minor route improvements are being worked through with Heritage NZ for approval. Track construction was halted through the Covid L4 period but resumed with appropriate controls in place at L3. The full loop is on schedule to be completed, with all wayfinding and interpretation signage installed, by Labour Weekend (23-25 October) so will be ready for the influx of riders visiting Crankworx (3-10 November).
- Cultural art sculptures for Te Pūtaka o Tawa are progressing well and are scheduled to be unveiled early October. Construction of the deck and covered area for the commercial facilities at this site was delayed due to Covid Level 4 and will now commence in October.



Example of Whakarewarewa Forest Loop Branding and Mapboard

7.1.5 Lakefront Development

- COVID-19 Alert Level 4 ceased all work at the Lakefront and has put pressure on achieving the planned December completion of all work east of the jetties, namely Stage 2 new playground, toddler playground, Stage 3 pathways and connection, cultural foundation artwork and the new toilet block and landscaping.
- In addition to the time lost on site there are suppliers that are Auckland-based who have been unable to work until Auckland moved to Alert Level 3, such as the furniture and firn oxide for the concrete pathways. Our architectural team have also been unable to visit the site. On a positive note, the cultural foundation paintwork on the basketball court is coming forward two months to a January slot due to delays with Auckland projects.

- Despite the challenges, Campbell Infrastructure are still targeting a pre-Christmas completion for Stages 2, 3 and toddler play area, however the contractual completion date has moved to January. If successful this will enable our opening event to go ahead.
- The new playground is really taking shape with most of the play equipment on site and installed including the new climbing towers. The toddler play works will start after the October school holidays as this will mean closing the old Volcanic Playground. The new toilet footings are complete and construction progressing towards end of year completion.
- Site establishment for Stage 5 the final boardwalk section has started. To enable this the Lakefront operators have been relocated to the west. Construction of the crane pad and sheet pile coffer dam will be the first major pieces of work.



Stage 3 pathways progress (LHS), Stage 2 new playground progress (RHS)



Stage 2 climbing tower “koura baskets” (LHS), Stage 2 play rings (RHS)

7.2 HUNGA: TIAKI HAPORI COMMUNITY SAFETY

7.2.1 Safe City Guardians / Patrols

- The Safe City Guardian patrol team re-adjusted their focus during the most recent level 4 lockdown and moved into ensuring property protection in the CBD particularly at night. In addition, the patrollers assisted Civil Defence in educating business owners about the Governments Alert Level requirements and passed on enforcement matters to the Police. The Guardians also assisted the Welfare Team by dropping off essential items such as food and nappies to families in need during this period.
- Additional staff from the Regulatory Team were redeployed to assist with Guardian vehicle patrols outside of the CBD. This provided a visible presence/deterrent in these areas and fed back valuable information. This presence was met with positive comments from the public.
- CCTV continued to support the patrollers and partner agencies such as the Police by monitoring and reporting for Community Safety as usual.

7.2.2 Animal Control

- Despite dog owners being required to stay at home during Level 4 lockdown which should theoretically help to ensure dogs are well controlled, Animal Control staff were still required to attend to a steady stream of reports of urgent matters such as rushing dogs and attacks. A communications article was put out by Council to remind dog owners of their responsibilities during this difficult time. This is a theme that has repeated from previous lock-downs.
- Door to door dog registration follow up inspections had to cease as staff were required to work from home. Despite this, staff continued to follow up late registrations on the phone only saving the most resistant customers for later inspection at lower alert levels.

7.2.3 Licensing

- Alcohol license applications temporarily slowed down as did Food Act related responsibilities.

- Staff were unable to enter most food premises for scheduled Food Act verifications due to businesses being closed. This has now created a backlog which will be managed as and when staff return to full duties.
- Managers licences interviews (alcohol) were put on hold. This requirement will have a flow on effect to Council processing and the final decision making by the District Licensing Committee.
- Staff dealt with enquiries from event organisers seeking refunds for licenses where the event could no longer go ahead due to alert level requirements.
- A physical response to noise complaints was only permitted in the event that there were two complaints received from different households. While resulting in occasional customer frustration, the majority of noise complaints were able to be dealt with over the phone until Alert Level 2 when full noise control services resumed.

7.2.4 Resource Management Act Compliance

- RMA staff all worked from home during Alert Levels 4 and 3.
- All site inspections for complaints and Resource Consent monitoring were unable to be carried out until Alert Level 3 and then only construction related inspections to occur. Inspections have now started under Alert level 2.

7.2.5 Parking update

- Council's parking policy was not enforced under COVID-19 Alert Levels 4 and 3. Parking Wardens were stood down at Alert Level-4 while all customer responses were handled by email and phone calls.
- Parking Services during August were heavily impacted by Alert Level-4 with 10 parking days being lost due to the nationwide lockdown.
- Parking management resumed in Alert Level-2. Parking Wardens are now reinstated while Council staff with parking contract responsibilities continue to work from home during Alert Level-2.

7.3 OHU: TE AHUREA ME NGĀ MAHI TOI CULTURE, HERITAGE AND MAHI TOI

7.3.1 COVID-19 Delta Strain Impacts – Sporting Events/Others

- 1 x day Inter-Centre Premier Netball Tournament - cancelled
- 8 x day Junior Premiership Zone and AA Premiership Zone 2 Basketball Tournament Aug/Sept utilising both the Unison Arena and Sportsdrome – cancelled
- All regular Sportsdrome bookings were cancelled
- 1 x Banquet dinner – rebooked
- Rotorua Basketball have recommenced their bookings in September following Alert Level-2 guidelines.

7.3.2 EEC and Sportsdrome

- 7 business events postponed
- 6 business events rebooked with new dates
- 1 business event pending postponement date
- 3 business events cancelled
- Enquiries remain strong into 2022 with a number of bookings from business events reviewing their dates and destinations.

7.3.3 Arts & Culture Business Development Team

- As a result of the COVID-19 lockdown, both the Night Market & Farmer's Market had to be cancelled under Alert Levels 3 & 4.
- Have developed comprehensive guidelines, safety plans and procedures to enable both markets to operate under Alert Level-2 conditions but some stallholders are reluctant due to challenging operating conditions and the limited visitor numbers allowed.
- Under Alert Level-2 we have recreated Food Truck Thursday to replace the normal Night Market, with the size limited to one block of Tutanekai Street and only 12 food mobiles.

7.4 TE AKA MAURI ROTORUA LIBRARY

7.4.1 COVID-19 Alert Level 4 and 3

- More than 17,000 library members contacted via email – provided information on loan extensions, asked not to return books and informed of our e services. Top clicks were for our eLibray and eMagazines.
- All loans extended so no customers would incur fines.
- E material lending up by 50% for the period.
- Youth and Early Learning staff member assisted with information craft sheets for tamariki wellness packs prepared by EOC. Delivered by police and Whānaumanawaroa.
- Our normally front facing staff assisted with customer phone enquires, online content and Facebook post creation (enabling us to stay in contact with customers.)
- Social media platforms: Facebook, Te Aka Mauri website, Niche and Tiktok were also utilised to inform customers of online services, resources and share online content.



7.4.2 COVID-19 Alert Level 2 - Te Aka Mauri reopened Wednesday 8 September the first day of level 2.

Furniture removal, customer number restrictions and directional signage were utilised to allow safe social distancing.

- **Book issues:** More than 1800 books issued on our first day and issuing remains high.
- **Door counts:** Numbers restricted by building size to 130 including staff across the three public levels. We have not had to restrict entry yet and upper limits reaching around 100 at anyone time. **745** customers on our opening day and numbers have remained steady, about 25-30% under normal capacity with a daily average of 630 customers. Average daily numbers higher than previous level two, after the initial lockdown in 2020, door counts only averaged 472 for the first few weeks.
- **Contact Tracing**



- Experienced security guard managing entrance and exit, with orderly spaced waiting lines and entry when contact tracing station is available. They are controlling the in and out flow of traffic very well.
- Utilising a manual counting system at front door to monitor numbers.
- Almost all customers have masks and happy to wear them. Small number of masks given out by guards with no one refusing them. (Decision made to give out masks as needed for the first few days to avoid confrontations at the door and taking an educational approach.)
- No refusals with contact tracing – large number of older customers still utilising ballot box rather than Covid app.
- **Skinny Jump facilitation** back up and running with increased interest for this service. Te Aka Mauri is a regional facilitator of skinny jump (sponsored low cost broadband for those that qualify.)
- **H&R service desk**, DSR and Heritage resources available, with limited research assistance. Room limits have been applied, but no customers have been refused entry yet.
- **Computer room**: Due to distancing rules, only 7 of our 28 computers are operational with a limited time slot. Nearly 60 computer logins on our first day, meaning they are in constant use. A real need for this service, customer's referred to us by banks, government agencies and business for essential computer access and printing that was unobtainable to some during lockdown.
- **Meeting room numbers** severely limited, however we are still receiving bookings and service still required.
- **JP services resumed** with social distancing and larger meeting room – customers extremely grateful for the reinstatement of this service.
- **DHB clinic visits** - important for us to be up and running on the first day of level 2 to assist with the entry to the DHB children's health hub who have resumed appointments.
- **Library To You Deliveries** recommenced at level 2. Contactless private home / age care facility and school deliveries. Looking at expanding services if Level 2 continues.



7.4.3 Programmes

All in-house programmes and partnership events including our popular preschool programmes, code club and digital drop in sessions have been cancelled at Alert Level-2, due to social distancing and number restraints. Aqua bots competition and Ngāti Pikiao Iwi Exhibition have been postponed. Cancelled programmes and activities have affected over 2000 customers.

- **TAM Young Engineers Club** successful online sessions during lockdown. The members had all missed each other and enjoyed catching up and working together towards the Aquabots competition.
- **Digital Technology Education programmes** – continuing under Alert Level-2 as outreach service to schools.
- **Any Questions** an online homework help service continued during lockdown with increased visits.
- **Community Learning Co-ordinator** is continuing to work with her contacts in the community to support adults with employment literacy including CVs and job help by phone or video call “Just

confirming through x4 of my rangatahi clients engaging with your CV Support service, the outcome was all x4 were successful in gaining employment. I totally appreciated you and your māhi with our rangatahi, mauri ora! Te Runanga O Ngati Pikiao Trust”

- **Family History month** – events transferred online due to lockdown, 189 attended programmes and information sessions online, with Discovering Whakapapa with Rangitahi Pene, the most popular with 55 views.
- **Phantom National Poetry Day** – supported local poets remotely by developing an e book of their works and showcasing on our Facebook page.
<https://www.facebook.com/219160814778070/posts/5091565327537570/>
- **Moving forward at Level 2** – Online content creation for programmes, especially preschool is underway, outreach preschool via zoom discussions underway. Planning for takeaway “busy bag” school holiday activities in place to facilitate a level 2 school holidays.

7.5 OHU: HE HAPORI KAIKAHA ACTIVE AND ENGAGED COMMUNITIES

7.5.1 COVID-19 Alert Level-4

- Alert Level-4 open space restrictions put in place and implemented on 18 August including:
 - public toilet blocks locked
 - facility ‘closed’ signage erected
 - all playgrounds closed and taped off
 - Reserve carparks closed
 - Forest users notified of the Public Health Response orders
 - Monitoring of forest use
- All open space maintenance was stopped under L4 unless a risk to public safety was identified and urgent repairs were needed. The restrictions for open space areas continued into Level 3 although some essential maintenance was permitted and undertaken on our sports fields and deep cleans were done on public toilets ready for opening under Level 2D. While on a whole the community were very good at following the Level 4 and 3 restrictions for the three weeks they were in place, some playgrounds continued to be used despite monitoring, and re-taping was required through these lockdown periods. With the reduction to Level 2D restrictions toilet blocks were reopened after being cleaned and playgrounds and parking areas were reopened. Additional signage regarding hygiene and social distancing was placed around playgrounds and approximately 80 individual QR Scan codes were generated and put up in public toilet blocks. Open space maintenance has been resumed for all activities with the necessary Covid restrictions being applied.
- Sports field maintenance has been undertaken around the Covid restrictions with under sowing and fertilising fields across the sports field network. Additional renovations will get underway in spring following the end of the winter sporting season and include levelling work on the primary football field in Neil Hunt Park and then in autumn a renewal of the Stadium No 1 field is scheduled.
- Sports Development was significantly impacted in August and early September due to the major impact of the Covid Lockdown on our Aquatic Centre, organised sporting events and community sport.
- The Aquatic Centre was closed during COVID-19 Alert Level 4 and 3 restrictions with only one staff member monitoring water and chlorine levels and checking plant twice daily.
 - The facility reopened Wednesday 8 September when Rotorua went down to Alert Level 2D. Initially the facility only allowed lane swimming and learn-to-swim lessons and maintained numbers as per Level 2D recommendations (maximum of 50 inside, 100 outside). Subsequent Government advice on Aquatic Centres allowed some restricted leisure swimming and this was put in place in mid-September.
 - The Aquatic Centre will resume normal operations only at Alert Level-1.

- Events directly affected during the Lockdown were postponed or cancelled and contingency planning with organisers was completed to find alternative dates for future events in case the lockdown continues for an extended period. Staff have also worked with event organisers to pencil in potential alternative dates for events currently scheduled for the first six months of 2022.
- The COVID-19 Lockdown caused the cancellation of all community sport at Level 4 and Level 3. Rugby (Snr/Jnr) and rugby league (Jnr only) finals were rescheduled for 18/19 September as per Level 2D regulations. WaiBOP football competitions restarted in mid-September with three rounds to complete.
- The Stadium & Events team assisted the Lakes DHB and Te Arawa during the Level 4 Lockdown to quickly establish a mobile vaccination clinic in the old Foodstuffs building on Clayton Rd. This was very successful delivering 900 vaccinations over three part-days and the skills and experience of the RLC Stadium & Events team was greatly appreciated. The plan is for this clinic to continue to operate and expand its service to the Rotorua community.

7.5.2 Small Project Updates – Open Space & Recreation

- Four new mountain bike tracks were constructed around the Te Pūtake o Tawa car park area in the Whakarewarewa Forest from July through to September and are now open to riders. The construction on these tracks stopped during the Covid L4 period and contractors were able to quickly reestablish on site at Level 3 to minimise the delays in completion. There are three new Grade 3/intermediate tracks and one Grade 4 /advanced trail to add to the network in this area.

7.6 OHU: HE HAPORI TAURIKURA THRIVING COMMUNITIES

7.6.1 He Papakāinga, He Hapori Taurikura- Homes and Thriving Communities Strategic Framework

Emergency Housing

The cross-agency team work continued during the lockdown and continues now. MSD, MHUD and Kāinga Ora staff are regularly working alongside council staff. Of the MHUD contracted motels in Rotorua, around 190 units are occupied by families with children. The Covid lockdown delayed work underway to make further units appropriate for longer stays, e.g. kitchen facilities. Council is beginning to receive applications for resource consents for motels intending to provide emergency accommodation. MSD's work for accommodation for most singles and couples is underway. Kāinga Ora continues to work on development of the pipeline of increased transitional and social homes for longer term solution to the housing shortage. The purchase of Boulevard Motel and the start of work to enable its use for transitional housing use have been delayed by the Covid lockdown. Of note during the most recent lockdown, people were already in places of safe shelter, and issues of rough sleeping or families in cars were not a feature.

Eastside Locality

Following the adoption of the Eastside Community Wellness Plan, focus has moved to drafting the Implementation Plan. In Phase 1 Council activities and projects that contribute to the Plan are being captured. Phase 2 will involve capturing the activities and projects of our partners and key contributors.

Continued engagement and support to implement the Eastside way of working has been provided to those who are already working on projects that contribute to achieving the actions within the Eastside Community Wellness Plan.

Western Locality

Initial work has begun with conversations with Ko te Tuara Totara o Fordlands regarding their Strategic Plan. However, due to the COVID-19 lockdown, the face to face hui has been postponed to September to discuss gap analysis and small/medium/long term goals.

7.6.2 Child and Youth Voice

Enviroschools

In collaboration with Waikato Regional Council, the Enviroschools programme is delivered in the south of Rotorua district. Attached (Attachment 1) is the six-month report from that service. The programme has responded well to the challenge of COVID-19 lockdown and adapted to provide accessible support for teachers and students.

Child Equity

During Alert Level-4 lockdown Principals had made a request to the Police Education Unit to do “welfare checks” on whanau they were concerned about. As a result of home visits and talking with whanau Police put a request out through their networks for donations for activities and school supplies such as paper, vivids, glue and scissors. The call for resources was put out amongst various Council teams and they made some magic happen. Resource and activity kits were put together in a short period of time through the joint efforts of the Customer Service Team, Strategy, Te Aka Mauri/Library and the EOC.

7.6.3 Community Grants

Neighbourhood Matching Fund

The fund is to provide support for not-for-profit groups. Provides assistance to build and strengthen community driven activities that are project or event focused. Grants match the value of voluntary contributions. The NMF is open year round to support community projects up to \$5,000, and twice a year for larger grants. The fund is currently open to larger applications of \$5,000-\$20,000, closing 14 October.

Te Rakau Tu Pakari Fund

This fund is for support for Community Sector to address the medium to long-term impacts of COVID-19 with the aim of building a strong, innovative, resilient and flourishing community sector that enables wide equitable participation. One-off funding available from 2020 to September 2021.

The funding panel met via Zoom to deliberate on the August Funding Round. Te Rakau Tu Pakari recipients in August are:

- Wingspan \$40,000
- Te Waiariki Pura Trust \$40,393
- TKKM o Hurungaterangi School \$20,000
- Aronui Arts Festival \$20,000
- Mamaku School (pool) \$40,000

The total amount funded to date: \$802,995.56

Balance left in the fund: \$197,004.44.

7.6.4 Attachments

Attachment 1: Enviroschools six month report

Report to Rotorua Lakes Council

Six Monthly Report on the Delivery of the Enviroschools Programme in Rotorua Lakes for the 2020/21 Financial Year



This report provides the Rotorua Lakes Council with an update on the delivery of the Enviroschools Programme for the period from 1 January 2021 to 30 June 2021.

The Enviroschools Programme supports and empowers children and young people to plan, design and implement sustainability actions that are important to them and their communities. It provides relevant life contexts for learners to be connected with their environment and their communities, and how to be actively involved in social, cultural, economic and environmental change. The programme is guided by Māori perspectives and respect for the diversity of people and cultures is actively celebrated.

Where the programme is embedded, it is resilient in the face of challenges. An Enviroschools journey for schools is not based on linear growth as it can include highs and lows, and sometimes appears to regress followed then by reengagement. Evidence has shown that when the programme is developed as 'Whole School Approach' then these periods of hiatus can bring stronger engagement across the school and community over the long term.

Enviroschools Programme in Rotorua Lakes

Facilitator: Anna Cunningham

Students reached: 350

4 Number of Enviroschools

Percentage of schools that are Enviroschools: 50%

Year levels reached through Enviroschools: 1-6

0 New Enviroschools in 2021

Schools on our waiting list: 1



Value of Enviroschools for Rotorua Lakes District Council

The annual contribution of \$4,800 provided by the Rotorua Lakes District Council supports the facilitation of the Programme to achieve a number of outcomes for the District, schools and young people to directly align with the community outcomes for the District, including:

- **Cultural, Social and Economic Sustainability**
- **Waste Reduction & Zero Waste**
- **Biodiversity & Biosecurity Action**
- **Water health & conservation**
- **Kai/Food production & distribution**
- **Energy conservation & action**
- **Ecological Building action**

Highlights in Rotorua Lakes District from the Programme

Highlights from Rotorua Enviroschools include:

Reporoa Primary School have continued work in their Koru Garden, harvesting fruit and distributing it around the school. Both students and community are involved in regular working bees and the project will continue to grow as Reporoa becomes a garden to Table school. Reporoa want to develop into a fully integrated Enviroschool.

Ngākuru School received funding from the Enviroschools fund to progress their fruit and veggie garden project. The students have designed kai gardens in their school grounds and are excited to learn how to grow their own food.

Reporoa School's Term 2 inquiry was "Backyard Safari" which involved lots of investigating in nature and using the koru garden.

Engagement is building with Broadlands School and this momentum will continue with a locally appointed Facilitator based in Taupō /Rotorua in 2021/2022.

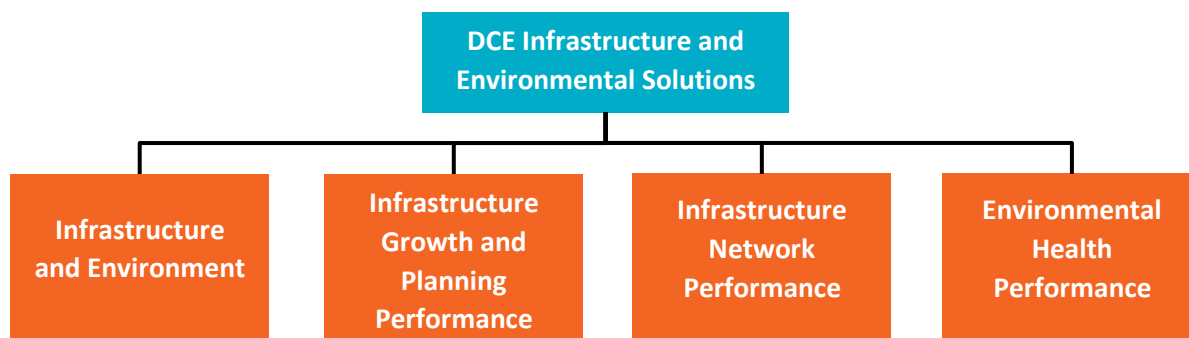
We are delighted to welcome Jennifer Scothern-King as a Taupō based Facilitator who will support Rotorua Lakes and Taupō District schools. Jenni is returning home from the Hawkes Bay region where she was an Enviroschools Facilitator from the last 9 years.



2021 Updates

- We farewellled Chris Langley and Dominique Thurlow from the Enviroschools whanau earlier this year and wish them well for their future endeavours. We welcomed Michelle Daly who will be leading the team as the Senior Education Advisor.
- We thank Anna Cunningham for her efforts supporting Rotorua schools and welcome Jenni Scothern-King as the new Facilitator from 2021/2022. Jenni is returning home to Taupo and comes to us with 9 years Enviroschools experience.
- The Enviroschools team are exploring how we can extend our reach and support schools to build capability utilising technology and tailored professional development.
- Work continues on supporting secondary school with embedding sustainability education through the provision of developing NCEA resources for sustainability standards.

8. KĀHUI TŪĀNUKU TŪĀRANGI – INFRASTRUCTURE AND ENVIRONMENT SOLUTIONS GROUP



8.1 OHU: WAKA TRANSPORT

8.1.1 Updates on current NZTA-state highway owned and led projects:

Council works with Waka Kotahi (NZTA) to provide input into state highway projects on behalf of the local community. In turn, Waka Kotahi is a key stakeholder in terms of roading programmes on local roads. Council has a primary responsibility with the Agency to provide substantial funding, on average, about half of the cost through a nominated funding assistance rate (FAR).

All Waka Kotahi projects were stopped under Alert Level-4, but resumed at Alert Level-3 under strict health and safety protocols.

- SH30 Eastern Corridor Stage One improvements (Sala Street to Iles Road) – work continues on shared path construction. Central median landscaping work underway and resurfacing scheduled for late September.
- SH33 Ōkere Falls shared path and four pedestrian refuge islands construction is underway.
- Work has continued on the roundabout bypass lane from Ngongotahā to Rotorua and is expected to be completed by early-October, weather dependent. Work is also continuing on safety improvements on SH5 between SH36 and the Tupapakuraa Stream crossing.

8.2 OHU: MAHI MATUA CAPITAL PROGRAMMES FOR THE CURRENT YEAR

Due to the Alert levels for Covid-19 in August, capital works investigations, particularly survey and geotechnical investigations, were unable to be undertaken which delays the design phase and hence likely to delay implementation. The issue is compounded with high demand on these resources when able to work again. Work programmes are therefore rescheduled with an emphasis on those projects that are seasonal dependent. Only a few physical works were in progress at time of Covid-19 so while it has delayed these projects this will not impact on the annual works programme.

Programme	Background	Project	Progress
(1) Transport Road Rehabilitation (road foundation rebuilds)	Road rehabilitation is required when the underlying pavement structural layers are failing and the resultant	The projects for 2021-22 include:	The design of the programme for 2021/22 financial year is now well underway and the target is to carry out these works during Q2 and 3.

Programme	Background	Project	Progress
	<p>maintenance costs are increasing.</p> <p>On average approximately 0.2% of our network requires foundation strengthening per year.</p>	<ul style="list-style-type: none"> Yankee Road Waikite Valley Rd Whirinaki Valley Rd Ash Pit Rd Hamurana Rd 	
<p>(2)</p> <p>Annual Road Re-Seals Programme</p> <p>Council reseals about 8% of sealed roads per annum.</p>	<p>Re-surfacing of roads is a very important component of Asset Management that ensures road surfaces provide a suitable running surface and foundation waterproofing for underlying structural layers that protect them from failure, due to water penetration.</p>	Road Re-seals	<p>Forward planning is underway and all preliminary tasks are progressing so works can be completed within Q2 and Q3 of the FY.</p>
<p>(3)</p> <p>Roading Minor Improvements Programme</p>	<p>These are small scale upgrades which do not require a detailed business case application to NZTA and generally target improved safety objectives but also can include corridor resilience, efficiency or mode share projects.</p>	<p>Projects on the new year's programme are:</p> <ul style="list-style-type: none"> Paradise Valley Stream stabilisation and resilience Otonga Road and Edmond Road Rural school road safety review and interventions design. Oturoa Road corner realignment where there has been a number of crashes. A corner on Devon St near the stadium which has had a number of crashes is being assessed for 	<p>Specialist engineering resources appointed to advise on long term management of stream which, over the years, has resulted in several failures of the road.</p> <p>Appropriate design and assessment of these two roads for traffic calming measures will be underway shortly. Design in progress. Local community will be asked for input to the design.</p> <p>Ngakuru School access improvements will be tendered in the near future for works to align with low school time demand.</p> <p>Council has completed the design for safety improvements to an accident prone corner. Now proceeding through the land purchase process.</p> <p>Design for the preferred option to improve safety at this corner is now underway. Intention is</p>

Programme	Background	Project	Progress
		<p>further safety improvements.</p> <ul style="list-style-type: none"> Dansey Road is high priority on NZTA's Road to Zero programme and included in Council's 2021/22 programme 	<p>to implement this in the 2021/22 year</p> <p>Preliminary assessment of safety risks and issues on Dansey Road are being evaluated. Safety improvements will be implemented over the next two years.</p>
(4) Rural Road Seal Extensions	The programme involves sealing of currently unsealed roads in rural areas. Projects include consideration for safety improvements and general drainage renewals where appropriate as well as other ancillary work.	<ul style="list-style-type: none"> Maleme Road is the next scheduled road for sealing based on evaluation criteria. 	Design for this project is now underway for implementation in the 2021/22 year.
(5) Drainage Renewals	The programme is based on the Asset Management objectives of reducing storm impacts and it is targeting renewals for critical drainage assets on road corridors principally of culverts, cesspits and kerb and channel.	<ul style="list-style-type: none"> A significant culvert on Parsons Road is planned for replacement in the current year. Barnard Road culvert on the Waiwhero Stream is due for replacement. Council will work towards acquiring a consent in the 2021/22 year with construction planned in the 2022/23 year. 	<p>Design for Parsons Road culvert is underway.</p> <p>Preliminary options report has been received. Discussions with BOP Regional Council on consenting for the structure have been held and consent application is being prepared with a view to obtaining consent in the current year.</p>
(6) Wastewater Upgrades	The East Rotoiti and Rotomā Sewerage Scheme involves the provision of sewerage services to the Rotomā and East Rotoiti Communities. The project is part of the Te Arawa Lakes strategy that aims to ensure water quality in the lakes meets the agreed target standards. The project involves the construction of a wastewater treatment plant, providing on-site pre-treatment on all properties and the reticulation of effluent	Rotoiti Rotomā Sewerage Scheme	<p>Council has now approved the on-site systems tender/contract for Rotoiti and arrangements are being made with the contractor for full mobilisation. A detailed community information package has been posted to the local residents.</p> <p>Plans for mobilisation for installation have commenced and well advanced.</p> <p>A full on-going communications plan to update local residents</p>

Programme	Background	Project	Progress
	from on-site facilities to a new treatment plant.		will be implemented via a range of methods.
7) Wastewater Networks Renewals	An asset management driven programme of renewal of critical assets that have reached the end of their useful life.	<p>A number of significant and critical renewal elements at the Wastewater Treatment Plant and within the reticulation system are in progress.</p> <p>Key projects are:</p> <ul style="list-style-type: none"> • Dewatering plant • Blower replacement • Recycled water upgrade • Victoria Street trunk main refurbishment 	<p>These critical renewals have had to proceed ahead of the full plant upgrade as the risk of managing the old plant until it is fully consented to be upgraded is too high.</p> <ul style="list-style-type: none"> • The new dewatering plant is now installed and testing is complete and process commissioning in progress. • Blower complete and commissioned. • The recycled water upgrade is complete and commissioned. • Design for replacement of a critical section of wastewater main is progressing with construction planned for the current year.
(8) Water Networks Renewals	Water Renewals involve replacement of reticulation networks that have reached the end of their useful life. A prudent Asset Management driven programme considers pipe age, condition, capacity, new materials and levels of maintenance costs to arrive at an optimum programme of renewal works.	<p>Asset renewal driven projects for the new year will include:</p> <ul style="list-style-type: none"> • Umukaria Rd • Malfroy Rd • Island View Rd • Miller St • Peace St • Hilda St • Galbraith St • La Trobe Pl • Sala St • Duplication of the Waipa water main to increase supply resilience and service reliability is planned for the 21/22 year. • Replacement of a trunk main in Ranolf 	<p>The initial tender package which includes Malfroy Road is now underway. The second package of works has been awarded and arrangements being made to commence site works.</p> <ul style="list-style-type: none"> • This project is underway and proceeding to plan • Design is progressing for the renewal of

Programme	Background	Project	Progress
		Street is programmed for the current year.	this critical trunk main which is at the end of its useful asset life.
(9) Storm water upgrades and Renewals.	Council has the responsibility to implement storm water and drainage protection to the agreed design and levels of service standards currently set out in the Building Code. Most projects have a component of upgrades (to meet new design standards due to climate change) and renewals.	<p>Main projects included in the current year are:</p> <ul style="list-style-type: none"> King Street area improvements. <p>Key projects for the 2021-22 year include:</p> <ul style="list-style-type: none"> Hinemoa Point Storm water upgrade. Vaughan Road extension 	<ul style="list-style-type: none"> The King Street storm water project is nearing completion and will help improve flood protection in the area as well as enable local land development to occur. Design is progressing for improvements to storm water that will support proposed development and address existing flooding problems. Piping of an existing open drain within an urban area is planned for the current year.
(10) DIA Funded projects	Through the Water Reform Package, Council has been allocated money by the Department of Internal Affairs to advance projects. These include projects to support development proposals on the western side of Rotorua City and advance the Rotoehu sewerage reticulation.	<p>The projects are:</p> <ul style="list-style-type: none"> Pukehangi Road Storm water upgrade Linton Park stormwater detention system upgrade which will support development proposals on the western side of Rotorua City Rotoehu sewerage reticulation has received some advanced seed funding from the DIA grant that will enable completion 	<ul style="list-style-type: none"> Design is progressing for improvements in storm water capacity to support the Pukehangi Plan Change (PC2). This design is funded through the water reform package. Detailed design in conjunction with the early appointment of a contractor is nearing completion. It is planned for construction over the 2021/22 summer period. Detailed design work to connect Rotoehu/Ngāmotu residential properties to the scheme is complete and is now being priced by the

Programme	Background	Project	Progress
		of detailed design and installation of most of the main reticulation. Further work will depend on the response from the Minister of MfE as reported to Council in June 2021.	incumbent contractor for the scheme reticulation.
(11) CIP Funded projects	<p>Crown Infrastructure Partners funding provides for alternative transport modes from demand brought about by projected increased housing.</p> <p>Funding was also provided for enabling housing and in order to mitigate the effects of storm water runoff from future land developments.</p>	<ul style="list-style-type: none"> • Transport shared path projects. • The storm water component involves construction of infrastructure to support the Ngāti Whakaue land Development in the Eastern Suburbs. Principally this will involve construction of storm water detention systems and upgraded conveyance. 	<ul style="list-style-type: none"> • Vaughan Road Shared Path Stage Two tender has been awarded and construction will commence shortly. A further stage in Vaughan Road requires undergrounding of power lines which will take some months to complete before the path construction can commence. • Design is underway for shared path linking Wharenui Road with Whakarewarewa Forest. Part of the Larcy Road shared path has been constructed in advance following public support. • Detailed site geotechnical investigation has been completed and factual report has been prepared. Some additional risk assessment work and geotechnical design will be now progressed. • Modelling of the full system has been completed and council is now undertaking a detailed review report.

8.3 OHU: RERENGA PAI SAFE & SUSTAINABLE JOURNEYS

The majority of the team were able to continue working from home during the Covid-19 levels. However, the Bike Ready skills training scheduled to be delivered in schools throughout August and September was cancelled from mid-August under Covid Levels 4 and 3. Bike Ready staff were able to use this time to undertake an overhaul of the Bike Ready fleet and to also upcycle donated bikes for delivery into the Fordlands community.

Pre-lockdown, the Team:

- Delivered Bike Ready cycle skills training in Malfroy and Aorangi Schools;
- Coordinated the Alcohol Impairment Education Programme, Agewise (older drivers) and Ride Forever (motorcycle training);
- Continued to collect feedback on the Te Manawa ō Owhatiura (Lynmore Innovating Streets) trial;
- Worked on the regional Travel Demand Management Programme with other Territorial Authorities in the region, facilitated by BOP Regional Council.

8.4 EMERGENCY MANAGEMENT

Emergency Management: *RLC will maintain capability to effectively respond to an emergency.*

- The Rotorua EOC was established in the Rotorua Lakes Council Civic Building and operated between 0830 hours and 1700 hrs, Monday to Friday. Council's EOC was activated to support Lakes DHB health response following community transmission of COVID-19 Delta variant and subsequent increase in alert levels.
- A core group of Council's Incident Management Team has been operating both virtually and within the civic centre to assist with the installation of COVID-19 testing stations, identifying essential workers, and to assist with provision of welfare support.
- The EOC team was downsized and activation reduced to monitoring on return of the region to Alert Level-2.
- Contingency planning was undertaken by key CDEM functions in order to prepare for any subsequent or overlapping emergency event.

EOC Incident Management Team: *Capability and Training*

- RLC achieved above the 85% standard across the professional training matrix with 91% staff having completed training to Intermediate level.
- 100% roles filled within the EOC structure.

Community Readiness: *We provide community education initiatives to increase public awareness and readiness for local and regional hazards.*

- RLC is registered to participate in the national Civil Defence earthquake drill ShakeOut on Thursday 21 October. We are confirmed to partner with a local kōhanga for this event. Aim to encourage uptake of kura, kōhanga and iwi agencies, and promote distribution of available te reo resources.

8.5 OHU: WAI WATER SOLUTIONS

During periods of COVID-19 delta variant Alert Levels 4-2, the 3 Waters team worked remotely, continuing to liaise with operational contractors and other stakeholders as necessary through electronic hui and communications. Operational contractors (Infracore and TRILITY) and subcontractors have implemented their pre-planned Covid-19 response procedures to enable continuity of critical operational and maintenance tasks to ensure services to the community were not interrupted. Increased frequency of contact was maintained with CDEM and the BOP Lifeline Utilities Group to keep up with any regional-wide issues.

Non-critical operations and maintenance tasks were deferred during Levels 3 and 4, and most have now been caught up on. Physical work ceased on capital upgrade and renewal projects during levels 4 and 3, but professional services work (planning, investigation and design) was able to proceed. The physical work interruption was a small setback to the annual work programme, but most contractors will be making efforts to catch up, and so there should not be a significant impact on the annual programme achievement.

8.5.1 Water Supplies

- We have been trialling high speed radio data systems with good results from most of our Water Treatment Plant sites. When we finish this trial we will be changing the Tihi o Tonga radio repeater site to the new high speed system. This improvement is required to process the increasing amount of data required to be collected and transmitted to demonstrate compliance with Drinking Water Standards and consents.
- Once again we have received formal confirmation that all of our public water supplies achieved full compliance with the Drinking Water Standards for NZ and complied fully with the requirements of the Health Act for the compliance period of 1 July 2020 to 30 June 2021.

8.6 OHU: PARA WASTE MANAGEMENT

8.6.1 Landfill

- Municipal waste to landfill for July was 1,426 tonnes. This was consistent with the average landfill tonnage for the 2020/21 financial year.
- During Alert Level-4, the landfill was closed to the public. The landfill continued to accept municipal waste from Smart Environmental, and from some other essential businesses, as long as the waste was collected by a licensed waste contractor, and not individuals. Other activities associated with landfill management, such as inspections and monitoring, were not affected. The landfill was opened to public under Alert Level-3 with social distancing measures and cashless payment only. The same restrictions applied under Alert Level-2. In general, the customers have been cooperating with the changes.

8.6.2 Refuse Collection

- Kerbside rubbish collection was not affected by Alert Level-4 lockdown restrictions. Similarly, 24/7 transfer station drop-off facilities (Ōkere and Tarawera) were not affected. There were some changes in transfer station operations though, as they could not be manned during the designated hours under Alert Level-4. Normal operation resumed under Alert Level-3 with social distancing measures.
- All domestic collections were achieved during the higher alert level as critical service for community health.
- The resource consent for Ōkere Transfer Station was due for renewal by April 2021. Since the application was lodged more than six months before the expiry, the transfer station is allowed to

be operated until BOP Regional Council makes a regulatory decision. All the documents requested by BOP Regional Council have been submitted and the final decision is expected soon.

8.6.3 Recycling

- Under Alert Level-4, the MRFs (recycling sorting facilities) were closed and recycling processing was suspended. Despite this, recycling (yellow lid bin and blue care) collections in Rotorua were not affected by Alert Level-4 lockdown, as the MRF in Auckland was given an exemption because it is fully-automated and could be operated with minimal risks to the workers. RLC was able to divert recycling collection from our usual Smart Environmental Thames MRF (closed during Alert Level-4) to the Auckland MRF.
- Under Alert Level-3, Smart Environmental's Thames MRF resumed operations and it became business as usual.
- The recycling centre was closed to public under Alert Level-4. The operation resumed under Alert Level-3 with social distancing measures.

8.6.4 Organics Diversion in Rotorua

- Within the Long-term Plan Council have undertaken a commitment to look at an organic kerbside collection. The best approach to test the market is using the request for expression of interest. This will allow RLC to engage the industry and get a good estimate of their interests, as well as, the associated costs. The findings can be included in the proposal for community consultation, which will allow the residents to make better decisions.

8.7. OHU: TAIAO ENVIRONMENTAL

8.7.1 Terrestrial Wetlands – establish and restore

- This is a joint open space and infrastructure project to restore wetlands and establish an additional wetland area at Hannah's Bay, with the support of tāngata whenua and the local community. We have a consent requirement to establish and restore wetlands associated with the airport extension and funding discussions are underway.
- In the interim, a resource consent is being prepared and BOP Regional Council is engaged. Permitted activity preliminary works are being undertaken, including weed control (willows) in the main wetland restoration and creation areas.
- The civil structure and earthwork requirements are being finalised.

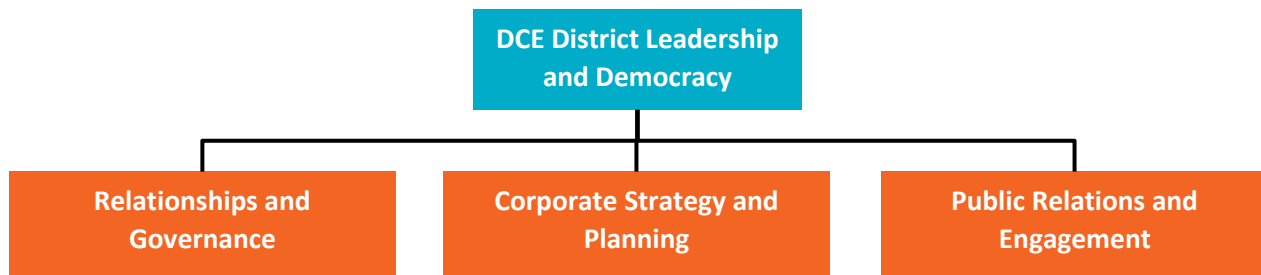
8.7.2 National Testing Facility for Onsite Effluent Treatment Systems (OSET)

- The OSET Test Facility located at the WWTP is now on hold, effective 1 July 2021. We are supporting an industry/stakeholder-led review of Onsite Wastewater Management in NZ.
- The Management Audit Group (MAG) are reviewing the results of recent trials. The OSET partners are working on agreements with participants of recent trials who have been affected by the change in procedures. This work is not in person and has continued throughout COVID-19 lockdown.

8.7.3 Managing the increases in nitrogen load to the lake from treated sewage from new builds

- The MoU that tracks nitrogen discharges as rural land is developed, is now being implemented. BOP Regional Council are putting aside small amounts of N from each rural development, in line with the MoU for a future WWTP discharge.
- We are working on options for offsetting the increasing load of nitrogen from new infill builds, new out-of-catchment reticulation and any shortfalls from rural sector developments. The intention is to consult and implement the preferred option from 1 July 2022.

9. KĀHUI WHAITUA TŪTAHI – DISTRICT LEADERSHIP AND DEMOCRACY GROUP



9.1 Impact of Alert Level Changes

- All teams in the District leadership & Democracy group continued delivery remotely during Alert Level-4 and 3.
- Council continued its governance role during Alert Level-4 and 3. During that time, Council hosted a number of meetings via Zoom and live streaming. Meetings included:
 - 26 August – Council meeting
 - 26 August – SP&F Committee meeting – Your Choice Representation Review 2022 initial proposal
 - 31 August – Council meeting – adopt Your Choice Representation Review 2022 initial proposal
 - 2 September – O&M Committee meeting
 - 9 September – SP&F Committee meeting
- Council communications put into practice a heightened internal communications response from the CE to staff and elected members. This has kept everyone informed of the changing requirements with the different alert levels, and has provided guidance on staying safe, and working from home.
- Throughout August the communications team received 38 media enquiries. Requests did slow in the first week of the Alert-4 lockdown. Some of these enquiries were related to Wylie Court Motel and public housing, as well as a number of COVID-19 related enquiries requesting Mayoral comment, information about Alert Level rules and MIQ facilities.
- As at 28 September the communications team had received 41 media enquiries. A large portion of these were relating to COVID-19 and requesting comment from the Mayor and information about Council services in Alert Levels, MIQ facilities, vaccines, and events.
- The top searches to the Council’s website during August and September throughout the COVID-19 lockdown and Alert Level restriction period were rates, and payment of rates, dog registration, district plan, job vacancies and parking.

9.2 Māu e whiriwhiri – Te Arotake Whakaahuahanga 2022 Your Choice – Representation Review 2022

Between 8 September and 8 October 2021, Rotorua Lakes Council has been seeking community feedback on the initial proposal for representation arrangements for the 2022 and 2025 local elections.

Following the COVID-19 Delta variant outbreak, Rotorua had just moved down to Alert Level-2 as the consultation period opened. Given the Alert Level-2 guidelines and restrictions, this presented a challenging time to consult with our community. Despite COVID-19 impacting our ability to undertake face-to-face engagement, we are delivering a digital focused campaign.

Currently we are promoting the community consultation through:

- Let’s Talk/Korero Mai Platform on Rotorua Lakes Council website

- Social Media platforms posts and boosted advertising – Facebook/Instagram/LinkedIn
- Direct emailed community groups/organisations
- Regular zoom webinars
- Rotorua Weekender and Daily Post Saturday newspaper print advertising
- Digital media advertisements – YouTube, NZ Herald pre-roll and Google display
- Radio advertisements
- Displays in Council customer centre and Library
- Back of bus advertisements
- Community newsletter advertisements

By late September, at the mid-point of consultation, 41 people have provided feedback on Kōrero Mai/Let's Talk platform and 5 written submissions with 7 people wanting to attend and present at the hearing on Tuesday 19 October.

9.3 Working across council

Chief Executive Group	
Councillor Leadership roles – Terms of reference	Co-ordination with DCE's and councillor leads to develop terms of reference for each lead area.
District Leadership and Democracy	
Representation Review – consultation	Public consultation closes 8 October. Hearings will be held on 19 October. Final proposal to be adopted by 16 November.
Community Performance measures – reporting framework	Development of a monitoring and reporting framework for the community performance measures as per LTP 2021-2031
Governance 101 toolkit	Planning and development of a series of educational resources/short animated series for elected members around roles and responsibilities, policy, legislation and Code of Conduct/LGNZ requirements/statutes (scope for wider audiences in the long-term / potential revenue stream)
Annual Report	Compilation of the Annual Report document including reflections on key milestones, achievements and progress over the 2020/21 year. Proposed for November adoption
Vote 2022/Pre-election report	Representing RLC on Taituarā (SOLGM) Electoral Reference Group work is commencing on actions required to “gear” up for the 2022 Local Elections. Planning and initial concepts for pre-election report.
District Development	
Development Contributions – consultation	Development of consultation programme – November/December (TBA)
Inner city living - storytelling	Preliminary discussions re: visualisation and storytelling methodologies for Inner City Living development
Future-Now Rotorua	Communications strategy development – goal to raise awareness around housing strategies

Community Wellbeing	
Moerangi Forest Korowai	Development of Moerangi Korowai Liaise with Mana Whenua to ensure korowai consistently reflects desired outcomes Liaise with PM and contractors to ensure korowai consistently reflects desired RLC and mana whenua operational and aspirational requirements
Te Arawa Partnerships	
Te wiki o te reo Māori videos	Assist the team with the production of a series of staff videos aimed at raising capacity and capability
Infrastructure and Environment Solutions	
Organic waste collection service – community engagement	Development of engagement programme Community engagement – October (TBA)
Urban Stormwater Global Consent - community engagement	Awareness/information to residents Community engagement for input into application for stormwater consent

10. KĀHUI TE ARAWA HOURUA



10.1 Impact of Alert Level Changes

August involved considerable work to prepare for Te Wiki o Te Reo Māori (13-19 September) - unfortunately many of the planned events could not occur due to Alert Level changes. We expect to hold some events later in the year when Alert Levels allow. Other cancellations included staff noho marae (8 and 9 September), a number of iwi protocol meetings as well as the Aronui Festival.

Lockdown Level 3 and 4 saw the Te Arawa COVID-19 Hub re-establish with daily zui amongst Māori health and social service providers and iwi organisations (with DHB and Council also participating).

10.2 Other key external events through August

The first part of the month continued to see numerous events, including:

- 4 August – Staff pōhiri
- 9 August – meeting with Haumingi 9B3B trustees re Three Waters Reform
- 13 August – Presentation to Te Pūkenga Kōeke o Ngāti Pikiao at Waituhi Marae – Te Ara Whakarongo (Whare Taonga Exhibitions)
- 17 August – Ngāti Rangiteaorere Protocol Committee
- 17 August – Te Mana o Te Wai workshop Ngāti Rangiteaorere Protocol Committee

- 25 August – zui with Ngāti Whakaue contributors to Lakefront

10.3 Working across Council

TŪĀNUKU TŪĀRANGI - INFRASTRUCTURE AND ENVIRONMENT SOLUTIONS	
Civil defence	Iwi engagement - daily communications through Te Arawa COVID hub
Rotorua WWTP	Continued support re: Bridging Consent and proposed Sustainable Forest Approach.
Rotoiti and Rotomā WWTP	Engagement officer to work with Māori land owners currently under recruitment.
HAPORI ORANGA – COMMUNITY WELLBEING	
Sports, Recreation and Environment	<p>Engagement advice – connected RLC team with Rotoiti community to support playground upgrade at Haumingi Park</p> <p>Lakefront – support to develop accessible interpretation narratives (Story Telling and Way Finding)</p> <p>Whakarewarewa – support to develop accessible interpretation narratives (Story Telling and Way Finding)</p> <p>Whakarewarewa – site visit to inspect art works commissioned for Forest Loop</p>
Community Safety	Review job descriptions to ensure focus on training against stereotypes and bias
Te Whare Taonga o Te Arawa	Exhibition engagement hui have started.
Arts and Culture	<p>Advice to Rotorua Arts Village on potential iwi partnerships</p> <p>Ongoing support for Te Tepu Tautoko (Sir Howard Morrison whānau, Ngāti Whakaue and Te Arawa) to strengthen SHMPAC cultural design</p>
TUPU WHAKARITORITO – DISTRICT DEVELOPMENT	
Inner City revitalisation	Technical advice – Prepare Terms of Reference for Inner City Kāhui Mātauranga
District Development	<p>Infrastructure Acceleration Fund – advice on potential effects for mana whenua and reviewing draft application.</p> <p>Reviewing land acquisition history for a number of sites in urban area</p>
Planning	Engagement advice – numerous consent engagement enquiries
RED	Technical Advice – Terms of Reference
TŪ PAKARI – ORGANISATION ENABLEMENT	
Rates	<p>Technical advice – implementing the Local Government (Rating of Whenua Māori) Amendment Act 2021.</p> <p>Technical advice – enquiry from mana whenua regarding marae rates</p>

Customer Service	Assisted Customer Service to respond to Māori land rating enquiries. Recommendations provided on changes to improve systems for updating and recording details for Māori land.
WHAITUA TŪTAHI – DISTRICT LEADERSHIP AND DEMOCRACY	
Communications	Content for internal pānui, Kupu and Whakataukī o te Wiki, quality assurance check on social media posts.
TIKANGA AND TE REO MĀORI SUPPORT	
Cultural Support	<i>In Alert Level-1:</i> Weekly waiata classes for all of Council; monthly waiata class for Rotorua community (in Te Aka Mauri); and, weekly 15 minute classes with Business Support, with Te Whare Taonga and with Te Aka Mauri teams.
Signage	Te Amorangi are working with Ngāti Whakaue and the infrastructure team to correct historic spelling (macrons) on road signs
<p>Weekly beginner and advanced te reo Māori classes for staff as professional development (delivered online during Alert Levels 4-2).</p> <p>Te Amorangi Unit provided translation assistance for the following:</p> <ul style="list-style-type: none"> • Job title translations • District Development – consenting forms (headings) • Arts and Culture – Spring Calendar • Whare Taonga o Te Arawa – Concept development, newsletter headings, support for external translation of community engagement survey 	

8 Resolution to go into Public Excluded - Ka Matatapu te Whakataunga i te Tūmatanga (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 2 September 2021	Please refer to the relevant clause/s in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).

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.