

01-15-229  
RDC-1263518

# Kaupapataka Agenda

## NOTICE OF AN ORDINARY MEETING FOR THE OPERATIONS & MONITORING COMMITTEE

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**Date:** Thursday 2 June 2022

**Time:** 9.30am

**Venue:** Council Chamber

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### MEMBERSHIP

Chair

Cr Tapsell

Deputy Chair

Cr Yates

### Members

Mayor Chadwick

Cr Donaldson

Cr Kai Fong

Cr Kumar

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**

**7**

## OPERATIONS AND MONITORING COMMITTEE DELEGATIONS

<b>Type of Committee</b>	Committee
<b>Subordinate to</b>	Council
<b>Subordinate Committees</b>	n/a
<b>Legislative Basis</b>	Schedule 7 S30 (1) (a), Local Government Act 2002.
<b>Purpose</b>	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.
<b>Reference</b>	01-15-229
<b>Membership</b>	Councillor Tapsell (Chair) Councillor Yates (Deputy Chair)  Mayor Chadwick and Councillors' Donaldson, Kai Fong, Kumar, Maxwell, Raukawa-Tait and Wang Te Tatau o Te Arawa members – Ms Bray and Mr Waru Lakes Community Board member – Miss Rothwell Rural Community Board member – Mr Heard  Full voting rights for all members
<b>Quorum</b>	7
<b>Meeting frequency</b>	Monthly
<b>Delegations</b>	The Committee's role is recommendatory only. <sup>1</sup> It is authorised to take the actions precedent to the exercise by the Council of its statutory responsibilities, duties and powers, by: <ul style="list-style-type: none"> <li>• 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;</li> <li>• Monitoring and reporting on operational performance and benchmarking;</li> <li>• Undertaking quarterly reviews and reporting on Council's financial performance;</li> <li>• Monitoring, reviewing and reporting on the performance of council controlled organisations;</li> <li>• Monitoring, reviewing and reporting on Council's tender and procurement processes;</li> <li>• Monitoring, reviewing and reporting on the performance and management of Council contracts;</li> <li>• Monitoring, reviewing and reporting on the performance and management of major capital projects (including considering and making recommendations on issues that may arise);</li> </ul>

<sup>1</sup> 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"> <li>• 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;</li> <li>• 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;</li> <li>• Considering and making recommendations on requests for Council to guarantee third party loans;</li> <li>• Considering and making recommendations on proposals and requests for the grant of easements or rights of way over Council property;</li> <li>• 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;</li> </ul> <p>Such other functions as the Council may direct from time to time.<sup>2</sup></p>
<b>Relevant Statutes</b>	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.
<b>Limits to Delegations</b>	<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>

<sup>2</sup> 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.

# Order of Business

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## 1 Opening Karakia - Karakia Whakapuaki

### TŪTAWA MAI

Tūtawa mai i runga

Tūtawa mai i raro

Tūtawa mai i roto

Tūtawa mai i waho

Kia tau ai te mauri tū

Te mauri ora, ki te katoa

Hāumi e. Hui e. Tāiki e!

### TŪTAWA MAI

I summon from above

I summon from below

I summon from within

I summon the surrounding environment

The universal vitality and energy to infuse and enrich all present

Enriched, unified and blessed

## 2 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 Chairperson 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 Chairperson 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 Confirmation of Minutes – Te Whakaū i ngā Meneti

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### 5.1 Operations & Monitoring Committee Meeting Minutes 5 May 2022

01-15-229  
RDC-1260605

## Minutes (draft)

**Operations & Monitoring Committee meeting  
held Thursday 5 May 2022 at 9:30am  
Council Chamber, Rotorua Lakes Council**

MEMBERS PRESENT:	Cr Tapsell, (Chair) Cr Yates (Deputy Chair), Mayor Chadwick, Cr Donaldson, Cr Kai Fong, Cr Kumar, Cr Raukawa-Tait, Cr Wang, Mr Waru and Ms Bray (Te Tatau o Te Arawa), Mr Heard (Rural Community Board) and Miss Rothwell (Lakes Community Board)
MEMBERS PRESENT BY AUDIO VISUAL:	Cr Maxwell
APOLOGIES:	Ms Bray and Miss Rothwell
IN ATTENDANCE:	Mataia Keepa and Rangitiora Tibble, Te Pae Arataki Advisory Committee; Morrison Whanau
IN ATTENDANCE BY AUDIO VISUAL:	David Spiers, Waka Kotahi Director Regional Relationships; Henriata Nicholas, Te Pae Arataki Advisory Committee
STAFF PRESENT:	G Williams, Chief Executive; T Collé, Deputy Chief Executive, Organisational Enablement; J-P Gaston, Deputy Chief Executive, District Development; O Hopkins, Deputy Chief Executive, District Leadership & Democracy; S Michael, Deputy Chief Executive, Infrastructure & Environmental Solutions; A Pewhairangi, Deputy Chief Executive, Community Wellbeing; G Rangi, Deputy Chief Executive, Te Arawa Partnership; C Tiriana, Deputy Chief Executive, Chief Executive's Group; J Akari, Director People & Capability; G Kieck, Manager Corporate Strategy & Planning; A McGregor, Programme Director, Community Wellbeing; S Brown, Manager Culture, Heritage & Mahi Toi; R Pitkethley, Manager Active & Engaged Communities; K Williams, Manager, Community & Regulatory Services; A Paget, Recreational Planner; R Dunn, Governance Lead; I Brell, Governance Support Advisor

The meeting opened at 9.32am.

The Chair welcomed elected members, media, staff and those viewing by livestream.

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**1 KARAKIA WHAKAPUAKI  
OPENING KARAKIA**

Cr Donaldson opened the meeting with a Karakia.

**2 NGĀ WHAKAPĀHA  
APOLOGIES**

**RESOLVED**

That the apologies from Ms Bray and Miss Rothwell be accepted and that it be noted Cr Kai Fong would briefly leave the meeting on council business.

Moved: Cr Yates

Seconded: Mr Waru

**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 NGĀ TĀPAETANGA  
PRESENTATIONS**

**5.1 WAKA KOTAHI – NATIONAL LAND TRANSPORT PROGRAMME UPDATE**

David Speirs spoke to a presentation (Attachment 1)

**6 TE WHAKAŪ I NGĀ MENETI  
CONFIRMATION OF MINUTES**

**6.1 OPERATIONS AND MONITORING COMMITTEE MEETING 7 APRIL 2022**

**Resolved**

**“That the minutes of the Operations and Monitoring Committee meeting held 7 April be confirmed as a true and correct record”.**

Moved: Cr Donaldson

Seconded: Cr Kumar

**CARRIED**

## 7 PŪRONGO KAIMAHI STAFF REPORTS

### RECOMMENDATION

#### 7.1 FINANCIAL PERFORMANCE FOR THE NINE MONTHS ENDED 31 MARCH 2022

RDC-1254413

#### Resolved

**That the report 'Financial performance for the nine months ended 31 March 2022' be received.**

Moved: Cr Kai Fong

Seconded: Cr Yates

#### CARRIED

Thomas Collé spoke to a presentation titled 'Operational Financial Performance March 2022.'  
(Attachment 2)

### RECOMMENDATION

#### 7.2 OPERATIONAL REPORT FOR MARCH 2022

RDC-1249265

#### Resolved

**That the report 'Operational performance for March 2022' be received.**

Moved: Mr Heard

Seconded: Cr Kai Fong

#### CARRIED

The following Deputy Chief Executives spoke to their section of the Operational Report:

- Kāhui Tū Pakari – Organisational Enablement group Thomas Collé
- Kāhui Tupu Whakaritorito – District Development group J-P Gaston  
Jean-Paul Gaston spoke to a presentation titled 'District Development' (Attachment 3)

The Chair ruled that the presentation from the Community Wellbeing group regarding the Sir Howard Morrison Centre be heard next and that Mr Gaston continue his presentation following that.

The meeting adjourned at 11.20am and resumed at 11.25am

- Kāhui Hapori Oranga – Community Wellbeing group, Anaru Pewhairangi

#### Sir Howard Morrison Centre presentation

The Chair welcomed the visitors and asked Rawiri Waru to provide a Mihi to acknowledge the Advisory Committee Te Pae Aratiki, representatives from Ngāti Whakaue, Morrison whānau and Te Tatau o Te Arawa.

Mataia Keepa provided an acknowledgment of behalf of the visitors.

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Aimee McGregor thanked Mr Keepa and introduced the items and the presentors to the elected members.

- I. Name change of the Centre – Mrs Mcgregor and Stewart Brown spoke to this item.
- II. Sir Howard Morrison Morrison Space Names – Mr Keepa spoke to a presentation titled ‘Sir Howard Morrison Centre (Attachment 4) and was supported by Rangitīria Tibble.
- III. Sir Howard Morrison Morrison Centre Māori Design – Henriata Nicholas (audio-visual) spoke to a presentation titled ‘ Sir Howard Morrison Morrison Centre Māori Design update May 2022 (Attachment 5).

At the conclusion of the presentation Cr Yates asked those in attendance to stand to sing “Te Arawa E”.

The meeting adjourned at 12pm and resumed at 12.25pm.

Attendance: Cr Kumar left the meeting at 12pm.

Mr Gaston continued with his section of the Operational Report with an update on Emergency Housing. Anaru Pewhairangi also joined Mr Gaston to speak about Emergency Housing and the impact on the Community Safety Plan and completed the remaining section of the Community Wellbeing group’s report.

Attendance : Cr Kai Fong left the meeting at 12.33pm and returned at 12.45pm.

- Kāhui Tūānuku Tūārangi – Infrastructure and Environment Solutions group Stavros Michael
- Kāhui Whaitua Tūtahi – District Leadership and Democracy group Oonagh Hopkins
- Kāhui Te Arawa Hourua – Te Arawa Partnership group Gina Rangī

#### **RECOMMENDATION**

#### **7.3 COMMENCEMENT OF PROCESS TO REVOKE THE RESERVE CLASSIFICATION OF THE LAND UNDER THE THERMAL HOLIDAY PARK**

#### **Resolved**

- 1. That the report ‘Commencement of the process to revoke the reserve classification of the land under the Thermal Holiday Park’ be received.**

Moved: Cr Raukawa-Tait

Seconded: Cr Donaldson

#### **CARRIED**

Rob Pitkethley and Ange Paget overviewed the report.

#### **Further resolved**

- 2. That the Committee recommends Council note, that all fair and reasonable steps have been taken to meet the conditions agreed as part of Council resolution in August 2017 to return part of the reserve to Ngāti Whakaue.**

- 3. **That the Committee recommends to Council that it resolves to start the process to revoke the reserve status of the recreation reserve under the Thermal Holiday Park, pursuant to Section 24 of the Reserves Act 1977.**
- 4. **That the Committee recommends Council note, given the land in question is recreation reserve, that the effect of its resolution (3. above) will involve a statutory process of revocation of reserve status under the Reserves Act and a decision by the Minister of Conservation.**

Moved Mayor Chadwick  
 Seconded Cr Donaldson  
**CARRIED**

The Chair advised, that the only matter in the public excluded session is to adopt the confidential minutes of the previous meeting and as there are, no corrections or discussion required there is no requirement to move to Public Excluded.

**RECOMMENDATION**

8.1 OPERATIONS AND MONITORING COMMITTEE MEETING MINUTES 7 APRIL 2022 (CONFIDENTIAL ITEM)

**Resolved**

**That the confidential minutes of the Operations & Monitoring Committee meeting held 7 April 2022 confirmed as true and correct.**

Moved: Cr Yates  
 Seconded: Cr Wang  
**CARRIED**

**OPEN SESSION**

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The meeting closed at 2.40pm

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To be confirmed at the Operations & Monitoring Committee meeting on 2 June 2022.

.....  
 Chair

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

Note 2: Attachments to these minutes are available on request or on Council’s website: [click here](#)

## 6 Staff Reports – Pūrongo Kaimahi

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01-65-052\02  
RDC-1260694

### ROTORUA LAKES COUNCIL

Mayor  
Chair and Members  
OPERATIONS & MONITORING COMMITTEE

### 6.1 Operational Update from Infracore Limited

**Report prepared by:** Thomas Collé, Chief Financial Officer

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

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#### 1. TE PŪTAKE PURPOSE

The purpose of this report is to provide the committee with an operational update for the third quarter January – March 2022 for InfraCore Limited.

#### 2. TŪTOHUNGA RECOMMENDATION

**That the report ‘Operational Update from InfraCore Limited’ be received.**

#### 3. NGĀ APITI HANGA ATTACHMENTS

Attachment 1: InfraCore Limited Quarterly Review Report



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## Purpose (as per Statement of Intent FY22)

A **social enterprise** is an organisation that applies commercial strategies to maximise improvements in financial, social and environmental well-being.

InfraCore's purpose is to partner and support the Rotorua Lakes Council operational requirements in alignment with the Vision 2030 – The Rotorua Way. For InfraCore as a business, this translates into improving the quality of life for Rotorua residents and visitors by cultivating and maintaining the areas in which they work and play. We do this by ensuring that the essential services are delivered appropriately and efficiently.

In summary, InfraCore's purpose is to:

- Partner with Rotorua Lakes Council in creating liveable communities.
- To offer asset management and social enterprise opportunities and solutions in order fulfil RLC's 2030 and 2050 goals.
- Provide high quality, cost effective solutions efficiently to fulfil RLC's 'Vision to Action' priorities.
- To deliver the core services as contracted to InfraCore:
  - service and maintain Rotorua's Parks and Open Spaces to predetermined Council specified standards
  - construct and maintain Rotorua's Three Waters infrastructure by conducting planned and unplanned maintenance activities
  - maintain the CBD and Premium sites with city cleaning activities
  - propagate and supply of nursery products both to service the CBD flower bed displays and wider Bay of Plenty residents
- Operate the business in an efficient and sustainable way; to be able to clearly demonstrate that goods and services delivered are to industry standard and compliant to all laws, by-laws and Industry standards. Where practicable, best practice should be followed.
- To work in partnership with Local and Central Government to actively support local youth and adult return to employment initiatives; to explore wider opportunities to support social good and well-being initiatives in order to further contribute towards the well-being of Rotorua Incorporated (Rotorua Inc).
- To provide Rotorua Lakes Council an increased flexibility that isn't present with pure commercial arrangements, including the delivery of services and projects that are not currently contracted out to InfraCore.

## Highlights From Q3 FY22 (January – March 2022)

**In partnership to deliver social good** – The pilot MSD **Upskilling for Employment** contract has been fulfilled with 2 x full time individuals being employed for a 9 month fixed term period. During this time the two employees have received a number of training courses and achieved formal qualifications. Both employees were deployed into full time and permanent roles<sup>3</sup>, one of which moved into an apprenticeship in Storm Water, with the other achieving NZQA Level2 in horticulture and now moving into Level 3 study.

**In partnership to deliver social good** – The **new Pipeline** contract is awaiting the final draft ahead of approval. The contract is outlined below:

- Infracore and MSD will collaboratively promote the opportunity
- Information sharing meetings will replace traditional cv and interview process and be conducted prior to clients starting the Industry experience programme.
- 1-2 week industry experience. Clients will participate in an induction, including health and safety training and complete relevant operational tasks depending on the type of work they are capable of and interested in. Clients will be supported through the Industry experience program via an Infracore trainer/ mentor.
- 10 clients will gain permanent employment opportunities over the course of the year.
- The Ministry of Social Development will refer clients to the work experience training opportunity.
- An assigned MSD staff member will manage the recruitment and referral process alongside the Infracore key contact.
- An Infracore internal trainer will support clients who enter fulltime work:
  - to develop their technical skills
  - create an individual career development plan
  - support to help them remain in fulltime employment
- Clients will learn a range of key employability skills whilst undertaking Industry experience and may include:
  - Industry awareness
  - Understanding of key skills and expectations of the workplace
  - Time management
  - Teamwork
  - Ability to be Cross-Trained/Flexibility
  - Communication and Interpersonal skills

This contract is expected to be finalised and signed prior to the end of financial year 22.

**In partnership to deliver social good** – The relationship with the Corrections department remains strong and active.

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<sup>3</sup> This employee has since left the InfraCore business to pursue other opportunities.

- Drinking water reactive: 2 x candidates engaged in full time roles, fitting into the team well and are valuable members of the team. Competency training in electrofusion welding, traffic management and other training has been completed with apprenticeships planned for commencement ahead of the financial year 22 close out.
- CBD Gardens: 1 x candidate deployed into the gardening team. The candidate has bedded in well into the team and has attended the first aid training.
- The **Meet the Candidates** open day hosted by InfraCore in collaboration with The Corrections Department has resulted in a further 4 employment offers being made.

**The business optimisation programme (BOP)** - The BOP has become the modus operandi of the InfraCore Business. We continue to gather data through our finance and workflow management systems that allows us to analyse and identify further areas of opportunity that improve our safety ratings and efficiencies by increasing resource utilisation and production rates. This programme has no end date, it is now the way that the business is managed.

The BOP is inclusive, it involves the whole of InfraCore management and operational resource to work through the business systematically, seeking initiatives to make the business more resilient and robust. We have employed a Business Partner – Contracts and Performance for a fixed term of 12 months to ensure the initiatives are being driven within the operational teams as we move into the new contract periods.

**The InfraCore Support Centre** continues to gain traction through continuous system and efficiency improvement. We are working through additional forms integrated into the field solutions platform to provide greater visibility and detail relating to the works completed. These forms will mean that we can provide further information for our clients, continue to build on our suite of interactive dashboards and ensure timely remediation works are completed. A highlight for the quarter is the successful implementation of the Water Meter Reading using our own system. The previous system was antiquated and difficult for users. Utilising our own internal system has ensured the timely provision of this information to RLC.

**InfraCore Paperless Journey** continues as we implemented Microsoft Teams during the last quarter. Given all InfraCore employees are issued a mobile device for workflow allocation, we now have a platform for all staff communication and distribution. We have seen fantastic engagement with notices, and have found that messages are more easily shared. We have also developed an InfraCore Intranet which houses the central location for all important documents and procedures. We have also loaded all standard operating procedures which has been instrumental for our operating teams.



**The impact of COVID 19** continues throughout InfraCore and has caused disruption within the teams. We have seen 13% of our workforce impacted by the virus, which has an impact on the deliverables of our services. Compared to other like businesses, our COVID infection rate has been low, which has given us confidence that COVID related protocols have worked well. InfraCore has robust emergency management plans and are confident that we are well positioned to respond to the Government protection framework changes quickly. InfraCore provides RAT tests to employees to ensure their safety should they become a close contact within the working environment.

**The “Great Resignation”** continues throughout the NZ workforce, and with 20 FTE leaving our business during the reported quarter, InfraCore is no exception to this phenomenon. We have been able to successfully recruit for replacements, and have reviewed our exit interviews procedure to ensure that we understand the motivation for each departure. Most frequently, staff are being lured by other organisations with significantly higher rates of pay. InfraCore needs to remain competitive with our pay rates and retention packages to slow this trend. A point of interest is that an alarming number of people are leaving to support whānau full time.

**ISO9001 Accreditation Awarded** – InfraCore has been awarded ISO 9001 Accreditation and is due for the second audit in the coming months. All standard operating procedures have been reviewed and updated in preparation for the audit.

**Financial Audit** for the year ending 30 June 2021 was completed and signed off in May 2022. This was another successful audit for InfraCore, with the statutory deadline missed only due to Audit New Zealand staffing shortages.

**Health and Safety** – Our focus on HSE initiatives has continued to drive our key lead and lag indicators in a positive direction.

- Excellent engagement from the Health and Safety Committee, with a key focus on continuous improvement and continuing to make our workplace safer.
- Improvements gained in event investigation, resolution times and corrective actions close out.

**Human Resources** – We have redesigned our Human Resources team to ensure that it is fit for the current employment challenges. As in the case of many local businesses, the constrained employment market caused by closed borders, the increasing inflation driving up wage expectations and the resulting attrition, InfraCore is feeling similar challenges to other local businesses. At this time our ability to manage our human capital elements are critical to our success.

## What’s Happening In April to June 2022?

- Chief Executive Matt Scott is leaving the InfraCore business at the end of June after a 3 year tenure. Matt has been instrumental in leading the last 3 years with InfraCore and has seen some amazing success. Matt has led the business through the pandemic and achieved the business being awarded the FY21 Tompkins Wake Employer of the Year Award. Matt has shown exceptional leadership to ensure the business continuity and staff wellbeing through this time. We thank Matt for his dedication and tenure, and wish him all the best with his next adventure. Matt’s last day with InfraCore will be

23<sup>rd</sup> June 2022.

- Emma Murray appointed to Chief Executive from 17<sup>th</sup> May 2022. Emma has been with InfraCore for 4 years and brings a wealth of knowledge and industry experience. In her previous position as Chief Financial Officer, Emma has led a number of changes in the business that has contributed to the overall position of InfraCore today. Emma will lead the business into the next stage and will bring unique blend of passion and leadership style to the business ready for the next chapter of success.
- Continued investment into relationship building with Iwi and other local organisations, seeking areas of opportunity to collaborate and support in making our community stronger.
- The business optimisation programme continues as the InfraCore modus operandi, and will continue to further improve our business efficiencies and capabilities.
- The Statement will be finalised, with a key focus placed on the United Nations Sustainability Goals, the FY23 Statement of Intent is based upon working in partnership with RLC, and driving for sustainable outcomes for the betterment of Rotorua.
- Continued focus on HSE and wellbeing initiatives to maintain injury reduction momentum.
- The FY22 Employee Engagement survey will be released in May.

## Financial Performance

For the period 1 July 2021 – 31 March 2022

	Actual \$'000	Budget \$'000	\$ Variance \$'000
<b>Core operations including revenue from Rotorua Lakes Council</b>	<b>8,277</b>	<b>8,768</b>	<b>(491)</b>
Nursery Revenue	439	664	(266)
Project Revenue	819	1,562	(743)
Other Revenue	731	494	237
<b>Total Revenue</b>	<b>10,266</b>	<b>11,489</b>	<b>(1,223)</b>
<b>Operating Expenditure</b>	<b>7,908</b>	<b>9,263</b>	<b>1,354</b>
Administration Expenditure	2,182	2,073	(109)
<b>Total Expenditure</b>	<b>10,090</b>	<b>11,336</b>	<b>1,246</b>
<b>YTD Net Surplus/(Deficit)</b>	<b>176</b>	<b>153</b>	<b>23</b>

## Financial Position as at 31 March 2022

	June 2021 (Audited Position) \$'000	March 2022 (Unaudited Position) \$'000
<b>Current Assets</b>		
Cash and Cash Equivalents	1,550	893
Other Current Assets	2,972	2,802
Non-Current Assets	2,051	2,192
<b>Total Assets</b>	<b>6,573</b>	<b>5,887</b>
Current Liabilities	2,363	1,500
Long term RLC Borrowings & other non-current liabilities	1,874	1,874
<b>Total Liabilities</b>	<b>4,237</b>	<b>3,374</b>
Share Capital	2,366	2,366
Retained Earnings	(30)	147
<b>Total Equity</b>	<b>2,336</b>	<b>2,513</b>

## Performance Measures

### 7 Summary of progress against performance measures versus Statement of Intent

### 8 How we're tracking

The first table below summarises the overall status of the measures set for the year as featured in the FY21 Statement of Intent. The second table sets out the performance for each specific measure.

7	3	-	-
On Track	Measures in place to ensure On Track	Off Track	Not Measured

	Performance measure	Target for FY22	Status & Commentary
1	To achieve financial budget	To achieve financial budget allowing any future surpluses to be used to enhance business capability.	Current profit for the period 1 July 2021 to 31 March 2022 is \$176k compared to a budgeted profit of \$153k.
2	To secure additional revenue within this financial year that upon completion has a positive contribution to margin.	To secure additional revenue streams within the financial year that increases EBITDA compared to budget. This will be measured upon project completion, and monitored on a monthly basis.	InfraCore have been awarded a number of projects in the financial year including: <ul style="list-style-type: none"> <li>• Playground renewals</li> <li>• Water renewals</li> <li>• Bridge construction</li> </ul> These are all monitored internally using our dashboard reporting.
3	Consolidated KPI scoring Parks and Open Spaces	80%	Average YTD 79.81% *  *COVID resourcing related
4	Consolidated KPI Utilities	80%	Average YTD 77.72%*  *COVID resourcing related
5	Targeting full employee engagement with Health and Safety	90%	Actual 95.0% Year to Date
6	Individual performance plan in place per employee	100%	Individual performance plan six monthly review currently underway.

	Performance measure	Target for FY22	Status & Commentary
7	Develop and document social enterprise project of work (Can include project specific, contracts or MoU's achieved or maintained in the period)	1	<ol style="list-style-type: none"> <li>1. Finalising contract with MSD to employ 10 people into full time roles, complete with training and career pathways.</li> <li>2. Open day with Corrections held to detail InfraCore activities and career opportunities within InfraCore. Four people commencing Q4.</li> </ol>
8	Understand the satisfaction level of the beneficiaries of the social enterprise's activities from a community stakeholder perspective (via Engagement survey or written comms) *note 1 Statement of Intent	80%	Satisfaction level remains at 100%. Active training programmes in place. (MSD and Department of Corrections)
9	Partner with Te Arawa (contributing towards Te Arawa Vision 2050) and Mana Whenua through collaboration with a Te Arawa Iwi and Hapū entities.	1 entity	1 FTE employed as an HR Intern, appointed in conjunction with Ngāti Whakaue Distributions and Initiatives team. Internship complete April 2022. Experience gained across all areas of HR management, with high focus on recruitment. Positive experience.
10	Development and implementation of InfraCore reorua strategy. Commitment to Rotorua Reorua. Increased cultural awareness within our organisation.	Development of InfraCore reorua strategy and implementation of Y1 initiatives.	1 Executive Leadership Team has achieved NZQA L2 Te Reo Māori

## Key Strategic Actions Measures

Project	Comments
Laying the foundations of a lasting partnership with the Council	<p>Both organisations agree that a mature relationship is key to our mutual success, and that InfraCore has an important part to play in delivering a dual bottom line business.</p> <p>The organisations are aligned on the Social Enterprise value of InfraCore, and are actively engaged in exploration of further opportunities to include InfraCore in the Build Back Better social outcomes contribution.</p> <p>The general relationship is viewed as strong by InfraCore, with alignment gained on the InfraCore commitment to continuous improvement and best business practice initiatives.</p>
Building capabilities and committing to our community	<p>Social Enterprise is at the heart of InfraCore's purpose, whether it be employing locals or working with Council on mobilising socially responsible initiatives to increase employment and skill levels for the region's most vulnerable.</p> <p>InfraCore have developed relationship with Iwi, and MOU with Corrections Department and have a contract in place with MSD.</p> <p>InfraCore continue to work with Rotorua Lakes Council on understand how we can deliver further positive outcomes for the Rotorua region, whilst undertaking essential and worthwhile works packages.</p>

**End of Report**

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01-65-052\02  
RDC-1260699ROTORUA LAKES COUNCIL

Mayor  
Chair and Members  
OPERATIONS & MONITORING COMMITTEE

**6.2 Operational Update from Rotorua Airport Limited****Report prepared by:** Thomas Collé, Chief Financial Officer**Report approved by:** Geoff Williams, Chief Executive**1. TE PŪTAKE  
PURPOSE**

The purpose of this report is to provide the committee with an operational update for the third quarter January – March 2022 for Rotorua Airport Limited.

**2. TŪTOHUNGA  
RECOMMENDATION**

**That the report ‘Operational Update from Rotorua Airport Limited’ be received.**

**3. NGĀ APITI HANGA  
ATTACHMENTS**

Attachment 1: Rotorua Airport Limited Quarterly Review Report



**Rotorua Regional Airport  
CCO Performance Report Q3 FY22**

## FY22 Q3 - Performance Measures

### Financial Performance

Rotorua Regional Airport's (RRA) financial and operational performance for the first three quarters of FY22 is behind budget, which is not unexpected given the volatility of travel over the last nine months including the August 2021 lockdown and Omicron outbreak. The SOI performance measures for FY22 were based on "No further material external or internal economic shocks impacting business and aviation resulting from COVID-19 or any other un-forecast significant event." and unfortunately, this has not been the case.

For July to March aircraft movements were down -36% due to cancellations on the AKL-ROT sector and lower than expected general aviation movements. However passenger numbers, which drive the largest portion of aviation related revenue, are in line with budget at -1% for the first 9 months of the year. Passenger numbers were ahead in the first half of the year, however this was offset by very soft passengers in February and March due to the Omicron outbreak.

	YTD Mar Actual	YTD Mar Budget	Variance
Aircraft movements	2,983	4,659	-1,676
Domestic Passengers	110,999	111,589	-590
<b>Financial</b>			
Total Revenue	\$3,563,213	\$3,824,820	-\$261,607
Total Expenses (excl Depreciation)	\$2,503,036	\$2,541,769	-\$38,733
Net Surplus (before Depreciation)	\$1,060,177	\$1,283,050	-\$222,873
Net Surplus / Loss (after Depreciation & before tax)	-\$164,998	-\$575,288	\$410,290
<b>Team</b>			
Number of employee injuries (resulting in days off work)	0	0	0

There has been a change in the way depreciation is handled on key infrastructure assets at RRA, resulting in lower than budgeted depreciation, and positively affecting the bottom line. As a consequence RRA has made a net loss after depreciation for the first 9 months of -\$164,998 compared to a budgeted loss of -\$575,288.

### Non-Financial Performance

On an operational level RRA is on track with regards to the number of controllable safety incidents and the number of employee injuries requiring time off work, both of which are at zero for July '21 to March '22. As previously advised RRA stopped collecting customer service and facility rating data when the terminal upgrade was completed so there is no update on this measure.

	YTD Mar Actual	YTD Mar Budget	Variance
<b>Customer</b>			
Customer service and facility rating	Data not available	8.0 out of 10	
<b>Operational</b>			
Number of controllable safety incidents	0	0	0
<b>Team</b>			
Number of employee injuries (resulting in days off work)	0	0	0



## Outlook

The Omicron outbreak and the subsequent shift to the red traffic light setting had a significant effect on passenger numbers in the first quarter of 2022. April, with two long weekends and the school holidays saw an encouraging return of traffic. May and June are traditionally quieter months for passenger volume so, while traffic is returning following the shift to the orange traffic light setting, this will be limited. The full reopening of the international border from 31 July was a welcome announcement and we expect to see international visitor traffic start to build over the coming months in the lead up to summer. Air New Zealand is seeing promising international forward bookings, primarily from the Australian and US markets.

## Business Update

### Optimise Property Portfolio

RRA is part way through a programme to optimise the airports property portfolio and bring rent up to market levels. The airport recognises the impact this may have on some tenants and is working with lease holders to implement the increases in a sustainable manner.

### Obstacle Limitation Surface

International Civil Aviation Organisation (ICAO) has released details of its Obstacle Limitation Surface (OLS) reforms for consultation. The new ICAO OLS is expected to apply from 2026. While timelines and requirements for New Zealand have yet to be released, RRA is preparing for the upcoming changes with the goal of being an early adopter of the new OLS. The new OLS is expected to be more adaptable to the Rotorua environment and provide improvements for RRA and the Rotorua community.

### Staff Changes

RRA is recruiting for two new members of its management team following the resignations of Logan Charters-Leahy (GM Operations and Infrastructure) and Blair Simms (Commercial Manager). Both Logan and Blair have been an important part of the RRA Management Team and will be missed.

01-65-052\02  
RDC-1260701ROTORUA LAKES COUNCIL

Mayor  
Chair and Members  
OPERATIONS & MONITORING COMMITTEE

**6.3 Operational Update from Rotorua Economic Development Limited**

**Report prepared by:** Thomas Collé, Chief Financial Officer

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

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**1. TE PŪTAKE  
PURPOSE**

The purpose of this report is to provide the committee with an operational update for the third quarter January – March 2022 for Rotorua Economic Development Limited.

**2. TŪTOHUNGA  
RECOMMENDATION**

**That the report ‘Operational Update for Council from Rotorua Economic Development Limited’ be received.**

**3. NGĀ APITI HANGA  
ATTACHMENTS**

Attachment 1: Rotorua Economic Development Limited Quarterly Review Report

**CCO - ROTORUA ECONOMIC DEVELOPMENT  
TRADING AS DESTINATION ROTORUA**

# **QUARTERLY REVIEW REPORT**

**JANUARY 2022 - MARCH 2022**

## **CONTENTS**

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## **QUARTERLY HIGHLIGHTS**

### **INVESTMENT AND DEVELOPMENT**

#### **Innercity and residential development**

- Ongoing engagement with land owners who submitted an Expression of Interest for inner city projects.
- Investigating additional strategic sites in the inner city that have come through the Expression of Interest and seeking potential opportunities.
- Discussions with developers and Rotorua Lakes Council to support a potential residential development in central Rotorua is ongoing.
- Working alongside another landowner to scope development options in the inner city delivering another TPP.

#### **Supporting the establishment of Te Mānuka**

- RED was pivotal in the establishment of Te Mānuka – a partnership arrangement between Datacom, Te Tatau o Te Arawa, RED, and Toi Ohomai committing to work together towards establishing a digital hub in Rotorua. All parties signed the partnership agreement in July 2021 at a ceremony held at the Mokoia Campus of Toi Ohomai.
- Ongoing work with partners to support the establishment of a digital hub in Rotorua, including supporting approaches and proposals to potential clients regarding service delivery and Government support

#### **Unlocking commercial opportunities in the forest and at the lakefront**

- Continued support for potential investors at the Lakefront and Titokorangi sites to respond to final stages of due diligence, and work towards implementation.
- Diversification of commercial portfolio at Te Pūtake o Tawa with consideration of current and potential opportunities across retail, recreation and accommodation.

#### **Commercial and Industrial Land Development**

- Supported Waiariki Film Studios on due diligence and feasibility for movie studio improvements, including discussions regarding potential investment opportunities.
- Support establishment of roading solutions that unlocks Peka Block and Red Stag. Engaged Stantec to work with relevant parties to progress plans moving forward.
- Recent engagement with local government around workforce development aiming to create a pipeline of talent to create capability in specific industries to meet demand.
- Supported Scion to progress mutually beneficial projects, including the opportunity to establish bio scale up facilities in the Rotorua region. Worked with consortia to develop the strategic case for Government investment.
- Engagement with businesses both establishing and looking to establish in Rotorua, largely in Greenfield sites.

### **MARKETING AND INTELLIGENCE**

#### **Online accommodation dashboard**

In order to provide transparency about accommodation status and room availability in Rotorua, we have published a stocktake and profile of all the commercial accommodation, broken down by a number of different variables including status (visitor, emergency housing, mixed use), type, star rating, price and more. There is also a room calculator tool built in which enables users to assess room capacity based on various criteria. This information will also be critical when putting

together investment attraction cases, showcasing the opportunities in Rotorua's accommodation sector.

### **Tourism campaign partnerships**

We have been working with the Tourism New Zealand domestic team to deliver their first cultural campaign to a domestic market. This campaign was born out of our strong and persistent lobbying to address the needs of our cultural tourism operators, who have been most impacted by COVID. The campaign focuses on six Rotorua cultural tourism experiences: Te Puia, Whakarewarewa Thermal Village, Kaitiaki Adventures, Tamaki Maori Village, Hells Gate and Waimangu Thermal Valley and will be in market from March to June. All collateral created from this campaign will also be used by the TNZ brand team across their international markets.

### **Recent TV opportunities**

- Filming of international TV production of Men in Kilts took place over 5 days in February
- TVNZ recorded an episode of Breakfast TV in Rotorua and broadcasted live from the Lakefront and Eat St on 21 February.

### **Place brand**

The new place brand has been completed and we now have a full set of brand guidelines, including the creation of a bespoke typeface. These guidelines are now being rolled out across RED and RLC so that we have a consistent visual approach across all of our branding and collateral.

RED has also received approval from its shareholder to change the organisation's name to RotoruaNZ, effective 1 July. We have already started to update our corporate collateral so that there's no disconnect between destination and organisation - the Rotorua tohu and typeface are used across both.

### **New marketing campaign**

After a strong competitive pitch process, we appointed a new advertising agency, EightyOne. They have been working us to develop a consumer facing campaign that will bring the new brand to life for New Zealanders from mid-April. We'll then continue to extend this campaign proposition into Australia and via our Business Events channels over the coming months.

The new campaign is called 'Meet the OG's' (Original Guides), drawing upon the legacy of Rotorua as New Zealand's original tourism destination, while also playing with the colloquial term "OG". The execution will showcase the unique personality of each 'guide' within their working environment, inviting visitors to come and meet them.

### **Matariki Food Challenge**

We have commissioned Nourish Magazine to manage a Rotorua Food Challenge to inspire local business to create an indigenous dish to celebrate Matariki. The challenge will be designed by Te Arawa chef Pete Peeti and will run through the month of Matariki. We will create and promote a food trail, encouraging visitors and locals to sample as many of the dishes as possible.

## **VISITOR SERVICES AND EXPERIENCE**

### **i-SITE Operation**

The Fenton Street Branch has remained closed due to the impacts of Covid and the re-roofing the building. Initially the branch was to re-open by mid-May, based on the expected retiling of the roof being completed by then. Due to progress on the roof being delayed the reopening should now happen mid- June.

Another factor impacting our operation is staff. We need to employ 5 new frontline staff to allow us to operate both sites and this is proving to be very difficult. Very low numbers applied for the roles in the first ad down about 90% on pre covid applicants.

## School Groups

- For 2022 we are finding that Schools are choosing to shift their booking dates to Term 3 – Term 4.
- Developing the virtual pre-school scripts for some REN operators is continuing. Received the next phase of quests to the RFP for Enriching Local Curriculum, Michael helped with the questions. Fingers crossed.
- REN Panui is continuing into to move forward and REN Operators that have being involved are excited about the comms out to teachers.

## Interns

Our internship students from Toi have started, we have two currently working in the office 1 day a week.

The Interns have completed the following so far:

- Packages for different markets that the i-SITE deal in, this is the design and layout of promotional material that is sent out to the different channels we cover
- They have helped complete the REN DATA Base and break down the percentages of what we are getting and not getting in the different regions around NZ.
- They have attended and help support our Night Market stand. They are also working on the project of developing students to help volunteer at this as part of their course compulsory volunteer hours.

## CORPORATE & COMMUNICATIONS

### Vax Vegas – phase two

- RED was asked to continue to support the campaign into its second phase given the urgency to increase vaccination numbers as the Omicron wave was beginning to take hold in early February. We engaged an external project manager to oversee and coordinate the campaign which ended in May.

### Te Pokapū – Housing Hub

- We are currently in the process of establishing a working relationship with the Ngāti Whakaue-led housing hub – Te Pokapū. The hub is the first of its kind and its purpose is to work collaboratively with local hauora providers to manage the placement of people who require emergency housing in Rotorua. Support from RotoruaNZ will be in the form of communications advice and guidance, and sharing of data and insights.

### CNI Wood Council Scholarship

- RotoruaNZ along with CNI wood council and Donnelly's Sawmill, established a scholarship to support forestry students from Rotorua. There was a high calibre of applicants and the scholarship fund was able to provide support to four of the applicants who are at different stages of their tertiary education pathway.

## Media relations

- Following the in-depth STUFF article on the impact of the negative perceptions associated with emergency housing, we have been approached for a follow-up story about motels advertising their outside of the Rotorua district. We continue to work closely with the reporter to ensure correct facts and information are available.
- Following the distribution of a proactive press release to encourage businesses to participate in our new pulse survey, an additional 20 business owners registered their interest. [Rotorua businesses urged to take survey on local economy](#)



**FINANCIAL MANGEMENT****Profit & Loss  
Rotorua Economic Development Limited  
To the month ended 31 March 2022**

	YTD Actual	YTD Budget	Var NZD
<b>Income</b>			
Commission Received	140,545	371,325	-230,780
RTIP Funding	80,174	28,000	52,174
Interest	2,072	0	2,072
MBIE - Funding	694,531	1,000,000	-305,469
Rotorua Lakes Council Funding	3,335,000	3,335,000	0
Trading and other Revenue	204,461	488,121	-283,660
Vax Vegas Funding	944,196	0	944,196
<b>Total Income</b>	<b>5,400,978</b>	<b>5,222,446</b>	<b>178,533</b>
<b>Less Cost of Sales</b>			
<b>Total Cost of Sales</b>	<b>5,356,111</b>	<b>5,098,737</b>	<b>257,374</b>
<b>Gross Profit</b>	<b>44,867</b>	<b>123,709</b>	<b>-78,841</b>
<b>Less Operating Expenses</b>			
<b>Total Operating Expenses</b>	<b>135,425</b>	<b>142,425</b>	<b>-7,000</b>
<b>Net Profit</b>	<b>-90,557</b>	<b>-18,716</b>	<b>-71,841</b>

## Commentary

1. Commission and Trading revenue is significantly down on budget, driven by lockdowns and traffic light settings that have reduced the number of visitors.
2. RED continued to facilitate the delivery of the Vax Vegas campaign during the most recent period. All of the funding received was expended on campaign activities, which drove the total cost of sales for the period over budget. The campaign is in the process of being wound up and transferred to a new entity.
3. Taking into account the additional expenditure associated with Vax Vegas, the team has reduced expenditure to offset the deficit in revenue. Further savings are being sought and the forecast year end position remains in line with the budget.

**KEY MONITORING INDICATORS REPORT****2022 Key Performance Measures**

2	2	3	0	2
On Track	Achieved	Off Track	Not Achieved	No data available

Measures		YE Result Jun 2021	YE Target Jun 2022	YTD Actual Jul21- Mar2022	Action Status	Comments
Development	The number of Te Arawa economic development projects directly supported by Rotorua Economic Development Ltd.	#N/A (New Measure)	>= 3	3		<ul style="list-style-type: none"> <li>• CNI commercial opportunities in the forest - RED co-ordinated the process for selecting a preferred food and beverage partner and provided due diligence on forest activities that could be established</li> <li>• Te Manuka Partnership - RED partnered with Te Tatau o Te Arawa, Toi Ohomai and Datacom to create employment and training opportunities in high value technology jobs within the region</li> <li>• Supporting lands trusts to investigate development opportunities and seek funding from partners including Central Government to progress opportunities</li> <li>• Further projects are being master planned and facilitated among Te Arawa entities</li> </ul>
	Level of satisfaction of businesses going through the ACCELERATE programme.	#N/A	>= 80%	#N/A		The ACCELERATE programme participants are surveyed following completion of the course and results will be available at the end of the reporting year.
Investment	Relevant destination data and insights developed to support investment decision making by businesses in target sectors. Subject matter will be delivered during the year based on relevance and need.	19	>= 6	5		<ul style="list-style-type: none"> <li>• Commercial accommodation sector overview on rotoruaNZ.com</li> <li>• Insights dashboard: forward looking accommodation on rotoruaNZ.com</li> <li>• Clear as mud – industry blog (visitor perceptions research, commercial accommodation) on rotoruaNZ.com</li> <li>• Forward looking events data – In Rotorua app launched</li> <li>• Food and beverage insights survey</li> </ul>
	The number of new developments (residential, industrial and commercial) supported or led by Rotorua Economic Development that are initiated.	#N/A (New Measure)	>= 3	2		<ul style="list-style-type: none"> <li>• RED has facilitated a consortia of investors to commit towards implementation of a new commercial development. This will proceed pending securing agreements to lease with tenants and confirming construction costs</li> <li>• RED has facilitated an investment case and received commitment from landowners to implement a new economic development project for the destination. This is proceeding to final due diligence and implementation to confirm partnerships, investment and construction costs</li> <li>• RED have committed to supporting various new developments, which will be reported once initiated and progressing</li> </ul>

Measures		YE Result Jun 2021	YE Target Jun 2022	YTD Actual Jul21- Mar2022	Action Status	Comments
Destination	i-SITE to be financially sufficient.	- \$948,539	>= \$0	-\$631,061		The two week national Delta lockdown in August 2021 and essential travel restrictions on Aucklanders which extended through to December had a significant negative impact on visitor spending. Additionally, the restrictions resulting from the Omicron outbreak and the temporary closure of the Fenton St i-SITE further negatively impacted on visitor spending and overall the June 2022 projection is off track.
	Business events - value of bids won in financial year based on MBIE data and DR lead sheet confirmed conferences.  ** Events are typically won more than 12 months in advance of the event date. Some events won in the June 2021 year were cancelled due to COVID-19, additionally as business events occur the tentative room nights held are adjusted to reflect actual room nights and therefore the value published herewith and in the Statement of Intent will not reconcile to the latest value in RED business records for the June 2021 year.	\$3.2m**	>= \$6.1m	\$2.0m		For the year to date March 2022 RED won 13 events, collectively resulting in 5,230 room nights and \$2.0m delegate spend. The COVID restrictions created a high level of uncertainty, which although restrictions eased in recent months is not anticipated to regain the losses of the previous months and therefore the June 2022 projection is off track.
	Domestic visitor card expenditure for Rotorua (based on MBIE TECT data set).  ** MBIE estimates are subject to revision and therefore the value published herewith and in the Statement of Intent will not reconcile to the latest value published by MBIE for the June 2021 year.	\$322m**	>= \$330m	\$199m		The two week national Delta lockdown in August 2021 and essential travel restrictions on Aucklanders which extended through to December had a significant negative impact on visitor spending. Additionally, the restrictions resulting from the Omicron outbreak commencing January 2022 have continued to further negatively impact visitor spending and overall the June 2022 projection is off track.
	Stakeholder satisfaction (Survey of the local visitor economy; attraction, hospitality, food & beverage).	#N/A (New Measure)	>= 75%	#N/A		Visitor economy stakeholders are to be surveyed once annually and results will be available at the end of the reporting year.
	Domestic consumer perception - % intend to visit (Delve loyalists + considerers) Rotorua from Auckland AND one target market is at least approximately the same or better than the June 2017/18 year.	3 markets (incl AKL)	2 markets (incl AKL)	3 markets (incl AKL)		Intention to visit targets were achieved in each key market. The results were similar to the previous year for the Auckland market (down slightly from 56% to 53%) and the Christchurch market (up slightly from 28% to 30%). Although 45% in the Wellington market is down on 51% of the previous year, it is the mid-point of Wellington survey results over the past five years.
	% Auckland market "intend to visit" Rotorua AND	56%	>= 50%	53%		
	% Wellington market "intend to visit" Rotorua OR	51%	>= 40%	45%		
	% Christchurch market "intend to visit" Rotorua	28%	>= 20%	30%		

ROTORUA LAKES COUNCIL

Mayor  
Chair and Members  
OPERATIONS & MONITORING COMMITTEE

## 6.4 Financial Performance for the ten months ended 30 April 2022

**Report prepared by:** Emma Hayde, Intermediate Business Partner

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

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

### 1. TE PŪTAKE PURPOSE

The purpose of this report is to provide information on Council's financial performance for the ten months ended 30 April 2022.

### 2. HE TŪTOHUNGA RECOMMENDATION

That the report "Financial performance for the ten months ended 30 April 2022" be received.

### 3. TE MATAPAKI DISCUSSION

#### Operating Statement For the month ending 30 April 2022

\$000's	Year to date			FY Annual Plan
	Actual	Budget	Variance	
<b>Revenue</b>				
Rates	93,723	93,560	162	112,272
Fees and Charges	12,297	13,692	(1,395)	17,622
Subsidies & Grants	20,400	34,615	(14,214)	53,074
Investment Income	547	525	22	630
<b>Total Revenue</b>	<b>126,967</b>	<b>142,392</b>	<b>(15,425)</b>	<b>183,599</b>
<b>Less Expenditure</b>				
Operating Expenses	54,816	51,902	(2,915)	65,389
Staff Expenses	24,423	24,903	479	31,518
Utilities Expenses	2,314	2,494	180	3,106
Administration Expenses	2,796	2,905	109	3,928
Finance Expenses	6,855	7,008	153	8,506
Depreciation	28,095	28,139	44	33,767
<b>Total expenditure</b>	<b>119,300</b>	<b>117,351</b>	<b>(1,949)</b>	<b>146,214</b>
<b>Operating Surplus / (Deficit) before capital subsidies</b>	<b>7,667</b>	<b>25,041</b>	<b>(17,374)</b>	<b>37,385</b>

#### Year to date Performance Summary

Council continues to experience financial pressures and risks resulting from the current Covid and economic environment New Zealand and the world is experiencing. Some of our revenue streams continue to be subdued at a time when there is increased pressure on our costs.

To date Council has been able to mitigate most of these challenges while still delivering all services to our community.

Council has generated a ten-month surplus of \$7.6m against a budget of \$25m. The main variance to budget relates to timing of capital subsidies (\$15.m) and directly to the timing of a few key capital projects. The balance of \$2.3 is from the ongoing pressure on Fees and Charges and Operating Expenditure.

Mitigations continue across the organisation are underway. The forecast for the end of year operating result is projected to be within \$1.3m of budget. This will be achieved through prudent cost management with no reduction in levels of service.

Our capital works programme is progressing well with a \$63.9m investment to date. Inflation and logistic challenges are now starting to impact the delivery of the capital works program. Some projects nearing completion are experiencing small impacts, but those projects going through procurement and tendering are seeing a combination of low market participation and higher cost. The organisation is responding through a combination of changing procurement to direct market negotiation, value engineering, reviewing the timing of the project and/or seeking additional external funding.

We anticipate a high rate of completion in our asset renewal programmes and have a few key projects being reforecast to commence in the next fiscal year. We are forecasting an overall \$85m investment into infrastructure and community amenities by year end.

## **Revenue**

The impact of COVID-19 has led to significantly reduced Fees and Charges, more specifically revenue streams such as parking revenue, lease rental income and venue hire due to the cancellation of major events and weekly markets. Planning revenue is lower, however offset with high volume of building consents. While there may be further impact on fees and charges, we anticipate better results in future months.

Rates revenue is tracking ahead of budget, largely driven by seasonal water meter billing and less than anticipated rates remissions.

Subsidies and Grants are unfavourable, driven by deferral of capital works impacting revenue received. Operational subsidies slightly offset this mainly due to funding received from the DIA towards professional services relating to Three Water Reform (to be offset with consultancy spend). In addition, funding received for delivery of the Aronui Indigenous Arts Festival, NZLLP (staff resource for Library) and COVID-19 Isolation support funding received from MSD, offset by salary and operating costs.

## **Expenditure**

Total expenditure is tracking unfavourably overall, in comparison to budget, explanation of key variances is detailed below for reference:

- i) Operational expenses are unfavourable by \$2.915m, mainly driven by the following:
  - Grant towards the QE redevelopment project
  - Consultancy fees - Expert advice required for ongoing housing strategy as well as resource support across planning and building consent team

- Contractor spend is higher than expected which has been driven by CPI adjustments due to extremely high inflation
- Legal fees and repatriation costs in relation to Landfill court case
- Grants and Contributions – Community Resilience Fund
- Professional fees - Three Water Reform initiative (offset with funding noted above)
- Increased security initiatives to support community safety
- Consumables purchased in relation to COVID-19 Isolation support initiative (offset with funding)

With Council's continued focus on delivering against strategic priorities, we anticipate increased pressure on our operational expenditure. These additional demands will be aligned to Council's priorities and may result in further pressure on our budgets.

- ii) Staff vacancies across the organisation resulted in savings of \$479k.
- iii) Utilities expenses are favourable by \$180k due to lower than anticipated spend on electricity across the organisation at large, materially roading and water supply.
- iv) Administration expense favourable variance of \$109k is materially driven by timing of computer licence fees and lower stationery cost, driven by print room opening.

#### Capital Expenditure for the 10 months ending 30 April 2022

The capital programme delivery for this year has been set at \$146m, which can be broken down into:

Capital growth projects \$8.6m – such as Pukehangi West stormwater.

Capital improving level of service \$93.8m – such as SHMC, Lakefront, Whakarewarewa Forest, sewerage schemes and other CIP funded projects for roading and stormwater. Provision for economic recovery projects included within the above is approximately \$23m.

Capital renewals \$44m – such as Aquatic Centre, renewal programmes for transport, three waters, buildings and park reserves.

Year to date spend across capital projects is \$63.9m, key projects have been detailed below:

- i) SHMC \$13m, foyer structure and glazing is now complete. Design scope for the building and theatre services generally complete. Cultural artwork design has progressed well. Theatre services procurement ongoing.
- ii) Lakefront \$9.5m, construction is tracking well. The toilet block and basketball court have been completed and are open.
- iii) Aquatic Centre \$1.2m, Building consent approvals have been obtained and tender period underway from April to June 2022. Post tender evaluation, expected construction could start September 2022 with a 15-18 month duration.
- iv) Stormwater improvements \$7.6m, underway at Pukehangi West design now complete for improvements required to support PC2; work commenced on Linton Park detention dam improvement and multiple stormwater renewals underway at various locations.
- v) Transport improvements \$8.8m, program of works underway across the district those led by NZTA are largely along SH30 and SH33. Road rehab along Hamurana progressing well, with plan to start Yankee and Ashpit roads. Annual re-seals cover priority areas with expected 65-70kms planned this year. Minor improvements focus on Paradise Valley stream stabilisation, Devon Street and Dansey Road improved safety requirements.

- vi) IT Solutions \$4.0m, ERP upgrade with phase 2 forecast to go live August 2022, included in this cost is the renewal of various hardware and software assets.
- vii) Water supplies \$2.9m, reticulation renewals underway across various locations, Waipa pipework and Malfroy Road (Pukehangi); new pump station underway at Taniwha Springs.
- viii) Sewerage \$10.1m works under way such as installation of on-site systems at Rotoiti; Rotoehu sewerage reticulation construction and detailed design for Tarawera Sewerage.

As at 30 April 2022 - Debt \$277m and Cash on hand \$5.5m.

#### 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.

#### 5. HE WHAIWHAKAARO CONSIDERATIONS

There are a number of risks facing communities currently, and Council is no different. By identifying those risks along with mitigation plans where possible, gives Council the ability to manage risks as they occur.

##### Financial Risks:

- i) **Public sector reforms:** the unknown outcomes of Local Government reforms such as "The Future for Local Government"; "Three Waters Reform" and "Resource Management" and the resulting transition period will have an enduring effect on budgets and resource.
- ii) **COVID-19 Impact:** the ongoing impact of COVID-19 continues to drive inflation and logistical challenges continues to impact on fees and charges as well as unforeseen delays in capital projects.
- iii) **Inflation:** the steep increase in inflation from 1.5% (Mar 21) to 5.9% (Dec 21) will continue to have significant cost implications on the procurement and delivery of both services and projects underway and those planned for delivery. This swift increase in inflation was not expected in the annual budgeting process.
- iv) **Staff retention:** the ability to attract and retain staff in an already pressured labour market is indicative of large number of vacancies across Council. The cost of recruitment and meeting market related rates will place financial pressure on Council to ensure sufficient resource available to deliver on services. It is anticipated this will continue into the near future.
- v) **User pay charges:** activities that drive user fees across the organisation have been uplifted to meet the funding policy as set in the Long-term Plan 2021-2031. The impact of COVID-19 on the fees and charges specifically Parking and Event revenue has led to high losses in these areas; the current economic conditions are unfavourable and may cause a lag into the next financial year which will impact on budgets.
- vi) **Supplier and materials delays:** as noted above, the impact of inflation and global economic conditions has seen a sharp increase in the demand and price of materials. This has led to delays in delivery and increased cost of delivery. Procurement of fixed price contracts is becoming increasingly difficult to negotiate; this will increase financial risk on meeting budgets and project scope.

ROTORUA LAKES COUNCIL

Mayor  
Chair and Members  
OPERATIONS & MONITORING COMMITTEE

## 6.5 Operational Report for April 2022

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

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### 1. TE PŪTAKE PURPOSE

The agreed purpose of the report is to provide:

- briefings on matters under consideration prior to any decision being needed by Council;
- an opportunity to discuss the purpose and nature of developments at an early stage;
- progress updates on key initiatives; and,
- briefing on issues and matters arising from decisions made.

### 2. HE TŪTOHUNGA RECOMMENDATION

**That the report “Operational Report for April 2022” be received.**

### 3. TE TĀHUHU BACKGROUND

The report has six sections with reports and updates from:

- Kāhui Tū Pakari – Organisational Enablement group
- Kāhui Hapori Oranga – Community Wellbeing group
- Kāhui Tūānuku Tūārangi – Infrastructure and Environment Solutions group
- Kāhui Whaitua Tūtahi – District Leadership and Democracy group
- Kāhui Te Arawa Hourua – Te Arawa Partnership group
- Kāhui Tupu Whakaritorito – District Development group

It is envisaged some matters will need to be considered in public excluded. The intention however is to maintain as much as possible in open meeting.



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# KĀHUI TŪ PAKARI

## Organisational Enablement Group

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### GROUP MISSION STATEMENT:

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



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



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

#### COVID-19

Daily COVID-19 cases have reduced with 1 to 2 cases per day, following a peak on 18 March when we had 20 cases. To date we have had 95 cases since the end of February. We continue to maintain business continuity of all services.

#### Performance Development Reviews

Preparations are under way for annual performance reviews which provide feedback on performance, progress on development and career aspirations. This process also informs the annual remuneration review process.

#### Recruitment

We have filled the Talent Acquisition Manager role with an internal promotion who will start her new role when we complete recruitment for her replacement. The challenge of attracting and retaining staff remains a major focus for the organisation. Eight new staff joined the council during April.

## OHU: HANGARAU – INFORMATION OFFICE



Information  
Office

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

### Information and Customer Solutions

The Information Office reviews positions and roles in the course of usual staff turnover, in line with Rotorua Lakes Council's 2030 strategic goals and outcomes. This has recently allowed us to discuss and agree changes to our infrastructure team, bringing together Information Systems and Security. We are looking to strengthen leadership within the team, bringing a greater focus on user experience and being more proactive and responsive to business needs.

### OneCouncil

#### Milestones Achieved

We have completed our first Cycle of User Acceptance Testing (UAT), with our business subject matter experts doing an amazing job testing OneCouncil in the context of the complexities of our business. Taking a continuous approach we reflected with the business on Cycle One establishing what we could improve and need to do moving forward. With the continued impact of COVID-19 on not only the Council but also our Business Partners, and the need for sufficient time to address our more detailed and complex business needs, we have now confirmed a 29 August Go-Live.

#### User Acceptance Testing (UAT)

Cycle 2 of UAT is well underway, scheduled to be completed by the end of May. Our Building and Consenting business areas are expected to require additional time, being the area of highest complexity and configured software which we are arranging. We are working with our business partners to also enable this area to get additional focus and attention.

#### Go Live Planning and Readiness

This work continues and is now well advanced with the business increasing its attention on preparation and ensuring data to be migrate from our current systems, particularly Ozone, is clean. We are working particularly closely with those parts of Council that have direct contact with customers on transition planning in the weeks leading up to and through the go live period to ensure disruption is minimised and that support once OneCouncil is live is robust.

#### Data Migration

We have seen significant progress on our migration planning, activity and delivery in the last 2 months with the support of DataMC, who have extensive experience with data migrations into TechnologyOne systems. Migration was completed for UAT Cycle 2 on time and preparations for Cycle 3 are underway.

#### Training

UAT Cycle One enabled the training team to gain a better understanding of the depth and breadth of training required for the respective business areas. The training team was also able to draft User Guides from passed test scripts. This work continues in Cycle Two. These first drafts have enabled the team to refine the overall training plan and design individualised training plans for each business area. Once Cycle Two is complete we will discuss the training plans with the business, modify where necessary and get final sign off. This will then allow scheduling to commence in July. We the knowledge we now have, we have increased the time for training from three weeks to four week prior to go-live, with the option to schedule sessions post Go-Live as required.

# KĀHUI HAPORI ORANGA

Community Wellbeing Group



Stats, Facts and FAQs		
<h1>APRIL</h1> <h1>2022</h1>	<p>Animal impounds 70 up from 55</p>	<p>380 Library craft and story activity packs taken home</p>
	<p>Average Parking transactions 1385 per day</p>	<p>1,134 community members participated in Library activities</p>
<p>Animal Control complaints attended = 556 Up from 513</p>		<p>Library Resource Issues = 35,644</p>

## VISION TO ACTION UPDATES

### Sir Howard Morrison Centre

Building works are 78% complete (at 10 May). Major milestones include structural works being completed. There are still impacts of COVID-19 (operating at less than full capacity and supply chain delays) but to a lesser extent than the prior month. Fit-out works are progressing throughout and visible changes are now rapidly occurring. In *Te Haumihi* (main foyer) the clerestory windows and entry glazing are in and the lift installed and commissioned with the foyer ceiling and lighting installation and floor laying to come.

In *Matangi Rau*, *Sir Owen Glenn Theatre* (previously the Civic) the ceiling has been painted, lights installed and acoustic reflectors installed. The scaffolding bird cage can start to come down and the orchestra pit lift install is due to start.

The *Te Haumako* (previously Concert Chamber) back of house roof is now in, cabling complete and wall linings starting.

Completion of ground floor bathrooms was pending at time of reporting and services commissioning was to start mid-May.



*Matangi Rau ceiling (top left), bathroom tiling (top right), Te Haumako progress (bottom left), and Te Haumihi clerestory windows (bottom right)*

### Te Whare Taonga o Te Arawa Museum Project

Discussions with funders regarding the structural and geotechnical recommended solutions are planned to be completed this coming month. Architectural developed design is now complete and design coordination across disciplines is near complete. Roof design works are continuing following three days of detailed inspections using an elevated work platform (EWP) early in May. A two stage request for proposal process for Exhibition Design is planned to start this month.



*Roof inspections by EWP*

## Aquatic Centre

The Aquatic Centre main pool hall and front of house refurbishment tender process is continuing, set to close in early June. After tender review, clarification, evaluation and negotiation it is hoped to come back to Council in early July for a decision to begin the refurbishment work.

## Whakarewarewa Forest Developments

Construction of the shelter at Te Pūtake o Tawa is continuing and expected to be usable by late May. Three concessionaires will be based here. The Whakarewarewa Forest Loop was announced as a New Zealand Great Ride (Ngā Haerenga) by Minister Nash in early May and the branding for Moerangi and the Forest Loop was passed over to the landowners by Mayor Chadwick at the ceremony. The carving of the taonga for Titokorangi is close to completion and will be unveiled along Titokorangi Drive by Ngā Hapu e Toru o Ngāti Whakaue during Matariki.



*Whakarewarewa Forest Loop being announced as a NZ Great Ride*

## Lakefront Development

In Stage 5 (final boardwalk section and surrounding landscape) the last of the precast concrete boardwalk units have been installed and the crane will now be removed from site. Protective koura habitat has been installed under the boardwalk. Further landscaping, planting and services work is planned for coming month.

The dedicated toddler play area opened Friday 29 April with a lot of positive feedback received from the community and manuhiri. Stage 6 car park area is now under preload, after which the pavement will be constructed with opening planned for September. While waiting for the preload to be complete Campbells have begun Stage 7 landscaping work.



Stage 5 boardwalk progress (top left), Stage 6 Lake Road carpark (top right) and new toddler play (bottom left)

## HUNGA: TIAKI HAPORI – COMMUNITY SAFETY

### Safe City Guardians/Patrols/CCTV

- The Guardians dealt with a range of issues during April including reuniting a lost boy with his koro, providing first aid to an individual with an injury to the head, addressing breach of alcohol matters, assisting a local business following a threat received, providing welfare checks to local businesses and reporting graffiti and disorderly behaviour.
- Mobile/vehicle patrols attended to graffiti, arranged uplift of shopping trolleys left behind in public spaces, undertook food parcel deliveries, helped investigate a parking issue and assisted in resolving an abandoned vehicle matter.
- CCTV Operators assisted with resolving/escalating instances of breach of alcohol, suspicious behaviours, domestic disputes, persons suspected to be under the influence, disorderly behaviour, and a traffic incident. CCTV footage reviews were also performed alongside live monitoring with a range of issues passed to Police for follow up.
- Guardians continue to keep an eye on graffiti across the district. The large amount of graffiti currently being experienced is impacting typical removal times. Property owners are being encouraged to attend to graffiti and whether any assistance is required. Work is underway to determine how this essential service can be better supported to ensure quicker turnaround times.
- The number of known rough sleepers remains fairly steady at around six. Guardians continue to engage with individuals to offer support and make sure that they are as safe as possible.

- Final preparation of information packs to be delivered to CBD businesses took place which allows personal delivery to inner city businesses in conjunction with the Police during early May. These packs contain information about who to contact in the case of different types of emergencies/situations and crime prevention information. These packs will provide an additional opportunity for businesses to speak directly with Guardians and Police about concerns and ideas and to make valuable connections.

## Animal Control

- The number of dogs impounded during April increased with 70 impounds compared with 55 in March.
- Roaming dogs picked up during April totalled 38 compared with 24 in March.
- We are well on track to achieving our target of 100% of all known dogs being registered. At the end of April, registration rates were sitting at 99.08%.
- Another 4 dogs were rehomed from the pound during April to new homes. Three are pictured below:



*From left to right are Bugs, Lisa and Ma.*

## Parking

### Summary

- The overriding observation during April was a return to near normal in most areas, or at the very least a return to pre-COVID-19 (Delta) levels.
- The number of vehicles using time limited and paid parking appears to have now returned to 'normal' levels.
- April saw an average of 1385 transactions per day with an average transaction value of \$2.43.
- Compliance continues to trend up sharply which indicates people are generally using the system correctly. During April there were 32 transactions per infringement issued. The previous all-time high was 34.8 in August 2020.
- With the return of over 1000 vehicles per day in the CBD in April (compared with March), this positive behaviour may indicate a return of regular patrons who are familiar with the consistent enforcement approach in the CBD.

### Further analysis

- April shows again an increased level of average daily transactions (Figure 1).
- Revenue also returned to \$3.4k per day giving a total parking revenue (excluding infringements) of \$65k. This is the highest level so far this year (Figure 2).
- April had a lower number of parking days available compared with other months (20 compared with, for example March at 25). This is why high daily average revenue has not translated directly into the higher total revenue.
- These numbers suggest near normal CBD patronage has increased although the Easter / Anzac / school holiday period may have influenced this result to some degree.

Average Transactions Per Working Day



Fig 1:

Average Parking Revenue Per Working Day



Fig 2:

- In the period 1 May 2021 to 31 August 2021 which preceded the August Level 4 Lockdown, the average vehicle count (as sighted by the Scan Car) was 5352 vehicles per day. In March 2022, this value was 3911 and in April 5044 vehicles per day respectively. For April, this suggests a return to near normal. This is the driver for increased transactions and daily revenue.
- The unique 'plates per day' data in figure 3 below spans the last 12 complete months and clearly showing the impact of the COVID-19 restrictions on parking behaviour. No parking payment was required, or enforcement undertaken during Level 4/3 with a pleasing upturn in April.

Unique Plates Per Day

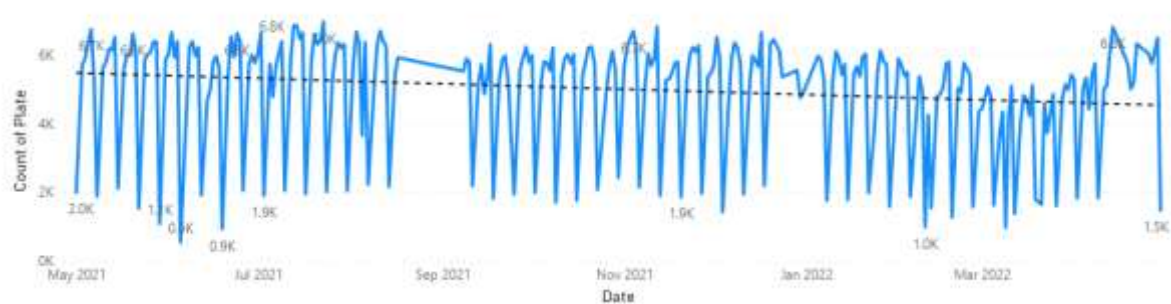


Fig 3:

- The volume of total infringements issued in the CDB has continued to trend down sharply. This is reflected in the data in figure 4 which compares the number of payment-related infringements with the number of parking transactions taken via all channels. Please note that not all infringements are payment related (e.g. overstaying a P60 space in Tutaneikai St). April shows a continued upwards trend for compliance, returning to a level not seen since May 2021.
- Prior to the August lockdown, parking compliance had reached an all-time high of 35 parking transactions per payment infringement issued. This demonstrated a 200% increase in parking compliance since i-Park began working for Council in Rotorua. This also indicates a successful transition to desirable (positive) parking behaviours from previously.



Number of Parking Transactions per Infringement (Compliance)

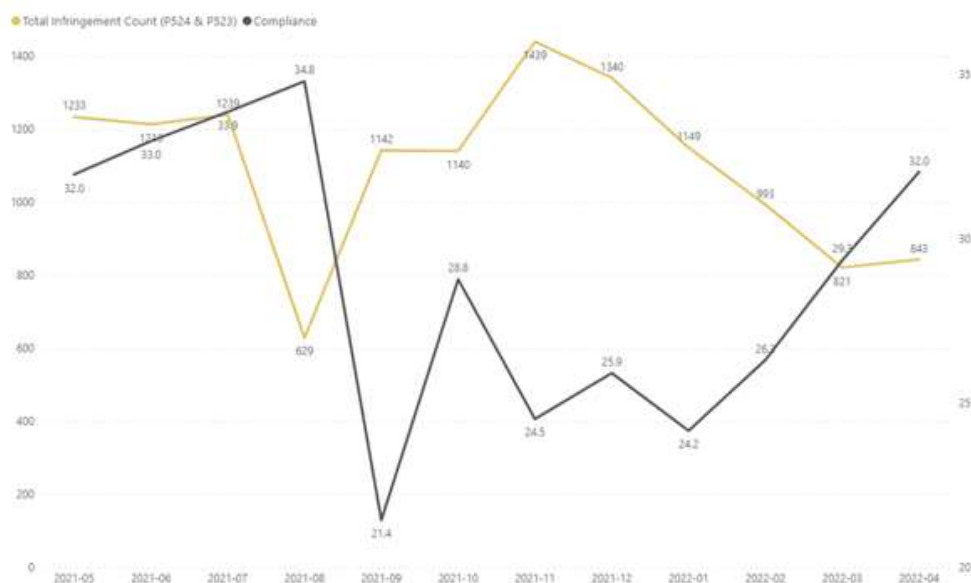


Fig 4:

## OHU: TE AHUREA ME NGA MAHI TOI – CULTURE, HERITAGE AND MAHI TOI

### Performing Arts

Recruitment for a new Performing Arts Director is underway along with other management roles in preparation to operationalise the facility later this year.

The technical team tested lighting options at the Bay Court Theatre in Tauranga as part of our theatre services procurement process.

### Rotorua Museum Te Whare Taonga o Te Arawa

- Collections:
  - A project to make more of the Museum's collection available online is underway. The online browser has been updated with 933 records prepared for import. Once configuration and testing is complete, and these initial collections are published, other collections areas will be added
  - Over 200 catalogue records were updated, enhancing our knowledge of the collection
  - The team received 14 research enquiries and hosted 18 visitors to the collection, including *Waka Huia* crew who are filming a docu-series about the Te Arawa waka and Te Wānanga o Aotearoa raranga kaiako
  - Assisted USA 2nd Year Art History student researching a Te Arawa taonga in the Metropolitan Museum of Art
  - B Company exhibition engagement is underway, including a hui held with Ngāti Ngāranui
- Education:
  - 60 classes are booked for Term 2 with enquiries still coming in. Out of town schools are also returning with 14 bookings for Term 2
  - Term 3 bookings are also strong, with 75% of Museum bus funding already utilised
  - A new programme, Heroes and Electrical Circuits, starts in Term 2, exploring what it is to be a hero in our community including a hands-on activity creating art with an electrical circuit. Another new programme, developed for RBHS and supporting the local curriculum, explores the Ngāpuhi invasion of Mokoia Island
  - The Māra Kai garden in Government Gardens was planted several months ago with help from Kai Rotorua, St Chads, Youth Rotorua and Otonga Primary School. Six classes are booked for that programme in May which includes traditional gardening and harvesting, as well as kūmara tasting
- Exhibitions, Events & Engagement
  - Delays due to Covid means the iwi engagement wānanga hui will now start in June
  - The exhibition *He Kākano* closed at Te Aka Mauri on 1 May and had 478 one-on-one engagements with 150 post-it note ideas submitted. The [online survey](#) is still open for our community to provide input

- Rotorua Museum has partnered with the Fraser family and The Arts Village in the exhibition ***The Enjoyment of the Search - The Paintings of W. Stanley Wallis***, on display at The Arts Village 6–28 May 2022



## EEC, Sportsdrome, Te Runanga Teahouse, Markets Business Events, and Events

On 14 April 2022, the much anticipated change of COVID-19 Traffic Light System from red to orange happened enabling events to go ahead without capacity restrictions.

This announcement was welcomed not only by the team but also the many events and bookings in our system. At this stage all events are now planning to go ahead with confidence.

### **Energy Events Centre**

The Energy Events Centre was programmed to host two Magic netball games this year. The match vs Steel, scheduled for 9 April was postponed to 25 April due to Covid among the players. This was subsequently postponed again, to 18 May. The Magic vs Pulse game went ahead with more than 700 supporters, sponsors and officials attending.

The annual Rotorua Netball Holiday Programme was held from Tuesday 19 April to Friday 22 April. The holiday programme ran during the day with age group trials taking place in the afternoon.

The annual Rotorua Basketball Tip-Off tournament was held in the second week of the school holidays from the 28-30 April 2022, hosting an estimated 800 players during the event.

### **Sportsdrome**

The Sportsdrome continues to be well utilised hosting regular Rotorua Basketball bookings and the Hoopsta holiday programme along with the roller skating, roller derby and futsal events.

### **Te Runanga Teahouse**

The Teahouse hosted two weddings and three meetings along with the annual ANZAC Parade morning tea.

### **Markets**

Initial feedback from vendors at the first Unison Night Market on 7 April was very positive after a long hiatus due to COVID-19 Traffic Light restrictions. Many are keen to maintain the momentum with their continued support.

Two representatives from our major partner Unison who were present were given a special tour by our Markets and Events Operations Coordinator, Karamana Mikaere whose knowledge and personable approach was commended by the Unison representatives who were also interviewed by Te Arawa FM 'live at the Unison Night Market'.

The Unison Night Market was held the following week, 14 April, leading into the school holidays but 21 April had to be cancelled due to poor weather. The market held on Thursday 28 April during the school holidays was fantastic with a high number of people and visitors enjoying the atmosphere, entertainment and the wide variety of food available.



## Business Events

Since the change in the Traffic Light system business events enquiries have been active with a number of events confirming their postponement dates. We expect to host more than 15 conferences between August and November with the first since the Traffic Light changes were announced being hosted in June this year.

During the reporting period the EEC and RED teams hosted Paul Haille from *Meeting Newz* magazine, we organised meetings and visits to key attractions as part of his planning for a Rotorua Feature in June/July.

## Events

### • **Regional Event Fund**

- Presentations from the shortlisted events were held over three days in Taupo with all representatives from each region (Taupo / Rotorua / Hamilton / Ruapehu) present.
- Six Rotorua events were successful in securing funding covering the festival, sporting and business events sectors.
- A total of \$340,000 was distributed for Rotorua events out of a total funding pool of \$1.3m.

### • **Anzac Day**

- To ensure the safety of all involved the ANZAC Civic Ceremony was held outdoors at the Cenotaph in the Government Gardens. The march was shorter this year starting from the Princes Gate Arch.
- It was a beautiful day with a large crowd in attendance.



## TE AKA MAURI – ROTORUA LIBRARY

### Resources and Services

#### **Fines Free**

The Team is excited to be working towards removing fines from Library resources and operating a more inclusive “Fines Free” service in the new financial year.

#### Why fines free?

International evidence has proven that going fines free increases membership and allows greater participation in accessing resources, especially for those in lower socio-economic groups. Why do we care about access to literacy resources? Because it's a foundation of Community Wellbeing. - *Literacy is proven to help with mental health and wellbeing, and has positive educational outcomes (UNESCO).*

#### International evidence tells us:

- Most of those blocked from borrowing because of fines are from lower socio-economic areas.
- Fines Free increases morale of customers and staff. Removes feelings of embarrassment when utilising service and the perception of a punitive approach.

#### Will people return their books?

- Worldwide evidence has shown people will still return books and regular users will not suffer a drop in service.

#### Gains

Potential gains based on overseas / local experience:

- 1000-5000 potential new members at Te Aka Mauri based on national trends.
- 10,000 – 50,000 potential increase in issues based on national trends.
- 826 – Current members blocked from using due to fines will have access restored to collections.
- *“I am not even sure if I have fines, but have been caught out in the past when I have gone up to get my books issued. Finances are so tight for my whanau at the moment that **even a fine of \$2 is too much.** Te Aka Mauri customer”*

#### Tamariki & Rangatahi

- More schools are choosing to reduce in house library services due to budget restrictions, therefore our public library will become even more important to get books in to children’s hands. Some local schools already utilise us as “their library.”
- Access to literature is important, it helps students develop emotional intelligence and creativity; it nurtures growth and development.
- Fines free will give families in economic hardship the confidence to allow their child to have their own membership and be in control of their own choices and learning journey.
- *Chris Piggot (Far North District libraries) says the free-fine for children has been 100% percent positive. “The rate of loss has not notably increased, and the rate of reading has sky rocketed”.*

The revenue loss from removing fines will be approximately \$25,000 per year, we are currently working with finance to confirm budget savings to accommodate this loss in revenue. We will also be working with finance on a book return amnesty and appropriate debt write off to make the programme as successful and fair as possible.

**Resources issued** – 35,644.issues matched last April.

- Library to you – 66% jump in utilisation this month, 1971 items delivered.
- Door counts – 18% improvement on previous month with removal of vaccine passes in April. Although door counts are still below last year we are seeing steady improvement. Average 650 with highs of 900+ customers per day

## Programmes and Activities

1,134 residents participated in programmes and activities, either in-house or online. An additional 380 craft and story activity packs were taken home to enjoy.

#### School Holiday programmes

Youth and Early Learning team welcomed 755 community to the first holiday programme since July 2021. The 12 events covered craft, STEM and digital activities. Rock painting was the most popular with ANZAC crafts a close second. In the Makerspace teams developed and performed a play for Robocup. An additional 225 story time craft packs were requested by Malfroy Primary School prior to the holiday period.

#### Computer support

Utilisation has increased with removal of vaccine passes. 1220 community accessed our computers during April. Customer Experience Drop-in support included: Help accessing Government and medical online portals, Passport applications, Criminal Record applications, WhatsApp for family connection and general smart phone and tablet help. *“ you all do a great job and I wouldn’t be able to travel without your help”*

#### Exhibition Funding Sponsorship

Adult Learn and Programmes team secure \$4000 funding from Rotorua Trust for the Anne Frank “Let me be myself” exhibition that Te Aka Mauri will now host in August.

# Smiles all round these holidays

continued from A1

together again.

"We so enjoy seeing the kids back and busy."

She says it is the library's first big holiday programme in a wee while, and the busy bags and reading challenge have been popular too.

Max Graichen, 9, was one of the many kids making shadow puppets at the library on Wednesday morning.

He said he had made a Cyclops mixed with a dragonfly puppet, and had also enjoyed making bonfires and cooking sausages these school holidays.

Nico Santos, 8, made a Frankenstein shadow puppet and said he had been enjoying



Lots of families busy at the Rotorua Library holiday programme.

Photo / Shauni James

## Education

Nothing to report as this was period was during school holidays.

## Heritage and Research

### Reference enquires

129 - Including a customer wanting to return a photo to whānau "I am not an emotional individual whatsoever, but I will admit that I was overwhelmed, swept up, in emotions upon the reception of your message. I still am shedding tears as I type this response. This reminds me of my own tupuna and has become deeply moving to me. Upon viewing your photo attachment I am certain that you are correct, it is indeed Nuku te Apiapi. I am so very glad this has been figured out"

### ANZAC Commemoration Display

The display and accompanying YouTube video and blogpost focused on local monuments to lesser-known wars: the South African "Boer" War, Korean War, Malayan Emergency, and Vietnam War. Few people are aware monuments to these conflicts exist in Rotorua. With this in mind, the Heritage & Research team were keen to share the stories behind them. Namely, why Aotearoa New Zealand became involved and details of the men who served. A key question we wanted the public to consider was whether the monuments adequately reflect the realities of war.

As part of the display the team included an empty book for the community to add comments and tributes to loved ones:

"In memory of my dad: Master Paki Pita Tahitahi. Born 2 March 1921. Passed 3 February 2009. Went to war and fought in World War Two: C Company, Māori Battalion. Dad, you are truly missed. You left behind a legacy. You have a mokopuna and mokomoko who carry your name. We miss you"



## OHU: HE HAPORI KAIKAHA – ACTIVE AND ENGAGED COMMUNITIES

### Updates

Engagement with Iwi, Fish & Game NZ, Bay of Plenty Regional Council, local kura and the community has been initiated for the development of the Baxendale esplanade and recreational reserves. The reserves have been acquired as part of the Baxendale subdivision to ensure community have access to the Utuhina Stream, green space and infrastructure to enable recreational activity. Development of the reserve needs to happen to enable recreation to take place and to enable appropriate maintenance to occur including caring for the awa. What this development actually looks like will be designed

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after engagement with all parties. Information will be gathered through individual meetings, online and direct feedback and a community meeting taking place in May.

The Multicultural Society removed an area of weeds in Linton Park and replanted with native shrubs and kowhai trees. This activity was initiated by the Multicultural Society as a part of a series of projects to assist migrants to learn about and become involved in our communities. They worked with the Linton Park Community Centre and Council staff and secured funding through the Geyser Community Foundation.



The Aquatic Centre moved to no limits on entry with the shift in the COVID-19 Protection Framework to Orange on 13 April 2022. There remains a noticeably lower attendance with patrons at 71% of the monthly target although numbers have improved on the March figures. The school holidays had generally strong attendance for several weeks of the month. The Centre hosted the NZ Secondary Schools Division 2 Water Polo tournament over two days and it was great to have events back at the centre after many months of indoor event restrictions.

Despite the Covid-19 traffic light restrictions shifting to Orange there have still been cancellations of April and May events. These included some large participation events like the NZ Secondary Schools Waka Ama Championships, Xterra Multi-Sport Festival and Rotorua Marathon. We have recently seen a resurgence of interest in booking events and these have been passed on to the new Events Hub team to slot into programmes and potential venues.

Senior winter club sports continued through April with no restrictions on crowds under the Orange CPF limits. Junior winter club sports started 7 May with rugby, rugby league and football starting their junior competitions. All sports user agreements with clubs and codes have been sent for field bookings for club sport and returns are coming in with all expected back by the middle of May.

At the Rotorua Stadium the COVID-19 RAT Distribution Centre was disestablished at the end of April and all storage moved offsite with staff returning back to their roles as the event sector geared up for increasing event organisation across the city.

## Small Project Updates – Open Space & Recreation

The Number One Stadium field replacement is completed with grass seed sown. There will be a 5 month grow period which includes fertilising and watering, weed control and mowing to ensure the turf density is sufficiently strong enough to cope with sport and events booked in for the coming summer months.

Returfing of the Number One Hockey turf has been unavoidably delayed due to COVID-19 affecting contractor availability. With no further delays the new turf was expected to become available for play in late May.

Renewal of the Tikitapu playground was completed in April and opened just in time for Easter. Meanwhile, the Pururu South playground on Tarewa Road has been removed due to the poor condition of the equipment. It was identified there are a number of playgrounds within walking distance of the surrounding community and following engagement the playground has not been replaced. The area will be grassed and used as an open space.

Waitōharuru (Tarawera Landing) refurbishment continues with additional work approved to separate the puna wai (natural spring water) from the stormwater. The stormwater will be filtered through rain gardens before exiting into the lake. With improvements to lake water quality an outcome of this project, there will be significant environmental and cultural impact improvements made with these measures.



*Waitōharuru upgrades (Tarawera Landing)*

## OHU: HE HAPORI TAURIKURA – THRIVING COMMUNITIES

### Neighbourhood Matching Fund

There were two applications to the Neighbourhood Matching Fund round assessed by a community committee on 12 April. \$9000 was approved for Tatau Pounamu Collective for a series of community clean-ups in Eastside neighbourhoods over the next few months alongside community connection activities.

\$20,000 was approved for Miss Rotorua Foundation to fit out the dance floor area of their new community centre, also supported by other philanthropic funders.

### Eastside Wellness Plan

Proposals have been sought for contractors to work with the community and stakeholders to develop work leading to a business plan for an Eastside Community Centre. This is expected to commence mid-May.

### Welcoming Communities

An expression of interest has been submitted for Rotorua to join the Welcoming Communities Programme in 2022/23 year with Immigration NZ/ MBIE. If successful, this would provide three years' funding to support coordination of the range of activities of community groups, Te Arawa and Council that welcome and assist migrants, refugees and international students to successfully make Rotorua home.

### Child Equity Programme

A food security survey has been completed by nine of the ten Rotorua schools not eligible for Ministry of Education's (MOE) Ka Ora, Ka Ako/ Healthy School Lunch Programme (decile 5-10 schools). The data is compelling, with all respondents identifying students going without enough food/ kai on a regular basis. Teachers were the main contributor in filling these gaps. Half of the schools require 30 to 100 lunches. 67% said snacks, fruit and lunch were needed on a daily basis. 78% of these schools would prefer an external food provider to help fill the gaps. At this point MOE have no plans to deliver the Ka Ora, Ka Ako/Healthy School Lunch Programme to these schools however, there is evidence of need. The survey results were shared with MOE and local funders are discussing potential opportunities to address this need.

Through our Child Equity Network Hui Sport BOP, Te Aka Mauri/ Library, The Arts Village and WERA have teamed up to provide tamariki living in emergency housing with activity kite/ baskets with excellent feedback from whanau.

### Western Locality Planning

Council staff have been working alongside Fordlands Community Association (KTTTOF) to help them achieve their housing and wellbeing strategies. They have requested a portion of Wrigley Road Reserve be included in the **revocation**

**of reserve status proposed by Council for a number of reserve sites. If approved Council** staff will continue working with the association to identify a suitable community housing provider to develop housing there. An initial hui with Habitat for Humanity has taken place.



# KĀHUI TŪĀNUKU TŪĀRANGI

## Infrastructure and Environment Solutions Group

### GROUP MISSION STATEMENT:

We plan and implement Infrastructure solutions that promote growth, service resilience and enhance the health of our environment. We create strong and positive partnerships with sister agencies, authorities and communities to build capacity for sustainable growth. We engineer Infrastructure resilience and ensure readiness for and effective responsiveness to address emergencies.



### Stats, Facts and FAQs

# APRIL 2022

CONNECTIONS APPLICATIONS TOTALS	
April 2022	
• Water	17
• Stormwater	1
• Wastewater	6
Additionally, a single water connection for a 29 Lot, 37 unit development on the corner of Malfroy and Ranolf streets to be administered by a body corporation.	



Vaughan Road Shared Paths Achievements

640 stormwater manholes were inspected in April



**41,693**  
The average daily amount of water in cubic metres supplied to all networks

## OHU: WAKA – NETWORK PERFORMANCE – TRANSPORT

### Waka Kotahi Updates

#### Updates on current Waka Kotahi (NZTA) state highway owned and led projects:

*Council works with Waka Kotahi to provide input into state highway projects on behalf of the local community and to enable the Council's strategic outcomes. Waka Kotahi is a key funding stakeholder in terms of roading investment programmes on local roads.*

- **State Highway 30, Basley Road to Coulter Road:** Service location for SH30 Eastern Corridor Stage Two is complete.
- **State Highway 33, Ōkere Falls connectivity improvements:** Work is nearing completion on the shared path and pedestrian refuge islands along SH33. This shared path is now being extended to the Mourea Bridge.

### Transport Capital Projects

PROGRAMME	BACKGROUND	PROJECT	PROGRESS
(1) <b>Transport Road Rehabilitation</b> (road foundation rebuilds)	Road rehabilitation is required when the underlying pavement structural layers are failing and the resultant maintenance costs are increasing. On average approximately 0.2% of our network requires foundation strengthening per year.	The projects for 2021-22 include: <ul style="list-style-type: none"> <li>• Hamurana Road</li> <li>• Yankee/Ash Pit Roads</li> <li>• Waikite Valley Road</li> <li>• Whirinaki Valley Rd</li> </ul>	.  Hamurana completed Yankee and Ashpit Roads are underway. Waikite Valley Road is underway. Whirinaki Valley Road has been put out for the next financial year due to the current financial year's resource constraints.
(2) <b>Annual Road Re-Seals Programme</b> Council reseals about 8% of all sealed roads in the district per annum.	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.	Road network re-seals	The annual resealing is completed with few sites deferred to next financial year because of sector resource constrains but none of critical nature.
(3) <b>Roading Minor Improvements Programme</b>	These are small scale upgrades which do not require a detailed business case application to NZTA and they generally target improved safety objectives but also they can include works to improve corridor resilience, traffic efficiency or assist to promote better mode share outcomes.	Projects on the year's programme are: <ul style="list-style-type: none"> <li>• Paradise Valley Stream stabilisation and improved resilience for climate change driven storms.</li> <li>• Otonga Road, Edmond Road and Devon Street West traffic management.</li> <li>• Dansey Road is high priority on Waka Kotahi's Road to Zero</li> </ul>	A detailed engineering report has been received and now a programme of works is being developed for implementation over the next two years subject to consent conditions.  Traffic management options have been tendered. Works start in June.  Council has completed the design for safety improvements on an

		<p>programme and is included in Council's 2021/24 LTP</p> <ul style="list-style-type: none"> <li>• Bridge capacity assessments have previously identified a number of bridges with load limitations. These have gradually been upgraded to ensure maximum resilience of the transport network.</li> <li>• Pedestrian crossings</li> </ul>	<p>accident prone corner. We are now proceeding through the land purchase process.</p> <p>The design work is in progress. We are in consultation with the land owner about the land required on two crash prone corners. Works are planned in the 2022/23 year.</p> <p>Detailed structural assessments of key restricted bridges report is complete. The extent and cost of capacity upgrades are being prioritised. Actual improvements will likely continue into the 2024/27 LTP.</p> <p>Upgraded pedestrian crossings have been designed for Old Quarry Road (Selwyn School) and Clayton Road (Western Heights Primary School). Also for Malfroy Road, linking the Uthina Cycleway</p>
(4) <b>Rural Road Seal Extensions</b>	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"> <li>• Maleme Road is the next scheduled road for sealing extension and it is based on the evaluation criteria.</li> </ul>	This project is ready to tender however, there have been contractor resource delays due to COVID including survey and geotechnical resources and to avoid working in unsuitable winter conditions is being carried forward to the next financial year.
(1) <b>Drainage Renewals</b>	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 channels.	<ul style="list-style-type: none"> <li>• A significant culvert on Parsons Road is planned for replacement in the current year.</li> </ul>	Tender documents for this project are being finalised. This project has also been affected by COVID-19 impact resource issues and plan to be undertaken in the following year. In its place we are doing a number of smaller culverts on the asset renewal programme.

#### Transport operations (speed limits review, etc)

##### School Speed Review

- Appropriate and safe speeds for roads round all urban and rural schools are being assessed, in line with the requirements of the amended Speed Rule.

##### Speed management plan

- Work is underway to produce a 10-year Speed Management Plan which brings together infrastructure investment decisions and speed management decisions (another requirement of the amended Speed Rule). These district speed

management plans will be collated by the Regional Transport Committee (RTC) to create a regional speed management plan. The RTC will then undertake regional consultation that aligns with the Rotorua Long-term Plan consultation process. All speed limits will be held in a national register which will give legal effect to the speed limits.

## OHU: WAI – NETWORK PERFORMANCE – WATERS

### Water Capital Projects

PROGRAMME	BACKGROUND	PROJECT	PROGRESS
(2) <b>Wastewater Upgrades</b>	<p>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.</p> <p>The project involves the construction of a wastewater treatment plant, providing on-site pre-treatment on all properties and the reticulation of effluent from on-site facilities to a new treatment plant.</p>	<ul style="list-style-type: none"> <li>• Rotoiti/Rotomā Sewerage Scheme</li>   <li>• Rotoehu</li> </ul>	<p>Installation of on-site systems at Rotoiti is progressing to schedule. 100 properties approached.</p> <p>Funding balance is being discussed within the Te Arawa Lakes water quality partnership and agreement has been reached to secure the required \$10m from Deed funds at the Strategy Group. Awaiting Minister's agreement.</p> <p>Funding to be sourced for on-site water treatment systems still unavailable.</p>
(3) <b>Wastewater Networks Renewals</b>	<p>An asset management driven programme of renewal of critical assets that have reached the end of their useful life.</p>	<ul style="list-style-type: none"> <li>• Victoria Street trunk main refurbishment</li> </ul>	<p>Design for replacement of a critical section of wastewater main is progressing. The project is being designed to accommodate future demand from all proposed development on the western side of the city. Negotiations for two critical easements for a duplicate pipe are continuing. The work cannot commence until easements are secured. Negotiations with landowners continue.</p>
(4) <b>Water Networks Renewals</b>	<p>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>	<p>Asset renewal driven projects for the year include:</p> <ul style="list-style-type: none"> <li>• Malfroy Road (Pukehangi – Old Taupo Road)</li>   <li>• Peace Street</li> <li>• Galbraith Street</li> <li>• Island View Road</li> <li>• Miller Street</li> <li>• Hilda Street</li> <li>• La Trobe Place</li> </ul>	<p>This programme of work is now well underway.</p> <p>Stage 1 complete stage 2 underway (Pukehangi – Westbrook)</p> <p>Complete Complete</p> <p>Complete Construction progressing Construction progressing</p>

		<ul style="list-style-type: none"> <li>• Old Quarry to Fairy Springs Trunk Main. This project is required to meet increasing demand. This is a key project securing water supply from this source for the future.</li> </ul>	The tender for the project is being evaluated and expected to be awarded and construction to commence shortly.
(5) <b>Taniwha Springs Water Supply</b>	This project involves a new pump station at Taniwha Springs in line with recently issued consent.	This project involves replacement of the supply pump station at Taniwha Springs in accordance with the new consent conditions.	Out for Request for Expressions of Interest. Aiming to start construction September/October 2022.
(6) <b>Stormwater upgrades and Renewals</b>	Council has the responsibility to implement stormwater 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"> <li>• King Street area improvements.</li> </ul> <p>Key projects for the 2021-22 year include:</p> <ul style="list-style-type: none"> <li>• Hinemoa Point Stormwater upgrade.</li> <li>• Vaughan Road extension</li> <li>• Smaller renewal projects are planned to commence in the near future <ul style="list-style-type: none"> <li>- Diana Street drain stability improvements</li> <li>- Tarewa Drain stability</li> <li>- Carlton Street area relining</li> <li>- CBD sediment trap cover replacement</li> </ul> </li> </ul>	<p>The King Street stormwater project is complete.</p> <p>Draft Design is now complete for improvements to stormwater. That will support proposed development and address existing flooding problems. Consenting and public consultation requirements are being worked through.</p> <p>Piping of an existing open drain within an urban area is planned for the current year. Design is underway.</p> <p>Diana Place requires a resource consent which is currently with PDP.</p> <p>Tarewa Road has been awarded and expected to commence shortly. Carlton Street relining has been completed. These projects will occur over the next few months as resources permit. The sediment trap cover near the Sudima Hotel has been awarded and expected to commence shortly.</p>
(7) <b>DIA Funded projects</b>	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"> <li>• Pukehangi Road Stormwater upgrade</li> </ul>	Design is now complete for improvements in stormwater capacity to support the Pukehangi Plan Change (PC2). The work will commence when funding is available in 2022/23.

		<ul style="list-style-type: none"> <li>• Linton Park stormwater detention system upgrade which will support development proposals on the western side of Rotorua City.</li> <li>• Rotoehu sewerage reticulation has received some advanced seed funding from the DIA grant that will enable completion of detailed design and installation of most of the main reticulation. Further work will depend on funding availability.</li> </ul>	<p>The Linton Park stormwater dam is progressing under very tight timeframes. The dam foundations are currently being prepared and a stream diversion constructed. The foundation construction including anti-seepage and drainage systems is in progress. A number of issues including effects on a Transpower pylon are being worked through but the project is expected to be substantially completed by the end of the financial year.</p> <p>The trunk main construction is underway and will be complete by the end of the financial year.</p>
<p>(8) <b>CIP Funded projects</b></p>	<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 stormwater runoff from future land developments.</p>	<ul style="list-style-type: none"> <li>• Transport shared path projects.</li> <li>• The stormwater 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.</li> </ul>	<p>Shared path Stage Two work on Vaughan Road is almost complete. Undergrounding of services along the final stage of the Vaughan Road shared path is underway.</p> <p>Warwick Drive to Whakarewarewa Forest, including Tarawera Road pedestrian crossing, is almost complete.</p> <p>Preliminary design of the proposed detention dams and water quality treatment are complete. The preliminary design will provide supporting information to the resource consent applications that will authorise the construction of the proposed detention dams. Consent applications should be submitted shortly.</p> <p>Engagement with potentially affected parties that could be affected by the proposed detention dams is currently underway. Result of the engagement will be included in the above resource consent applications.</p>

			Concept design of the proposal upgrade of the existing downstream conveyance system has been completed. Engagement with affected properties will follow.
Water Planning Projects			
PROGRAMME	BACKGROUND	PROJECT	PROGRESS
(1) <b>Rotorua Wastewater Treatment Plant upgrade and Alternative Disposal Site</b>	<p>The resource consent for the existing Wastewater Treatment Plant and disposal system expired in July 2021.</p> <p>Council put forward an application to upgrade the existing plant and dispose the treated effluent to a Land Contact Bed then into a geothermal channel which ends up in Lake Rotorua. This proposal was the subject of opposition through the Environment Court.</p> <p>Council decided to withdraw the Environment Court application and decided to:</p> <ul style="list-style-type: none"> <li>• Apply for a bridging consent to enable the continued use of existing system over a period of 5 years.</li> <li>• Upgrade the existing wastewater treatment plant.</li> <li>• Identify, consent and implement an alternative disposal site system (i.e. Sustainable Forest Approach.</li> </ul>	<ul style="list-style-type: none"> <li>• Bridging Consent application</li> <li>• Earthworks and Dewatering Resource Consent application related to the upgrade of the wastewater treatment plant.</li> <li>• Sustainable Forest approach site assessment.</li> <li>• Rotorua Wastewater Treatment Plant upgrade (construction.)</li> </ul>	<ul style="list-style-type: none"> <li>• Application submitted in January 2021 including all additional information required.</li> <li>• Awaiting BoPRC approval of resource consent application</li> <li>• Application submitted on 3 August 2021. Request for further information was received from BoPRC on 21 March 2022.</li> <li>• Response to the further information request is being worked through.</li> <li>• Technical assessment of potential alternative site/options has been completed. Site visits and cultural assessments of the sites will follow.</li> <li>• Detailed design is underway.</li> <li>• Trility is currently updating their original proposal which will become the basis of a DBO contract to be submitted to Council in July 2022.</li> </ul>
(2) <b>Rotorua Urban Area – Comprehensive Stormwater Consent</b>	<p>A resource consent application has been submitted to BoPRC. The application covers the discharge of stormwater and associated works for the whole Rotorua urban area.</p> <p>The approved consent will integrate the authorisation and management of all discharge into one catchment wide consent.</p> <p>Currently there are several individual consents for different stormwater discharges within the whole urban area. Their</p>	Rotorua Urban Area – Comprehensive Stormwater Resource Consent application	<ul style="list-style-type: none"> <li>• Resource consent application was originally submitted on 30 June 2015 but was updated in December 2018.</li> <li>• The development of Cultural Impact Assessment is currently being organised.</li> <li>• Technical review of the application is being undertaken by BoPRC and request for further information is expected soon.</li> </ul>

	administration and management is complex.		
(3) <b>Reconsenting for water supply sources</b>	<p>The National Policy Statement for Freshwater Management prioritise the health of the water body (including Te Mana o Te Wai) above the need for municipal supply. BoPRC will need to align their Regional Plan to the NPSFM. To achieve this, BoPRC will put forward a Plan Change for their Regional Plan within the next 2 years.</p> <p>Four water takes will expire within the next 2-4 years as follows:</p> <ul style="list-style-type: none"> <li>• Waipa – 31 Jan. 2024</li> <li>• Hemo – 31 Dec. 2024</li> <li>• Karamu Takina – 1 Oct. 2024</li> <li>• Rewarewa – 1 Oct. 2024</li> </ul> <p>The intention is to submit one resource consent application for all four water takes by July 2023 or six months before the earliest expiry date of one of the four consents.</p> <p>This approach will ensure that all renewal applications are submitted before the BoPRC Plan Change process and enable Rotorua Lakes Council to continue with the current consent until a new consent is approved.</p>	<ul style="list-style-type: none"> <li>• Resource consent renewal application for four water supply consent.</li> </ul>	<ul style="list-style-type: none"> <li>• Consenting strategy has been agreed with BoPRC.</li> <li>• Baseline information to support the applications is being collated.</li> <li>• Initial ecological survey of streams and springs have been undertaken during the summer period.</li> <li>• Iwi consultation is underway.</li> </ul>

## Water Operations

### Stormwater

- Works have started on repairing the stormwater outlet behind Erlam Place in Baxendale after the heavy rain event on 23 March. Contractors will be reinstating rock work and installing a new dome screen on the existing manhole.
- Investigations are ongoing into potential minor ground modifications at a number of properties to avoid repetition of flooding experienced on 23 March. Properties are located in Kawaha Point, Glenholme and Springfield.
- Reporoa drainage works are ongoing. We are clearing fallen trees and silt build-up from open drain outlets into streams.
- A manhole repair programme has started as a result of March inspections with raising manholes behind Iles Road retention dam.

### Water Supplies

- Works have started at the Pukehangi pump station for the new access and storage facility for our portable generators.
- Works have started at Hinehopu Reservoir site getting the access road ready for the new reservoirs to be installed.
- A total of 313 job requests were received in April for repairs (11 high priority, 239 medium priority and 63 low priority).



## Wastewater

- All contract KPI's continue to be met by TRILITY.
- TRILITY has supplied its annual asset renewal and replacement plan for 2022/23. This is being reviewed for Principal's input.
- As part of the ongoing asset condition assessment programme, TRILITY is focussing on pump station rising (pressure) mains. As these are permanently sealed and pressurised pipelines, methods such as internal CCTV inspection are not possible, and other methods including cutting out and analysing pipe samples are used. This information assists with prioritisation of renewal of these lines.

## OHU: TAI AO – ENVIRONMENTAL PERFORMANCE

### Safe & Sustainable Journeys

- Bike Ready schools cycle skills programme is fully booked for 2022.
- BOPRC are consulting on their proposed Bus Network Refresh for Rotorua (closes 24/5).
- The Travel Demand Management scoping study is complete, including behaviour change initiatives and recommendations for supporting projects.
- The CBD Travel survey is complete and will inform future sustainable transport projects.

### Waste Management

#### Landfill

- Waste and recyclables received at the landfill transfer station is shown in the table below. The amount of municipal waste to landfill was consistent with the rubbish generation trends in the last few months.

	Waste tonnage	
	April 2022	YTD (2021/22)
<b>Total incoming waste</b>	2,151	23,115
<b>Municipal waste</b>	1,376	14,407
<b>Green waste</b>	459	4,781
<b>Concrete</b>	123	1,244

- Government is set to increase landfill levy by \$10 from 1 July 2022, and the new landfill levy will be \$30 per tonne of waste. The reforms brought about by the government in the Emissions Trading Scheme has resulted in carbon costs increasing from \$35 to \$75 over the past one year. Also, CPI increase has been much higher than anticipated. All these changes will result in a higher landfill gate rate from 1 July 2022.
- Landfill access road has been graded and rolled by Waste Management.

#### Refuse Collection

- Smart Environmental has recently upgraded its fleet with cameras and software for real time monitoring of collections. This has resulted in a reduction in general complaints (e.g. missed collections.)
- Public holidays are resulting in a much higher waste disposal at Okere and Tarawera transfer stations and additional services are being arranged following public holidays.
- A total of 507 RFS were received for different waste collection issues (as shown below.) Most were resolved during the set timeframes.
- Illegal dumping continues to be a major problem in the district. During this reporting period a total of 60 instances of illegal dumping were reported to Council and cleaned up by Smart Environmental.

Row Labels	Count of Type
Additional Bin	5
Animal Dumping	5
Assisted Deliveries	5
Change Bin Size	4
Complaint - General	10
Illegal Dumping - Less than 2m	33
Illegal Dumping - Over 2m	6
Internal Job	1
Litter Bins	15
Missed Service	102
Missed Service - RLC	1
Missed Street	11
New Service	54
Remove Bin	9
Repair	63
Replace Bin	167
Smart Initiated Fly Tipping - less than 2m	8
Smart Initiated Fly Tipping - more than 2 m	8
<b>Grand Total</b>	<b>507</b>

## Recycling

- Total mixed recycling collection for April was 274 tonnes, whereas total glass collection was 192 tonnes. Both of them were slightly higher than the collections in February and March. The increase could be due to the long weekends, and a higher number of holidaymakers in the city.
- High levels of recycling contamination continued to be reported from our recycling collections. Generally, recycling contamination was between 15-20%. Some users often ignore the instructions provided by Council or Smart Environmental. Auditing of bins is ongoing, and it has resulted in some improvements. New initiatives are being planned to improve recycling quality.
- Government has announced public consultation on “Transforming Recycling”. The proposal aims for a complete overhaul of recycling and waste diversion processes/systems in New Zealand. This includes elements below. Our current and proposed actions in Waste Strategy will be in full compliance with these Government objectives.
  - Recycling standardisation across the country with national guidelines on what can and cannot be recycled
  - Mandatory provisions for food scrap collection by Councils
  - Container deposit scheme
  - Mandatory organic waste segregation by business
- Public consultation for organics diversion in Rotorua is underway from 16 May – 16 June.

## Climate change

- Climate Action Plan 2020 is being reviewed to identify and prioritise short to medium-term actions.
- Council has received two badges from Global Covenant of Mayors for actions on climate change. A Mitigation Badge was awarded to prepare carbon industry and for setting emissions reduction targets. An Adaptation Badge was awarded for preparing climate risk vulnerability assessment.

## Water Quality

### **Establish and restore Terrestrial Wetlands at Hannahs Bay - to deliver community aspirations, improve stormwater quality, buffer flows during storm events, deliver airport extension wetland offset requirement**

- 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.
- Permitted activity preliminary works including weed control (willows) in the main wetland restoration and creation areas are complete.
- A resource consent was submitted and we are working on the request for further information.
- No tenders were received for the civil structure and earthwork requirements and this will be re-tendered in July 2022.

### **Managing WWTP nitrogen allocation – to provide for growth in the Rotorua without exceeding the 435t sustainable load of nitrogen to the lake**

- For rural developments, the MoU (BoPRC, TALT, RLC) outlining the nitrogen accounting approach has been updated and is being implemented.
- BoPRC is transferring small amounts of Nitrogen Discharge Allocation (NDA) from rural land as it is developed and reticulated to the WWTP allocation, which will be available for a future WWTP discharge consent.
- There is no existing NDA available to cover increases in N in the WWTP discharge that will result from urban infill, tourism and commercial growth. A line item will be included in the next LTP to acquire the additional NDA requirement associated with urban growth.

### **Managing Trade waste discharges– to reduce the risk to our WWTP**

- Council partnered with CoLab (WLASS) to deliver trade waste consenting and regulatory services.
- The arrangement is working well with better control and more appropriate fees and charges being implemented.
- Re-consenting is progressing and the team has been working closely with TRILITY initially focussing on the key dischargers with significant improvements the pre-treatment and control at our highest risk industrial site. WWTP biomass has not suffered any serious impacts in recent months.
- TRILITY manage the septage facility at the head of the WWTP and we are working together on a plan to improve control and reduce risk associated with discharges at this site.

### **Geothermal Discharges**

- There has been pressure from BoPRC to accept geothermal dischargers to sewer and we have also been asked by residents at Ohinemutu who would prefer their bathing water to go to sewer rather than to stormwater. We are working with relevant staff to collect a suite of different geothermal waters for inhibition testing to better understand the potential to impact the WWTP biomass. This information will inform future discussions with BoPRC on best practice for these discharges.
- Testing continues and early results indicate some geothermal water might inhibit WWTP process at high concentrations.

### **Stream water quality**

- The work carried out by the Environmental Team complements the 3-waters operational team's 24-7 response service, and TRILITY's sewer overflow response to protect our waterways
- We are working collaboratively with BoPRC, who are responsible for consenting discharges to surface waters from high risk sites or activities that might exceed the permitted contaminant levels in the Regional Plan, to identify discharges that might require a BoPRC consent and exclusion from the RCL comprehensive Stormwater Consent.
- RLC has oversight of local activities and risks to stormwater and our water services bylaw allows us to operate a stormwater licencing approach. We are currently reviewing the approach to ensure there is sufficient protection to reduce the risk to stormwater quality and sufficient monitoring to identify trends and potential issues for investigation and mitigation. We are developing a partnering approach with CoLab so we can provide this service alongside trade waste services
- RLC collaborates with BoPRC and Toi Te Ora on bathing water quality. BoPRC monitor, Te Te Ora provide advice, RCL communicates warnings. RLC is also responsible for investigating unexplained elevated pathogen levels and ensuring action is taken to mitigate. We are currently investigating an increase in elevated levels of E coli in Hamurana Stream where it enters the lake. In progress and early microbial source tracking results indicate that birds might be the sole source of E coli.
- Puarenga Stream tributaries are been monitored and together with consent monitoring (landfill and LTS) to inform the Puarenga Reference Group. Monitoring will help identify potential mitigation action to improve water quality in the upper Puarenga and this will compliment community work below Hemo Gorge.

### **Laboratory Services – supporting public and environmental health, RLC's delivery of 3-waters services, and the wider community**

- The RLC laboratory is accredited to test drinking water and notify non-compliance with the DW standard. This includes Council's large reticulated water supplies as well as the small and private supplies for those whose drinking water is not supplied by Council.
- Recent changes in legislation saw tighter obligations with more testing and controls on drinking water suppliers. The Lab has seen a significant increase in the number of water supply issues being identified and Taumata Arowai have been responding very rapidly to resolve them. In the past 6 months:
  - Tests on Council supplies: 380
  - Non-compliance: 1 (forest crossroads)
  - Tests on other supplies: 405
  - Non-compliance: 15
- We are working on a Co-Lab partnership discovery project to identify a mutually-beneficial business arrangement for our laboratories

## EMERGENCY MANAGEMENT

### **Support for Government Response to COVID 19**

- Welfare support for the 'whole of government' response to the COVID19 is ongoing. Council is being reimbursed by Central Government for costs associated with that work, including salaries. A total of 950 emergency kai packages were delivered to Rotorua households affected by COVID19 since the project began in Rotorua.
- The operational base for this work is located at the old St Johns building on Pererika Street. That arrangement is working well.
- MSD DCE Viv Rickard made a personal visit to the Rotorua facility in April. He was particularly interested in opportunities for improvement in respect of MSD support; and that interaction has resulted in some positive changes to local procedures.

### **EOC staff training and capability**

- Due to staff movements over the past 12 months the Rotorua Lakes Council EOC team has lost more than 20% of its capacity. Work is being done to recruit and train new staff.
- Two CDEM staff attended a recent training delivered by Emergency Management BOP. This training had a focus on the CIMS Intel Function.
- Rotorua Lakes Council IMT staff will participate in a regional exercise focussing on response to a regional tsunami, scheduled over 2 days at the end of May. This training will involve over 60 staff will hone skills and increase competence and capability.

# KĀHUI WHAITUA TŪTAHI

## District Leadership and Democracy Group

### GROUP MISSION STATEMENT:

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

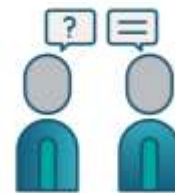
Reporting to the DCE District Leadership and Democracy, we are:



Corporate Strategy  
and Planning



Governance



Marketing and  
Communications

### Stats, Facts and FAQs

# APRIL

# 2022

38,205  
Facebook Reactions

Our Rotorua E-Panui  
7.7% Average click  
rate of articles

21,491  
Website  
Views

Our Rotorua  
E-Panui  
34% Ave  
Open Rate

Rotorua was  
proclaimed a city  
in 1962

83,867  
Individuals reached through  
Facebook

578  
Visits to  
Let's Talk

107  
Facebook  
page likes

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## OHU: TAUNAKI - CORPORATE STRATEGY AND PLANNING



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

### Community performance measures

Council measures its achievements towards the objectives set in the Long-term Plan 2021-31 by monitoring a set of agreed performance measures. The LTP arranges Council's services into 10 activities, setting 62 KPIs. The final reporting of the performance measures is a requirement of the Annual Report published as the end of each financial year (adopted by Council no later than 30 October). Ongoing monitoring of the activities progress is undertaken by the Corporate Strategy and Planning section and is provided here as results are obtained.

LTP Activity	Level of service Measure	Q1	Q2	2021/22 Result	Target	Comment	
District Development	Support and enable development by processing Resource and	Percentage of consents processed within 20 working days (Building Consents)	92%	93%	93%	100%	Demand has outstripped capacity as the building activity continues unabated. Additional staff starting in January 2022.
Community Wellbeing	Creation of safe public spaces and places	Number of lesson in Learn to Swim School programmes per term	14,672	16,606	15,639	≥18,000	15,639 is the average number of lessons per term YTD. This result is down from 22,388 for the same period in 2020, which is down from 26,413 in 2019 (pre-COVID-19).  COVID-19 continues to have an impact.
Sewerage and Sewage	Systems and adequacy	The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system.	0.47 / 1000 connections	0.63 / 1000 connections	0.63 / 1000 connections	≤ 5 / 1000 connections	40 overflows reported from 25,438 properties rated for sewer.

Not measured
  Not likely to be met
  Needs attention
  On track

### Long-term Plan Year 2 Delivery

Engagement on LTP Year 2 delivery closed on 11 May. There were a number of opportunities for the community to provide feedback. This feedback is currently being analysed and will be brought to the SP&F committee on 9 June.

### Development Contributions Policy

The draft Development Contributions Policy is out for consultation. This engagement is centred around who should pay for growth in Rotorua. Currently, in the absence of a policy, the ratepayers are paying. Consultation closes 16 June with hearings in July and a decision on policy adoption in August.

### Pre-election report preparation

Preparation for the 2022 pre-election report is underway and the report is due to be released in the first week of July. This report is prepared every 3 years and informs the community and local election candidates of Council's current state of affairs. It will highlight current challenges as well as successes.

## GOVERNANCE



Governance

We provide councillors with knowledge that keeps them informed and up to date in order to make good decisions. We work alongside elected members to ensure you are supported to lead, advocate and partner with communities, regional and national entities to ensure good local outcomes for Rotorua

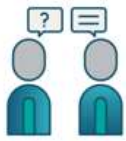
### Rotorua District Council (Representation Arrangements) Bill

Council made the decision on 28 April to pause the RDC (Representation Arrangements) Bill currently before the Māori Affairs Select Committee. This pause was sought to provide further background information before continuing with the current parliamentary process.

### 2022 Vote

The local government elections will be held in October this year. The determination made by the Local Government Commission (the 3/6/1 model) will be the model that will be used for this election. This model allows for 3 seats on the Maori ward, 6 seats on the General Ward and 1 seat on the Rural Ward. Education around this model and how candidates can stand for this election as well as how the community can vote is currently underway.

## OHU: WHAKAPĀ - MARKETING AND COMMUNICATIONS



Marketing and Communications

We present the face of council through our engagements and communications with our community. We seek to tell Council's stories in an authentic way by focusing the conversations on our people, our culture and our place. We seek to build Council's brand and ensure our story is being told for the betterment of our Community.

### Communications

The communications teams continues to support the organisation on key projects.

The top 5 news items viewed on the RLC website through April are:

1. Anzac commemorations in Rotorua Lakes Council (1060 views)
2. New Rotorua Lakefront playground now open (Dec 21) (498 views)
3. Representation review decision (Nov 21) (164 views)
4. Commission determination on Rotorua representation arrangements (138 views)
5. Rotorua Lakes Council to pursue Representation Arrangement Bill (120 views)

There were 30 media enquiries during April. Major themes were focussed on the Representation Review, Local Bill, Local body elections, Consenting data, emergency housing and emergency management for bad weather.

### Design and Production

The design team have been working on a number of projects across Council during April.

One project has been the development of a Matariki brand for RLC Matariki promotions



# KĀHUI TE ARAWA HOURUA

## Te Arawa Partnership Group

### GROUP MISSION STATEMENT:

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

### Te Arawa Partnership Group



Mātauranga Māori



Te Arawa Enablement

### Partnering with Te Arawa

#### Tūhourangi

Protocol meeting with Tūhourangi Tribal Authority on 19 April. Kaupapa discussed included:

- Upgrade of visitor facilities at Waitōharuru (Tarawera Landing), and options to return ownership of the land.
- Update on proposed toilets near Tikitapu and Rotokākahi.
- Tarawera wastewater project (cultural protocols, monitoring and funding).
- Lake Ōkāreka upgrade of visitor facilities at Boyes Beach and Acacia Road.
- Progress on the Whakarewarewa Firest mountainbiking and visitor facilities.
- Proposed changes to papakāinga rules.
- Tarawera Trail initiative.
- Joint project to protect and restore the mauri of the Puarenga stream.

#### Ngāti Kearoa Tuara

Meetings with Ngāti Kearoa Tuara have continued in regards to the historic acquisition by Council of the Karamu Takina spring and surrounding lands from Paiaka Trust (Ngāti Kearoa Tuara) (8 April).

A number of meetings were held this month to whakatinana (embody, implement) the Te Arawa partnership including:

- Meeting with Schuster whānau to discuss Hinemihi (1 April).
- Meeting with Te Arawa Lakes Trust (5 and 8 April)

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## Enabling Housing

Changes to the District Plan to enable housing have created opportunities to support Te Arawa aspirations. In this month:

- Council roto to the residents of Ōhinemutu, Whakarewarewa and Ngāpuna to seek their views on the Medium Density Residential Standards.
- On 11 April, met with Te Manatōpū Hau Kāinga o Ōhinemutu committee to consider the impact of the proposed changes. A further meeting will be called by TMHKoO.
- On 26 April, held a papakāinga workshop with mana whenua to develop issues with the existing District Plan rules and consider options to address those issues.
- Technical advice on the land history of each of the reserves proposed for revocation and disposal for housing purposes. This included the history from its passing from mana whenua hands to private or Crown ownership, as well as subsequent transactions through to Council ownership/management. We also advised on the mana whenua groups that should be notified.

## Matariki

- At the end of 2021 Te Amorangi met with Healthy Families Rotorua to discuss how Matariki might be acknowledged in 2022. Healthy Families Rotorua had also planned to support a Te Arawa-wide approach to Matariki 2022. Council plays an important role to support and enable Te Arawa to develop a plan and to enable the wider community to benefit from that. As a result, a funding application prepared by HFR and Council, supported by Te Tatau o Te Arawa, has secured \$250,000 from Te Arawhiti Matariki Fund 2022 to commemorate the inaugural Matariki National Holiday. Te Tatau o Te Arawa are supporting as the umbrella organisation for the Te Arawa funding application. The funding will enable Matariki activities to occur across Te Arawa including a civic event. Mana whenua, Te Arawa whānui, Healthy Families Rotorua and teams across Council have been integral to planning a traditional hautapu ceremony that will take place at dawn as part of this year's national holiday. Several Te Arawa community events will also take place as a result of the successful funding bid.
- In addition, the Arts and Culture Team are working with Te Tatau o Te Arawa to provide \$10,000 (from existing budget) to support Te Arawa-led Matariki projects. Te Tatau have worked to raise awareness across Te Arawa.

## Te Whare Taonga o Te Arawa

- *Te Ara Whakarongo – Te Arawa Engagement*: wānanga pānui have been sent out to Iwi and Hapū. An initial hui with Ngāti Ngāranui was held 22 April. The first wānanga is scheduled for 4 June at Kearoa Marae with Ngāti Kearoa/Ngāti Tūara. A list of all Taonga held (iwi/hapū) is 100% complete
- *Ake Ake Kia Kaha e! Company B - 28th Māori Battalion Engagement* - Preparing comms for 28th Māori Battalion FB page regarding the B Company exhibition.

## Water supply

Te Amorangi are supporting the infrastructure team to engage with mana whenua in respect of the proposed renewal of resource consent for water takes in the district over the next 4 years. The National Policy Statement for Freshwater Management requires that freshwater be managed in a way that 'gives effect' to Te Mana o te Wai. This will require Council to work closely with mana whenua to prepare the applications for consent. We have started engagement with:

- Karamu Takina puna (Ngāti Kearoa / Ngāti Tuara, Te Kōmiro o te Utuhina)
- Rewarewa puna (Ngāti Rangiwewehi)
- Waipā me Hemo puna (Tūhourangi, Ngā Hapū e Toru – Ngāti Hurungaterangi, Ngāti Taeotu me Ngāti Te Kahu o Ngāti Whakaue)

Activities this month included:

- Initial meetings with mana whenua (14 April) regarding Waipa and Hemo Springs.
- Preparing to facilitate a collective wānanga with iwi/hapū regarding water supply.
- Technical documents forwarded to iwi/hapū and introduction to technical team.
- Progressing a proposed Heads of Agreement between RLC and Ngāti Kearoa/Ngāti Tūara

On 13 April, Te Arawa Lakes Trust invited Council and BOPRC to meet to discuss funding for the Tarawera and Rotoiti wastewater schemes, as well as the importance of the TALSG to the Te Arawa Lakes Treaty settlement. On 20 April the Te Arawa Lakes Strategy Group formally met. Discussions included funding for the Tarawera and Rotoiti wastewater reticulation schemes, as well as the desirability of conducting a review of the TALSG, the strategy and potential recommendations.

On 26 April we met with Te Arawa Lakes Trust to plan for Council's proposed application for consent for managing stormwater.

## Other kaupapa

A number of other mana whenua kaupapa arose during the month including:

- Supporting the Parks and Recreation team to re-locate the playground on the Haumingi Reserve (Rotoiti)
- Engagement advice on replacement of wastewater infrastructure (reticulation network).
- Supporting Māori landowners to access historic information regarding rates charges against their land.

**Authentic and visible expressions of Mātauranga Māori – cultural foundations**

A milestone was achieved at the Lakefront reserve for the visible celebration and expression of Te Arawa culture and identity, with the unveiling of tumu and te toka māpuna (14 April). The event was led by Ngāti Whakaue, who have been key to the cultural foundation work across the reserve.

Work continues on the cultural design, signage and art works at Titokorangi, which is nearing completion.

**Technical advice - Governance**

Te Amorangi are supporting Governance to progress the Representation Bill, and on initiatives to improve voter understanding of the electoral process for the 2022 elections.

**Recruitment**

Te Amorangi assisted the Compliance and Consents team on recruitment and interview panels for 2 positions.

**Professional development**

Te Amorangi provided professional development this month including:

- Enrolments for second cohort of reo Māori classes (4 classes per week for beginner 1, 2, and 3 and the bilingual class).
- Weekly waiata classes.
- In orange light (COVID-19 Protection Framework), the Waiata Mai community sessions at Te Aka Mauri will recommence on 1 June 2022.

TAU meets weekly with the Community Resilience project manager to assist where possible with marae engagement on civil defence.

**Te Reo Māori**

Translation work for the month included job titles, report headings, Kupu/Whakatauki o te Wiki, social media content review, RED quality assurance checks, Economic Development translations, recycling bin translations.

# KĀHUI TUPU WHAKARITORITO

## District Development Group

### GROUP MISSION STATEMENT:

Creating community wealth and support building a sustainable economy.

As a group, we deliver this through supporting and enabling our community to plan and develop for a future Rotorua (**Planning & Development**), work closely with the business community to shape a positive business environment, encourage investment in to our local economy and play an active role in the management of Rotorua as a visitor destination (**CCOs, Growth & Development**).



Outcomes		
<b>APRIL</b> <b>2022</b>	<b>19%</b> higher than this time last year Issued building consents (dwellings)	<b>151%</b> higher than this time last year granted lots (subdivision consents)
	<b>9</b> Consented lots Subdivision consents (residential/lifestyle)	<b>14</b> Additional Houses Land Use Consents
Approximately <b>300 potential lots</b> Subdivision consents were being processed at the time of reporting (includes subdivisions for social housing, infill, lifestyle lots and green field residential)		<b>22</b> Code of Compliance Certificates issued

## HANGAIA TĀ TĀTAU ARA WHAKAMUA - BUILD OUR WAY FORWARD

### Subdivision Consents (1 April to 30 April 2022)

- The number of consented lots (residential / lifestyle) issued for this period is **9** lots.
- Subdivision consents for a total of approximately **300** potential lots were being processed at time of reporting (includes subdivisions for social housing, infill, lifestyle lots and greenfield residential).

### Land Use Consents (1 April to 30 April 2022)

- The number of “additional houses” (e.g. second house on one title, conversion of garage or dwelling breaching yard requirements) consented during April was **14**.

### Building consents (1 April to 30 April 2022)

- **15** new dwelling were issued in March 2022.
- Approximately **24** dwellings are currently being processed.
- Code of Compliance Certificate (CCC's) issued in this period for new dwellings was **22**

### Yearly Consent Comparison

- The number of subdivision consented (residential/lifestyle) lots issued for the financial year to date is **359** lots.
- The number of new dwellings consented for the financial year to date is **234**.
- The value of building consents issued for the financial year to date is **\$237,399,613**.
- The total new dwellings CCC's for financial year is **127**.

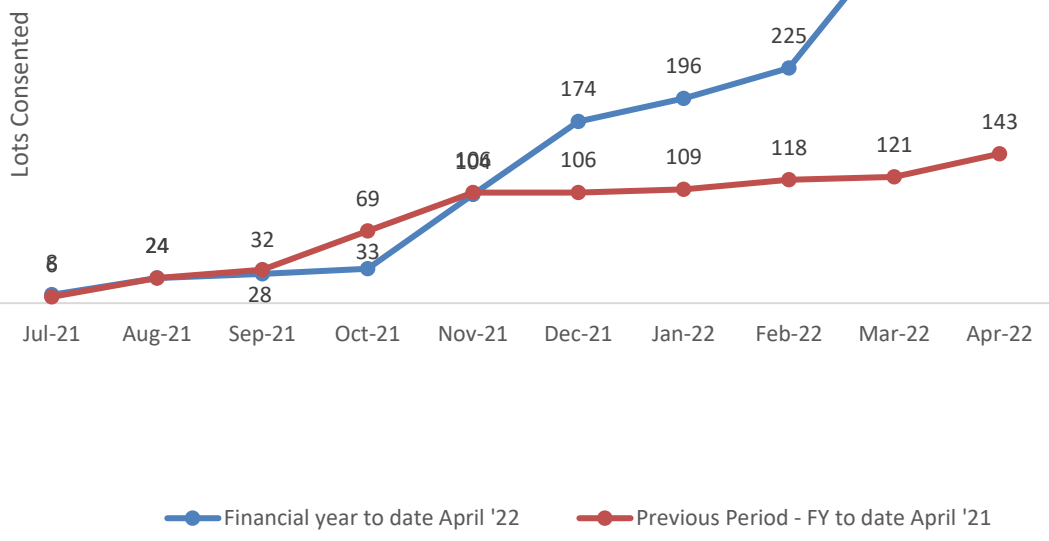
Consents	2021 / 2022 Year to April 2022*	2020 / 2021 to April 2021**	2020 / 2021*** Full Year
Number of Building Consents Issued	974	963	1223
Value of Building Consents YTD	\$237,399,613	\$176,334,367	\$212,743,101
New Dwellings Consented	249	209	280
Number of Resource Consents (all decisions) Issued	481	415	530
Subdivision Consented Lots Issued	359	143	157

\* Financial year to date (July 2021 – April 2022)

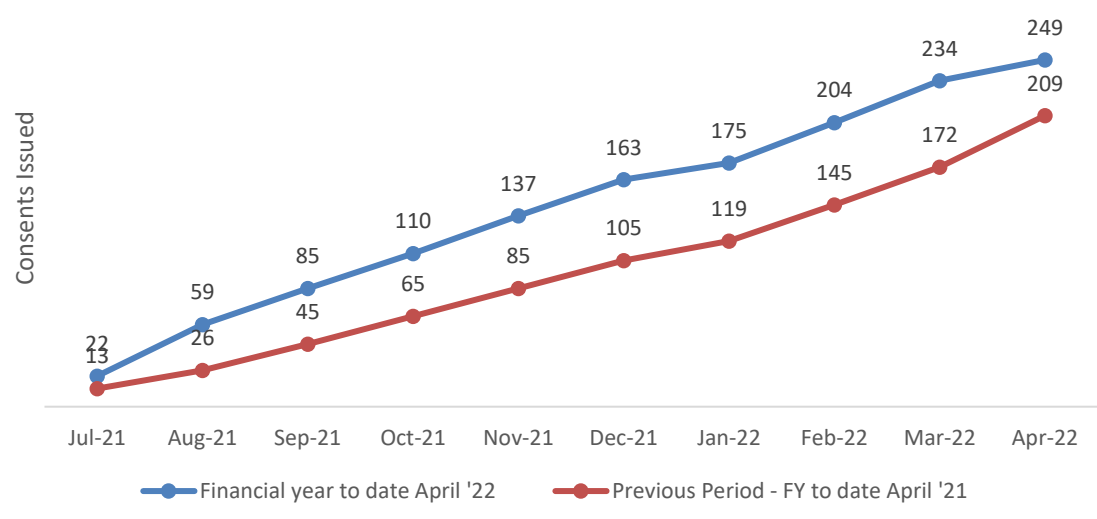
\*\* Financial year (July 2020 – April 2021)

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

CONSENTED LOTS (RESIDENTIAL/LIFESTYLE) ISSUED FINANCIAL YEAR TO DATE (FYTD) - YEAR ON YEAR COMPARISON



BUILDING CONSENTS FOR NEW DWELLING ISSUED FINANCIAL YEAR TO DATE (FYD) - YEAR ON YEAR COMPARISON



Partnership Developments

In May the Strategy, Policy and Finance Committee will consider a recommendation to Council to undertake community consultation on a proposal to revoke the status of 10 reserves (8 in part and 2 full). The proposal seeks to improve open space outcomes through improving safety and use of the identified reserves and enabling re-investment into the reserve network. Disposal of those sites would also achieve housing outcomes.

Rotorua Lakes Council has been asked to participate in a cross-organisation working group to consider options for the future of racing in the Bay of Plenty. This includes assessment of existing and new sites for the possible establishment of a regional racing facility for the Bay of Plenty.

## WHAKAMAHERETIA TĀ TĀTAU ARA WHAKAMUA - PLAN OUR WAY FORWARD

### Future Development Strategy (FDS), Intensification Plan Change and Design Guide

Future Development Strategy (FDS) opportunity areas were identified and conceptual FDS scenarios identified and discussed internally. An initial draft of the planning provisions for the Housing Choice/ Intensification Plan Change (PC) were developed for discussion.

A second workshop was held with SP&F committee on the progress of the FDS and the Housing Choice PC. A meeting was held with the Technical Advisory Group (TAG) in this regard. TAG members were asked to provide feedback on the summary of the draft plan change provisions following this meeting. A bilateral was held with Tauranga City Council to discuss progress with the Medium Density Residential Standards (MDRS) and to share learnings with respect to the Housing Choice PC development.

In terms of the FDS, engagement with neighbouring Councils continued with a discussion with the South Waikato District Council. Engagement also took place internally with infrastructure on the FDS and with Pukeroa on the FDS, Central Priority Area and Housing Choice PC.

A follow up (second) workshop was held with a targeted Mana Whenua group where we discussed proposed changes to the planning provisions and longer term aspirations concerning papakāinga through the FDS.

### Rotorua for Tomorrow – Information Series

The Rotorua for Tomorrow – Information Series has been launched. This consists of 11 sessions to support our community to understand the current state, who we are and our vision, understand the challenges and opportunities we face.

## WHAKAWHANAKETANGA ŌHANGA – ECONOMIC DEVELOPMENT

### Council Controlled Organisations (CCO) Statements of Intent (SOIs)

At the start of April, we received draft Sol from each of the 3 CCOs. All 3 were received by the extended statutory deadline of 1st April. These were reviewed by the Growth and Development team, council exec and Councillor Kai Fong. Initial minor comments were discussed with each of the CCOs and formal feedback presented for consideration by council at the May Strategy, Policy and Finance committee. Once this feedback is finalised the Growth and Development team will work with the CCOs to implement in to their finalised Sols before 30 June.

### Macroeconomic Context Study

Following a procurement process, Business and Economic Research (BERL) Ltd. were chosen to complete a piece of work that will provide a revised macroeconomic fact base and assist in development of “potential economic future scenarios” that may result from different economic development intervention from RLC, key stakeholder and economic actors in the Rotorua regional economy. This study will form the foundation for the next iteration of the Rotorua Economic Development Strategy (a progression from the Draft Economic Development Strategy Framework released in December 2020). The work will involve a number of workshops to discuss the opportunities that are presented to the Rotorua economy and how we may act to release them. The first of these workshops will be taking place at the end of May. We expect the study to be completed by the end of July and findings will be presented back to council in due course following its conclusion. This work will also assist in the Future Development Strategy definition of industrial and business land requirements.

### Workforce Development

We have undertaken a stocktake of current resourcing and initiatives in workforce development for the region. The initial opportunities that have been identified for council to support are:

- Inspiration and aspiration around careers and pathways within the region.
- Career pathways: supporting local employers around employment pathways particularly for younger employees.
- Story telling: championing great employers and showcasing stories of Rotorua locals in their career journey.

- Employer adaptability is a longer term goal to support local employers to keep pace with the future of work and focus on great employment cultures.

We have been focussing on building strong relationships with organisations working in this space, including but not limited to the Rotorua Community Youth Centre, the Rotorua Chamber of Commerce, Ministry of Social Development, Ministry of Education and Tertiary Education Commission.

Currently we are focussed on supporting the delivery of the Rotorua Careers Expo happening at the end of May. Council is involved in the organising of the event through representation on the organising committee. During the event, we are hosting three workshops focussed on different careers in local government. The aim of the workshops is to engage local secondary students with local government and educate about the diverse career pathways within local government.

We are also collaborating with Ministry of Education and Rotorua Community Youth Centre to create a local labour market/workforce newsletter to be distributed through secondary schools.