

Agenda for a meeting of the Strategy & Finance Committee to be held by Audio-Visual Conference on **WEDNESDAY 2 SEPTEMBER 2020** commencing at **9.30am.**

- 1. APOLOGIES AND LEAVE OF ABSENCE**
- 2. CONFIRMATION OF STATUS OF AGENDA**
- 3. DISCLOSURES OF INTEREST**
- 4. CONFIRMATION OF MINUTES**  
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**8. EXCLUSION OF THE PUBLIC**

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GJ Ion  
**CHIEF EXECUTIVE**

## TERMS OF REFERENCE AND DELEGATION

<b>Reports to:</b>	The Council
<b>Chairperson:</b>	Cr Janet Gibb
<b>Deputy Chairperson:</b>	Cr Aksel Bech
<b>Membership:</b>	The Mayor, all Councillors and Mrs Maxine Moana-Tuwhangai (Maangai Maaori)
<b>Meeting frequency:</b>	Six-weekly
<b>Quorum:</b>	Majority of members (including vacancies)

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### **Purpose:**

The Strategy & Finance Committee is responsible for:

1. Monitoring of Council's strategy, and performance (both financial and non-financial) against the Long Term Plan and Annual Plan.
2. Setting the broad vision and direction of the District, determine specific outcomes that need to be met to deliver on that vision, and develop and monitor strategies to achieve those goals.
3. Determining financial matters within its delegations and Terms of Reference and making recommendations to Council on financial matters outside its authority.
4. Guiding and monitoring Council's interests in Council Controlled Organisations (CCOs), Council Organisations (COs) and subsidiaries.

***In addition to the common delegations on page 10, the Strategy & Finance Committee is delegated the following Terms of Reference and powers:***

### **Terms of Reference - Strategy:**

1. Develop and agree strategy and plans for the purposes of consultation.
2. Recommend to Council strategy and plans for adoption, including community plans (e.g Blueprints).
3. Monitor and review adopted strategies and plans.
4. To monitor and provide advice on the development and implementation of growth and development strategies, land use, and spatial plans in line with national policy requirements.
5. To enhance the District's economic position by promoting it as a business-friendly and business-enabled location and providing direction on strategic initiatives, plans, projects and potential major developments relating to economic and business development.
6. To monitor and provide direction on engagement with the District's communities in relation to the Council's strategies and plans.
7. To monitor and make decisions on environmental management and sustainability within the District.

8. To receive and consider presentations and reports from stakeholders, government departments, organisations and interest groups on development and wellbeing issues and opportunities within the District.

**Terms of Reference – Finance:**

9. To monitor Council's financial strategy, and performance against that strategy.
10. To provide clear direction to Council's CCOs and COs on Council's expectations, including feedback on draft statements of intent.
11. To receive six-monthly reports of Council's CCOs and COs, including on board performance.
12. To undertake any reviews of CCOs and agree CCO-proposed changes to their governance arrangements, except where reserved for full Council's approval.
13. To monitor Council's investments and Local Government Funding requirements in accordance with Council policy and applicable legislation.

**The Committee is delegated the following powers to act:**

- Approval of:
  - a. appointments to, and removals from, CCO and CO boards; and
  - b. a mandate on Council's position in respect of remuneration proposals for CCO and CO board members to be presented at Annual General Meetings.
- Approval of letters of expectation for each CCO and CO.
- Approval of statements of intent for each CCO and CO.
- Approval of proposed major transactions of CCOs and COs.
- Approval or otherwise of any proposal to establish, wind-up or dispose of any holding in, a CCO or CO.
- Monitor work on Future Proof, Waikato Plan, Growth & Economic Development Strategy and cross-boundary issues.
- Approval of any process for making decisions where additional opex or capex funding, or deferred capex, is required.
- Review and make recommendations to Council in relation to Fees & Charges (after consultation with relevant community boards or committees).
- Review and recommend to Council the adoption of the Annual Report.
- Review and recommend to Council the approval of Development Agreements.
- Approval of transactions in relation to investments in accordance with Council policy.
- Approval of contractual and other arrangements for supply and services, and revenue generating contracts, which exceed the Chief Executive's delegations, but exclude contracts or arrangements that are reserved for the Council or another committee's approval.

- Approval of rating issues where these exceed the delegated authority of officers, or are an appeal against officer decisions. For clarity, this excludes decisions that are required, by law, to be made by the Council.
- Approval to write-off outstanding accounts that exceed officer delegations.
- Approval of funding applications for the Heritage Assistance Fund and Conservation Fund as recommended to the committee by officers or relevant assessment bodies.

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### **Open Meeting**

<b>To</b>	Strategy & Finance Committee
<b>From</b>	Gavin Ion Chief Executive
<b>Date</b>	13 August 2020
<b>Prepared by</b>	Grace Brady Democracy Advisor
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV1301
<b>Report Title</b>	Confirmation of Minutes

### **1. EXECUTIVE SUMMARY**

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To confirm the minutes of the Strategy & Finance Committee meeting held on 22 July 2020.

### **2. RECOMMENDATION**

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**THAT the minutes of the meeting of the Strategy & Finance Committee held on Wednesday 22 July 2020 be confirmed as a true and correct record of that meeting.**

### **3. ATTACHMENTS**

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S&F Committee Open Minutes – 22 July 2020

Minutes of a meeting of the Strategy & Finance Committee of the Waikato District Council held in the Council Chambers, District Office, 15 Galileo Street, Ngaruawahia on **WEDNESDAY, 22 JULY, 2020** commencing at **9.31 am**.

**Present:**

Cr JM Gibb (Chairperson)  
His Worship the Mayor, Mr AM Sanson [*from 9.33am*]  
Cr AD Bech  
Cr JA Church  
Cr CA Eyre  
Cr SL Henderson  
Cr SD Lynch  
Cr FM McNally  
Cr RC McGuire  
Mrs M Moana Tuwhangai (Maangai Maaori) [*from 10.19am*]  
Cr EM Patterson [*until 10.54am*]  
Cr JD Sedgwick  
Cr NMD Smith  
Cr LR Thomson  
Cr CT Woolerton

**Attending:**

Mr D Whyte (Huntly Community Board Chair)

Mr G Ion (Chief Executive)  
Mr T Whittaker (Chief Operating Officer)  
Ms A Diaz (Chief Financial Officer)  
Mr R MacCulloch (General Manager Service Delivery)  
Mrs S O’Gorman (General Manager Customer Support)  
Mr J Quinn (Communications, Marketing & Engagement Manager)  
Mr G King (Chief Information Officer)  
Mr J Ebenhoh (Manager Planning and Policy)  
Mr V Ramduny (Strategic Projects Manager)  
Mr C Bailey (Finance Manager)  
Mrs J Dolan (Economic and Community Development Manager)  
Mr M Davey (Community Growth Analytics Manager)  
Ms M Russo (Team Leader, Corporate Planning)  
Ms G Brady (Democracy Advisor)

**APOLOGIES AND LEAVE OF ABSENCE**

**Resolved: (Crs Sedgwick/Patterson)**

**THAT** an apology for lateness be received from Mrs M Moana Tuwhangai (Maangai Maaori) and His Worship the Mayor, Mr AM Sanson.

**CARRIED**

**S&F2007/01**

**CONFIRMATION OF STATUS OF AGENDA ITEMS**

**Resolved: (Crs Thomson/Lynch)**

**THAT** the agenda for a meeting of the Strategy & Finance Committee held on 22 July 2020 be confirmed and all items therein be considered in open meeting with the exception of those items detailed at agenda item 7 which shall be considered with the public excluded;

**AND THAT** all reports be received;

**AND FURTHER THAT** in accordance with Standing Order 9.13 the Committee resolves that the following item be added to the Open Agenda, for discussion, as advised by the Chairperson;

- Item 7.3 - Housing Infrastructure Fund - Term Loan Facility approval

**AND FURTHER THAT** the Chair of the Huntly Community Board, David Whyte, be given speaking rights for the duration of the open section of this meeting.

**CARRIED**

**S&F2007/02**

**DISCLOSURES OF INTEREST**

Cr Church advised members of the Committee that she would declare a non-financial interest as Chair of the Wellbeing Trust in *Item 7.2 – Statements of Intent*.

His Worship the Mayor, Mr AM Sanson joined the meeting at 9.33am during the above item.



## **CONFIRMATION OF MINUTES**

**Resolved: (Crs McNally/Bech)**

**THAT the minutes of a meeting of the Strategy & Finance Committee held on Wednesday, 10 June 2020 be confirmed as a true and correct record of that meeting.**

**CARRIED**

**S&F2007/03**

## **REPORTS**

Action Register  
Agenda Item 5.1

The report was received [*S&F2007/02 refers*]. No points were discussed in relation to this report.

Maangai Maaori  
Agenda Item 6.1

The report was received [*S&F2007/02 refers*]. The Chief Executive provided background to the proposal of including Maangai Maaori in the JMA with Waikato-Tainui. The following matters were discussed:

- A draft variation to the JMA would be presented to Council for approval.
- Concern expressed that there was no guarantee of permanent inclusion of the Maangai Maaori roles, and as such, subsequent Councils could vote to change this when reviewing the committee structure. The Chief Executive advised that though the JMA contract could be renegotiated, subsequent councils would need the agreement of both Waikato Tainui and Council to make changes.
- The Committee recommended that an iwi perspective on the final draft would be helpful.

**ACTION:** Staff to incorporate an iwi perspective when presenting the final draft to elected members for approval.

**Resolved: (Crs Church/Thomson)**

**THAT the Strategy & Finance Committee supports, in principle, the inclusion of the Maangai Maaori roles in the Joint Management Agreement between the Waikato Raupatu River Trust and Waikato District Council;**

**AND THAT the Strategy & Finance Committee requests the Chief Executive to prepare a draft variation to the Joint Management Agreement, for the Council's consideration, subject to Waikato Tainui's approval of the draft, on this matter.**

**CARRIED**

**S&F2007/04**

Cr Lynch voted against the resolution and requested her dissenting vote be recorded.

Long Term Plan 2021-31 Update  
Agenda Item 6.2

The report was received [*S&F2007/02 refers*]. The Corporate Planning Team Leader spoke to her report and the following matters were discussed:

- Staff gave a summary of progress and decisions made to date on the LTP, with reference to the series of workshops held so far.
- During the 17 April 2020 workshop Council reconfirmed that they wished to see the Community Outcomes that exist in the current Long Term Plan to be carried forward to the 2021-31 LTP.

Treasury Risk Management Policy Compliance as at 30 June  
Agenda Item 7.1

The report was received [*S&F2007/02 refers*]. The Finance Manager spoke to his report and the following matters were discussed:

- Staff reiterated that this was an interim financial report as the report was completed before the financial year end.
- Floating interest rates forecasting for risk management on Capital Expenditure needed to improve.

Statements of Intent

## Agenda Item 7.2

Cr Church declared a non-financial conflict of interest and did not participate in the discussion, or voting, on this item.

The report was received [*S&F2007/02 refers*]. The Chief Financial Officer spoke to her report and the following matters were discussed:

- Correction required on page 32 of the agenda in second line of the table under *Including Land Sales*. The amount for 2022 to be amended to read \$2.9m and the amount for 2023 to read \$3.7m
- Waikato Regional Airport was the CCO most affected by Covid-19.
- WLASS adjustments - there would a change in the way of funding the LiDAR project. Reliance would be on WLASS funding rather than charging WLASS members for work done. Reserves would be used for funding.
- WBT adjustments would be reduced from 7.26% to 5%.
- Strada Corporation Limited remained dormant due to tax losses.
- The Waikato Regional Airport's value as a Council asset. Staff confirmed that the Airport had been active in providing Council with updates.

**Resolved: (Crs Bech/Henderson)**

**THAT the Strategy & Finance Committee, as per section 65(2)(a) of the Local Government Act 2002, agree to the 2020/21 Statements of Intent received from the Waikato Regional Airport Limited, Waikato Local Authority Shared Services Limited and Waikato District Community Wellbeing Trust;**

**AND THAT the Strategy & Finance Committee confirms that Strada Corporation Limited and its subsidiary Waikato Quarries Limited remain exempted in the classification as Council Controlled Organisations and are therefore not required to submit a Statement of Intent.**

**CARRIED****S&F2007/05**

## Housing Infrastructure Fund – Term Loan Facility approval

### Agenda Item 7.3

The report was received [*S&F2007/02 refers*]. The Chief Financial Officer spoke to her report and the following matters were discussed:

- The agreement had been successfully completed.
- The program of works for the Te Kauwhata area, within the detailed business case, amounted to \$72m, of which \$38m was to be funded by the HIF fund.
- The business case for Te Kauwhata infrastructure (waste water and water) contemplated a long-term solution for projected growth in the area.
- The loan agreement was signed based on two tranches of work:
  - a) immediate work that could be completed now, irrespective of long-term wastewater plans; and
  - b) longer-term works, which could be directed to areas outside of Te Kauwhata but had yet to be determined.
- Works would need to start before 30 June 2029 for the last drawdown of project funds.
- The current consent to discharge wastewater for Te Kauwhata would expire in 2026/27. A solution would need to be in place prior to that date.
- Some Committee members expressed concern that the loan details were Te Kauwhata specific. Staff noted that Council would need to determine if the Long Term Plan would invest in new infrastructure or defer investment to a later date.

**EXCLUSION OF THE PUBLIC**

Agenda Item 8

**Resolved: (Crs Thomson/Woolerton)**

**THAT the public be excluded from the following parts of the proceedings of this meeting.**

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

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
Item 1 Confirmation of Public Excluded Minutes	Good reason to withhold exists under Section 6 or Section 7 Local Government Official Information and Meetings Act 1987	Section 48(1)(a)
Item 2.1 S&F Action Register		
Item 2.2 Update on Economic and Community Development Work Programme		
Item 2.3 Professional Negligence and Weathertight Homes Claims Report		

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public, as follows:

Item No.	Section	Interest
1		Refer to the previous Public Excluded reason in the agenda for this meeting.
2.1		Refer to the previous Public Excluded reason in the agenda for this meeting.
2.2	7(2)(b)(i)	To protect information where the making available of the information would disclose a trade secret.
	7(2)(b)(ii)	To protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.
2.3	7(2)(a)	To protect the privacy of natural persons, including that of deceased natural persons.

**CARRIED****S&F2007/06**

*Resolutions S&F2006/07 – S&F2006/08 are contained in the public excluded section of these minutes.*

Having resumed the open meeting, and there being no further business the meeting was declared closed at 10.55am.

Minutes approved and confirmed this \_\_\_\_\_ day of \_\_\_\_\_ 2020.

**Cr J Gibb  
CHAIRPERSON**

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### **Open Meeting**

<b>To</b>	Strategy and Finance Committee
<b>From</b>	Clive Morgan General Manager Community Growth
<b>Date</b>	15 August 2020
<b>Prepared by</b>	Sandy Mason PA to GM Community Growth
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV1318 / 2725309
<b>Report Title</b>	Action Register – August 2020

## **1. EXECUTIVE SUMMARY**

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Purpose of this report is to provide the Strategy and Finance Committee with an update on Actions arising the previous meeting.

## **2. RECOMMENDATION**

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**THAT the report from the General Manager Community Growth be received.**

## **3. ATTACHMENT**

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Strategy and Finance Committee's Action Register – August 2020

### Strategy and Finance Committee's Action Register – August 2020

Meeting Date	Item and Action	Person Responsible	Status Update
22 July 2020	<p><b>Item 6.1 Maangai Maaori</b></p> <p>Action required:</p> <ul style="list-style-type: none"> <li>• Staff to incorporate an iwi perspective when presenting the final draft to elected members for approval.</li> </ul>	Sam Toka / Gavin Ion	Staff are still working on a draft that will need to be reviewed by our legal team first before consulting with Waikato Tainui.



<b>To</b>	Strategy and Finance Committee
<b>From</b>	Clive Morgan General Manager Community Growth
<b>Date</b>	14 August 2020
<b>Prepared by</b>	Vishal Ramduny Strategic Projects Manager
<b>Chief Executive Approved</b>	Y
<b>DWS Document Set #</b>	GOV1318 / 2709722
<b>Report Title</b>	Hamilton to Auckland Corridor Initiative Dashboard

## 1. EXECUTIVE SUMMARY

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The purpose of this report is to provide an update to the Strategy and Finance Committee on the Hamilton to Auckland Corridor Initiative through the dashboard report. The report is for information purposes.

## 2. RECOMMENDATION

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**THAT the report from the General Manager Community Growth be received.**

## 3. BACKGROUND AND UPDATE

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The Corridor Initiative is an important programme of work to plan for growth over the long-term. It aims to better support growth and increase connectivity within the Hamilton to Auckland corridor, while improving housing affordability and choices, access to employment, services and amenities. The initiative builds on the thinking and planning of the Future Proof growth management partnership, Waikato 2070, Hamilton Urban Growth Strategy, Auckland Development Strategy, Government Urban Growth Agenda and other Crown-local authority partnerships and programmes.

The Hamilton to Auckland Corridor Initiative is also a key deliverable of the Ministry of Housing and Urban Development (MHUD Statement of Strategic Intentions 2019-23).

### **The Corridor Initiative is made up of six workstreams:**

- **Three Waters** – Sub-regional ‘three waters’ consideration and investigations to manage and support growth within the corridor from a best-for-river, best-for-community perspective through intergenerational ‘three waters’ infrastructure investments.
- **Stronger Corridor Connections** – Direct and (re)shape future urban growth along the corridor through mass and frequent transit networks.
- **The Papakura-Pokeno Corridor** – Support and unlocking significant residential and employment development and appropriate and affordable transport connections.
- **The River Communities** – Supporting community and iwi-led revitalisation and targeted growth
- **The Hamilton-Waikato Metropolitan Area** – Support and unlock the residential and employment development potential and iwi aspirations for this fast-developing metro area.
- **New tools and options to unlock the full potential** – application of new planning, funding and financing tools.

The updated dashboard is based on projects/initiatives within the above workstreams. These projects will change based on the development of an upcoming Future Proof implementation programme. The update is contained in the attachment.

## **4. ATTACHMENT**

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Hamilton to Auckland Corridor Initiative Dashboard Report

# Dashboard Report

## 1. Overview

The spatial planning pillar of the Government's Urban Growth Agenda (UGA) aims to establish more effective growth management systems for targeted geographic areas through strong, enduring partnerships, transformative projects, and joint spatial planning. The Hamilton to Auckland Corridor Plan is the first growth management partnership under the UGA. The Plan aims to better support growth and increase connectivity within the corridor while improving housing affordability and choices, improving access to employment, services and amenities, and creating new employment opportunities. Fourteen key initiatives have been identified under the Plan.

## 2. Partners

Auckland Council, Hamilton City Council, Government, NZ Transport Agency, Waikato District Council, Waikato Regional Council, Waipa District Council and tāngata whenua.

## 3. Risks

The key risks for the Corridor Plan are shown below:

Risks/issues	Mitigation	Risk to Plan
Lack of alignment between parties and maintaining relationships	Establish communications plans for each initiative and an overall communications plan. Regular progress reports through FP structure	Yellow
Scope creep	Well-developed and managed project plans	Yellow
Projects running overbudget	Project Managers to effectively manage budgets	Yellow
Timing challenges	Well-developed and managed project plans. Sufficient resources	Yellow
Integrating and aligning with other planning processes	Map out planning processes	Yellow
Pressures on internal and external resources	Engage consultants where required	Red
Securing an adequate toolkit and funding to implement the projects	Continue to work with Central Government and other stakeholders	Yellow
Decision making impasses which could impede progress	Keep decision makers well informed	Green
Maintaining buy-in	Keep CEAG and FPIC well informed. Well-developed and endorsed communications plans and communications resourcing.	Green
Inadequate funding	Investigate new funding and financing options.	Red

## 4. Overall Status

**Partnerships:** the expanded Future Proof partnership was officially endorsed at the Future Proof Implementation Committee meeting on 15 August 2019.

**Statement of Shared Spatial Intent:** final document was completed in February 2019. Document will be updated this year.

**Corridor Plan Initiatives:** Work on all initiatives is actively proceeding. Some initiatives have completed phase 1 and are underway on phase 2.

Low / on track & well underway      Medium / on track      High / attention required

Key Initiatives/projects	Parties (lead)	Timeframe	Status
Waters			

1	Waikato Sub-Regional Three Waters Study	HCC, WDC, Waipa, Watercare, WRC, DIA, iwi	Phase 1 complete; phase 2 - Programme Business Case TBC	Underway: some aspects of phase 2 are on pause, pending funding. Local funding has been secured; however, government funding to date has not been successful. CEAG agreed to align three waters reform funding to bridge the funding gap. This will help with funding the outstanding amount required for the Sub-Regional Three Waters Programme and the Hamilton-Waikato metropolitan area detailed business case.
2	Designing & developing a cross-regional blue-green open space & recreational network	Corridor partners; WRC & MHUD lead	TBC	Underway through MSP: high level concept developed and being advanced through the MSP. Work on blue-green network is not actively being advanced for the rest of the H2A corridor at this point.
<b>Stronger Corridor Connections</b>				
3	A rapid intercity rail service indicative business case	MoT with cross-agency technical support	Final Indicative Business Case June 2020	On track: draft business case outputs have been shared and discussed with the Minister. The Ministry is preparing material for stakeholder engagement and next steps, prior to finalising the business case in June. The Minister is expected to make an announcement on 25 August 2020 regarding the business case.
4	Start-up passenger rail service	WRC, WDC, HCC, AT, MoT, KiwiRail, NZTA	Aim to have service operational by end-2020; launch date TBD. Huntly Station - September Rotokauri Station - October/November	Station construction and carriage refurbishments are progressing. Rotokauri Station is due to be ready by end October with a full pedestrian connection to The Base open in late November 2020. The H2A Rail Governance Group has commenced discussions on next steps (enhancements) for the Te Huia service including a business case for extending the service to Puhinui.
	Waikato expressway and southern motorway	NZTA		On track: Huntly section opened 14 February 2020; Hamilton section official opening late 2021.
<b>Papakura-Pokeno Sub-Region</b>				
5	Priority development area: Drury	AC, Crown	DTIP report – presented to Minister and Mayor 23 April 2020 and AC Planning Committee June 2020	Underway: the Drury Transport Investment Project (DTIP) is complete and was reported to MoT, Mayor, Deputy Mayor and Chair of the Planning Committee on 8 May. The report put forward 5 options and concluded an additional \$3.4b funding was required to provide infrastructure in Drury. Of this \$1b will need to be funded by the Council which has debt to revenue constraints. As such looking at the potential for an IFF levy of \$2,300 to \$3,300 per dwelling. Actions now to work through the details of this with developers, as well as coordinate with number of private plan changes and also consider the potential for Development Partnership between Crown, Council and Developers. Reporting back to Minister and Mayor on these mid-June. Initial Private plan changes being reported to the Auckland Council Planning Committee in July 2020.
6	Improved public transport: passenger rail service between Pokeno and Pukekohe	WDC, AC, AT, NZTA	TBC	Underway: A Point of Entry Statement for southern Auckland/northern Waikato was approved by the Waka Kotahi (NZTA) Delegations Committee on 14 May 2020 to kickstart this work. Waka Kotahi is the lead agency for this work with support from Waikato District Council, Waikato Regional Council, Auckland Transport, Auckland Council and the Ministry for Housing & Urban Development. The first Investment Logic Mapping workshop of staff from the partnership took place on 21 July 2020. Outputs from this workshop are presently being consolidated and will be refined by a further staff workshop. This is a necessary step prior to the development of the business case.
<b>River Communities</b>				
7	Priority development area: Meremere	TGH, Waikato-Tainui, WDC, MHUD, MBIE	TBC	On hold: due to Covid-19 funding has been reassessed and the PGF is not progressing projects there were being developed from the 2019 budget. Further discussions will be required with WDC regarding TGH and Waikato-Tainui's submissions on Waikato 2070.
8	Improved public transport: introducing peak and more frequent off-peak bus services between towns	WRC, WDC	2019-20 for first services; TBC for peak and increased off peak services	Underway: Covid-19 has had implications for the timing of the launch of the Pokeno-Tuakau-Pukekohe bus service. WRC is working to have the service operational before the end of 2020 (this relies on the successful operator being able to transition to full compliance with contract requirements). The southern Auckland/northern Waikato transport connections business case being coordinated by Waka Kotahi will also form the basis for any future public transport investments to inform the next RPTP.
<b>Hamilton-Waikato Sub-Region</b>				
9	Hamilton-Waikato Metro Spatial Plan (MSP) and implementation programme	HCC, WDC, Waipa, WRC, NZTA, Waikato-Tainui, MHUD, MoT, Treasury (& other govt. agencies)	Draft MSP June 2020 Final draft MSP September 2020	On track: phase 1 complete. Phase 2 is underway. A draft MSP was reported to FPIC on 9 June. is continuing on the draft. Final MSP to be reported to FPIC on 10 September. Stakeholder engagements have commenced. A session with the community boards/committees in the Waikato district portion of the metropolitan area has been scheduled for 3 September 2020.
10	Transport Programme Business Case	HCC, WDC, Waipa, WRC, NZTA, Waikato-Tainui, MHUD, MoT, Treasury (& other govt. agencies)	Preferred transport network, as part of MSP June 2020 Programme Business Case 2021	Underway: preferred transport network is included in draft MSP. Transport outputs will be taken forward into a Programme Business Case.
<b>New Tools and Options for Implementation</b>				
11	New funding, financing and delivery options	Corridor partners, HCC lead	Funding, financing and structuring paper 30 June 2020	Underway: infrastructure funding and financing implementation pilots project underway. Four shortlisted projects have been identified for further study – enhanced Hamilton-Auckland rail, sub-regional solid waste facility, Waikato River catchment river restoration and southern metro wastewater treatment. A session with finance and procurement managers from the partnership is planned for September 2020.
12	Environmental credit markets & biodiversity financing	Corridor partners; WRC lead	On hold	On hold: work currently on hold due to funding constraints and competing priorities.

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### **Open Meeting**

<b>To</b>	Strategy and Finance Committee
<b>From</b>	Clive Morgan General Manager Community Growth
<b>Date</b>	14 August 2020
<b>Prepared by</b>	Melissa Russo Corporate Planning Team Leader
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV1318 / 2709740
<b>Report Title</b>	Long Term Plan 2021-31 Update

## **1. EXECUTIVE SUMMARY**

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Councils are required to adopt a long-term plan every three years. The next long-term plan will need to be adopted before 30 June 2021.

Staff have been working on the Long Term Plan 2021-31 (LTP) for a number of months, with the input and decision making from Council and Community Board and Committee Chairs, largely through a series of workshops.

The purpose of this report is to recap the progress and decisions made to date on the LTP. The workshops and outcomes are detailed in the attachment.

The forthcoming workshops will be on Level of Service and Key Performance Indicators (KPI's). These will be separated by activity group, ie Rooding, Solid Waste, Libraries.

At the time of writing this report, dates for these workshops were yet to be confirmed.

## **2. RECOMMENDATION**

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**THAT the report from the General Manager Community Growth be received.**

## **3. ATTACHMENT**

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LTP Progress and Outcomes – July 2020

<b>Date</b>	<b>Workshop</b>	<b>Led By</b>	<b>Outcome</b>
2 March	Strategic Direction Setting	Margaret Devlin	Feedback sought and received on issues and opportunities for WDC and the district. A Strategic Story was developed as a result of this workshop and circulated to Elected Members and staff.
17 April	Strategic Priority Setting and Community Outcomes	Jim Ebenhoh	Notes were provided on the information that was captured at the 2 March workshop. Community Outcomes were confirmed and feedback was sought and received on the linkage to the Sustainable Development Goals. Council supported these in general.
14 May	Approach to delivery of services	Roger MacCulloch	Roger provided information on the key issues and complexities Council is facing with the delivery of services to the community. No decision was sought. The purpose of this workshop was to provide Elected Members with an understanding of the current challenges we are facing around the delivery of services.
21 May	Communications and Engagement	Jake Quinn	The workshop focussed on the progress made on the draft Communications and Engagement Strategy, and responded to the communication related points raised at the 2 March workshop.
22 June	Approach to Levels of Service Review (Part 1)	Rob Ashley, Steve Browning (Morrinson Low)	Feedback was sought on the proposed approach to reviewing Council's Levels of Service. Council supported the approach of each KPI linking back to a Community Outcome. Transport was used as a case study.
30 June	Significance and Engagement, and financial policies	Melissa Russo, Alison Diaz	Feedback sought and received on the proposed changes to the Significance and Engagement Policy. The proposed policy has since been presented to the Policy and Regulatory Committee for approval for consultation which was received. Consultation was scheduled to commence 12 August however has been delayed due to the changes to the national Covid-19 situation and staff believing that the level of feedback received could be compromised. Alison provided information on the financial policies.

28 July	Userpays Principles	Sue O'Gorman	Feedback was sought and received through an interactive exercise on the userpays principles and high level split of userpays vs. rates funded activities. The results of the feedback will be applied when the first draft of the Fees and Charges is developed.
28 July	Partnership Funding	Nick Johnston	An overview of the current outlook on partnership funding was provided and feedback was sought and received on high level thinking for how partnership funding could be most effectively utilised.
6 August	Population Projections and Capacity Modelling	Mark Davey	Support was sought and received on the Population & Household numbers and assumptions that are being used for the Long Term Plan, 30 Year Infrastructure Strategy and the Activity Management Plans.
6 August	Approach to Levels of Service Reviews (Part 2)	Rob Ashley, Steve Browning (Morrison Low)	This workshop was a continuation of the previous Levels of Service presentation held on 22 June. Levels of Service were defined and the difference between operational tactical and strategic LOS, and how existing and proposed LOS statements and performance measures will be reflected in Councils AMP's LTP and Infrastructure Plan were discussed. Elected Members supported the approach of more Levels of Service developed at a Strategic and Tactical level. The coming workshops will be in response to the feedback received at this workshop.

### **Open Meeting**

<b>To</b>	Waikato District Council
<b>From</b>	Clive Morgan General Manager Community Growth
<b>Date</b>	14 August 2020
<b>Prepared by</b>	James Fuller Senior Environmental Planner
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV1318 / 2709744
<b>Report Title</b>	Consideration of Conservation Fund Applications

## **I. EXECUTIVE SUMMARY**

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The purpose of this report is to present three recently received Conservation Fund applications for Council's consideration, along with recommendations as to their approvals.

## **2. RECOMMENDATION**

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**THAT** the report from the **General Manager Community Growth** be received;

**AND THAT** the **Strategy & Finance Committee** approve the **Conservation Fund** application of \$5,000.00 from **Claire Jackson** on behalf of **M Jackson (1109 Whaanga Road, Raglan)** in full;

**AND FURTHER THAT** the **Strategy & Finance Committee** approve the **Conservation Fund** application of \$2,100.00 from **Sam Blackmore (167 Bluff Road, Pokeno)** in full;

**AND FURTHER THAT** the **Strategy & Finance Committee** approve the **Conservation Fund** application of \$4,999.00 from **Sarah Martin (BSM Trustee Company Ltd, (125 Fullerton Road, Rotokauri)** in full.

## **3. BACKGROUND**

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Council has a dedicated fund established through the Conservation Strategy (2004) to contribute to conservation efforts on privately owned land within the Waikato district. The

criteria for determining funding applications is contained in the Conservation Strategy, discussed below and includes visitation of the sites by Council officers.

## **4. DISCUSSION AND ANALYSIS OF OPTIONS**

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### **4.1 DISCUSSION**

Five applications have been received since the last committee report on 19 May 2020. Two applications were \$1,500.00 or under and have been signed off under staff delegation. A site visit to each of the applicants properties has been undertaken by staff. The remaining three applications for the committee's consideration are described as follows:

#### **M Jackson**

The application from C Jackson (1109 Waanga Road, Raglan) is for weed and pest control, native plants and planting around the QEII covenanted bush systems (\$5,000.00).

#### **S Blackmore**

The application from S Blackmore (167 Bluff Road, Pokeno) is for pest control and planting (natives) in areas around a wetland/forest area located on the property (\$2,100.00).

#### **S Martin**

The application from S Martin (125 Fullerton Road, Rotokauri) is for the fencing of a 1 ha piece of wetland/stream habitat and planting native plants (\$4999.00).

### **4.2 OPTIONS**

There are three options summarised below, which each individual application could be considered under.

***Option 1: To approve funding for the applications in full.***

***Option 2: To approve funding for the applications in part.***

***Option 3: To decline funding for the applications.***

Option 1, is the recommended option for all of these projects, as they align with the Conservation Strategy and the criteria in that document.

Option 2, is not the recommended option for any of the applications proposed by the applicants, as it would likely delay future restoration efforts.

Option 3, is only justified where the applications are already receiving funding from alternative sources, the conservation areas are of low value or the proposed works are a requirement of plans and policies (eg Waikato Regional Plan – Plan Change 1). This is not the case with these three applications.



## 5. CONSIDERATION

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### 5.1 FINANCIAL

Staff are delegated to make decisions on applications under \$1,500.00. Conservation Fund applications over \$1,500.00 require Council consideration and approval.

Carry Forward 2019/2020 (excluding commitments)	\$111,788.55
Total Commitments to date	\$32,012.95
Total Funding available (excluding commitments)	\$79,775.60
2020/2021 Annual Plan	\$33,711.00
Net Funding Remaining (includes Annual Plan)	\$113,486.60
Proposed Funding from this report	\$12,099.00
Net Funding Remaining if these grants are approved.	\$101,387.60

### 5.2 LEGAL

There are no legal implications of awarding the funds.

### 5.3 STRATEGY, PLANS, POLICY AND PARTNERSHIP ALIGNMENT

The recommendations to grant the proposed funding applications align with the following Conservation Strategy criteria, as follows:

*(a) The ecological significance of the site, the degree of threat to it and the likelihood of restoration success;*

Each applicant site contains identified Significant Natural Areas (SNA), one of the properties includes a Council covenanted area (167 Bluff Road), and another of the applications is protected under a QEII covenant (1109 Waanga Road). Throughout the district, there are vulnerable areas from pest plants, animal incursion and stock browsing. The applicants have demonstrated commitment and effort towards controlling pest plants in their blocks and keeping sensitive areas free of stock. They have further shown restoration through the planting of native species suitable for the habitats identified.

The exception to the above is that part of the application to restore the 125 Fullerton Road gully/stream, which is currently of low ecological value and will require time to rehabilitate further. The applicant has proposed fencing and a range of plantings to go in, and the likely restoration will be functional to improve the ecological biodiversity and water quality. The sites are within or adjacent to an SNA area, and the measures proposed will help extend the SNA area on the property and enhance the biodiversity of the property.

*(b) The priority the Council is giving to the habitat type on the site as determined through an assessment of habitat types requiring the greatest assistance and the assistance for various habitat types available from other agencies;*

The habitat types vary from small wetland regeneration, stream and gully restoration to augmenting native vegetation bush areas. 1109 Waanga Road is of high ecological value, and the recent approval by QEII Trust means indefinite protection of this area which is threatened and underrepresented in the Waikato district. The other applications will strengthen the overall natural areas biodiversity of the district. The sites have all been identified and assessed as Significant Natural Areas for recognition in the Proposed Waikato District Plan. The exception is one of the areas wetland/stream, which is in the process of being rehabilitated and adjacent to an SNA.

C Jackson's application, on behalf of M Jackson, is located on a property that has two coastal forestry areas, which are regarded as a high priority in terms of biodiversity enhancement. The applicant has been granted QEII conservation covenants over the forestry sites within the property. Fencing of these areas and ongoing protection and enhancement of fragmented forestry ecosystems are vital, given how they have been compromised by incompatible land uses.

S Blackmore proposes further enhancement planting to an area where exotic trees have been removed, and that is adjacent to already protected area (1.0ha) council covenant; most of the protected area contains mature Kahikatea. Additional weed and pest management and the introduction of plants will further enhance the space allowing it to flourish and improve the ecology of the site into the future.

In regards to the application from S Martin, the subject site contains a gully system and is adjacent to an SNA habitat type. Ongoing protection and enhancement of fragmented gully ecosystems are vital, given that many have been compromised by inappropriate land use and development. Many of the gullies are grazed by stock, and therefore had their natural hydrology and habitat modified by stock and have significant un-managed infestations of pest plants.

*(c) The extent to which the benefits to private landowners are matched or exceeded by wider community and ecological benefits (e.g. through connecting isolated habitat areas);*

All restoration efforts of those applying have extensive ecological benefits to adjoining areas.

The Jackson QEII Trust protected area contains a high ecological value and some key endangered plant species. Stock is to be excluded from grazing the forestry areas and margin, and pest plants will be managed.

S Blackmore wishes to augment an area next to a covenanted piece of land through council covenant and will invest in the property through plantings and weed management.

S Martin has contributed by ensuring SNA is excluded from stock and has undertaken significant weed control in the area existing SNA and plantings in the adjacent area. Fencing, planting and weed/pest management will further enhance the site and extend the SNA.

*(d) Landowner willingness including the degree of long-term commitment and the existence of any legal mechanism securing that commitment;*

The area of M Jackson's property now has QEII conservation covenants within the property to protect the coastal foresty. Regardless of whether this is successful, the areas proposed for conservation funding are zoned SNA under the Proposed Waikato District Plan and have not had submissions received on them.

As discussed, S Blackmore's property has already put in some investment in removing exotics, and the part of the site has the protection of this area, under a council conservation covenant.

The area for S Martin's application extends the SNA area, and the landowner has contributed significant plantings and weed control. The fencing and plantings will continue to improve this area, but they are not proposing to covenant these areas at present.

*(e) The long-term financial implications of managing the site properly;*

All of the applicants have committed personal funds or areas of land to their restoration efforts which are well underway. S Martin's and S Blackmore's proposals state that they have commenced managing the gully and stream/wetland areas with some weed clearance (including willows and gorse). The proposed measures will help reduce capital expenditure required over time. Labour is generally covered by all of the landowners, who are keen on restoring their stream/wetland and bush areas through fencing and plantings while minimising invasive weeds and pests.

*(f) The degree of biodiversity improvement relative to the financial commitment required;*

The commitments to date have demonstrable biodiversity improvements without council funding, and these will continue.

The biodiversity improvements associated with the M Jackson and S Blackmore properties are complemented by the existing legal protection of the site, and restoration planting carried out to date. The weed control proposed will cover terrestrial and wetland species on the site. Weeds threaten planted natural regeneration, by shading and competing for resources. The fencing proposed by S Martin will ensure continued stock exclusion of the stream/wetland system and the weed control and additional plantings will enhance these areas over time, extending the SNA area on the property.

*(g) The extent of community involvement in the project;*

These applicants are not working wider afield on community-driven restoration efforts beyond these projects. However, there is some opportunity for seed collection (rare species) and propagating on M Jackson's property that could be utilised on other properties in the area.

#### **5.4 ASSESSMENT OF SIGNIFICANCE AND ENGAGEMENT POLICY AND OF EXTERNAL STAKEHOLDERS**

Awarding the Conservation Fund does not require engagement with external parties.

### **6. CONCLUSION**

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This report has presented background and recommendations on new Conservation Fund applications for Council's consideration and reported the previously committed conservation fund amounts as per the Financials table in section 5.1 of this report. The applications as put forward meet the criteria of the Conservation Strategy and will enhance the biodiversity of the Waikato district.

### **7. ATTACHMENTS**

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1. Application for Conservation Fund - Update by C Jackson - 1109 Whaanga Road, Raglan
2. Application for Conservation Fund - 167 Bluff Road, Pokeno
3. Application for Conservation Fund - 125 Fullerton Road, Rotokauri
4. Forest Flora quotation - 125 Fullerton Road, Rotokauri

## Appendix 1 - Application for Conservation Fund

1109 Whaanga Road Conservation Fund application, M A A Jackson.

Update on progress preserving the two native bush areas, July 2nd 2020. (Update by Clare Jackson).

### Covenants progress

Malcolm Jackson decided to preserve these two areas of bush in QEII covenants in late December 2019. Robbie Bennett the rep from QEII National Trust was very supportive and started the covenanting process.

In Robbie's proposal to QEII Committee he commented *'These coastal broadleaf forest remnants are part of a sequence connecting Karioi mountain with the Tasman sea. This is a highly unique occurrence. There is a good diversity of mature trees with many large old examples remaining. Complimentary missing species are intended to be planted. King fern (Ptisana salicina) is present in the adjacent bush block although not noted in these blocks .. yet.'*

And also

*'The commitment of the owners and the unique opportunity to progress the mountain to sea forest cover protection along this part of the Whaanga Coast make this a worthy prospect for QEII covenanting'*

Robbie listed the native plants in the 2 areas and found 109 species including 5 threatened plants. On March 20<sup>th</sup> QEII National Trust approved the covenant proposal.

Callum Bourke from Waikato Regional Council supported the bush preservation and offered to fund 30% of the fencing costs.

Malcolm's family are providing practical help also.

### Fencing progress

During summer 2019/20 Jim Munns fencing contractor put in posts on the steep fence lines, while the ground was firm. Craig Mitchell fencer along with Malcolm and family worked on the fences until level 4 lockdown. Once stock was excluded from area A, signs of regrowth immediately appeared. This strengthened our resolve to finish all the fences as soon as possible. We got Mark McCauley fencer to help finish. Completed June 10<sup>th</sup>.

Cost \$30, 000.00 was higher than the estimated \$15834 because:

- Difficult terrain, clay soil and rocks
- Actual fenced area is 0.58 Ha larger than originally proposed
- 454m more fence was needed
- Fencing actual costs were \$25 per metre not \$21/m and some fences we had hoped to repair were almost completely replaced.

Regional Council contribution \$10,668

QEII National Trust contribution \$8060

### Seed collection

To replant missing species in the covenants, plants need to be especially grown by Wayne Bennett (Forest Flora) from seeds collected from the farm. This is because this site is unique and nobody is supplying plants ecosourced from that area. Wayne advised on what seeds and when/how to collect them. From a list of 79 different species we have now collected 40 species from bush fragments

around the farm, some we had to go back many times to get the seeds at the right point. Ten of these are locally rare or threatened. Estimate more than 80 hours have gone into seed collecting.

Wayne is growing the plants for planting winter 2021 onwards. Aim to plant 500 plants a year for 3 years. Estimated cost is \$5.00 per plant.

### **Weed control**

Area A has a heavy infestation of tecomeria and eleagnus vines which strangle and choke the native plants. Ben Wolfe said that it is a priority to remove these for the bush areas to thrive.

We brought in a digger to remove the vines along the fence line. QEII trust funded that work, however 2/3 of the infestation is still there. Cambrilea Weedspraying Ltd quoted \$1,167.94 to spray the main area of weeds. We will hand cut where the vines are around sensitive native trees (puriri, karaka, nikau).

We are cutting, digging and hand spraying the blackberry, psoralea and woody nightshade. Ongoing.

### **Pest control**

We put four rat bait stations (provided by QEII Trust) in the 2 covenants but much more needs to be done. We are asking advice from Regional Council and DOC about the best way get the rats and possums.

We started a wasp control programme (own cost) in late February but this had to be stopped for the Level 4 lockdown.

QEII Trust is lending us a T220 trap for one area to try. We bought one Goodnature rat trap.

Photos

#### **Area A**

August 2019 before protection:



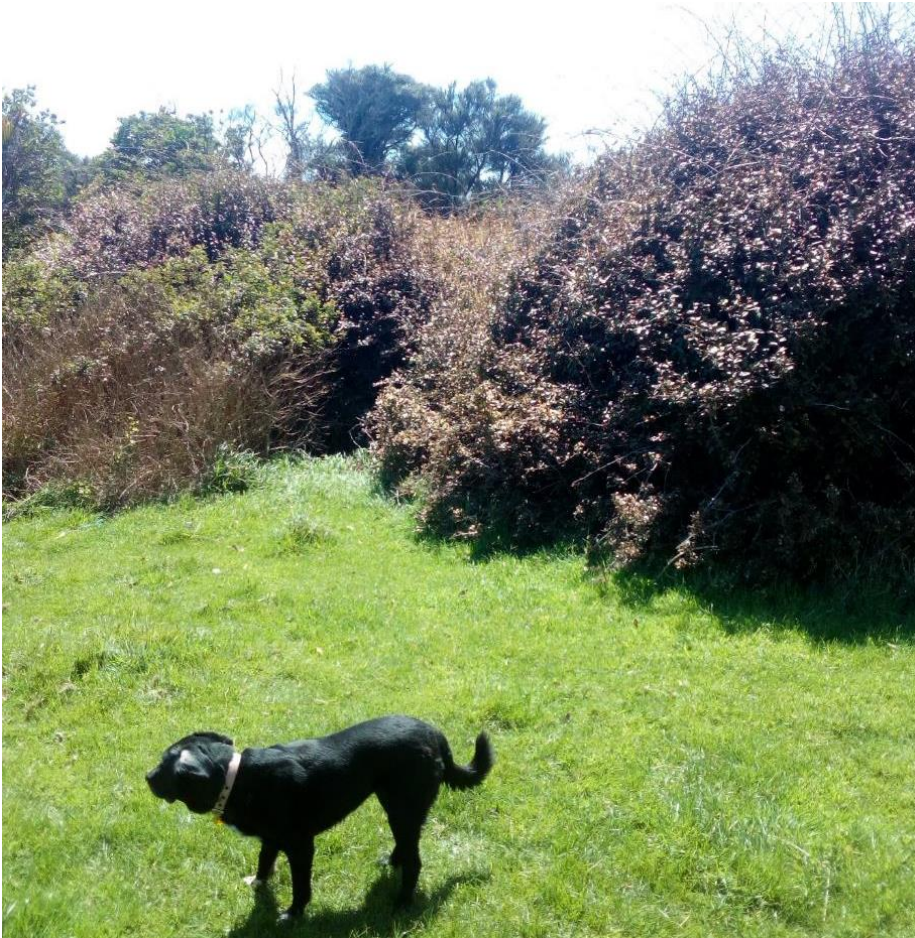
Foreground: mature puriri and karaka with epiphytic astelias and puka surviving above cattle height.  
Background: one of only three surviving cabbage trees on the farm.



Area A before preservation; road frontage, creek and old karaka, puriri and ngaio trees. Pasture and creek bank to be planted in natives starting winter 2021.



Before fencing; S boundary of area A with tecomeria and eleagnus smothering nikau in the background. Mature puriri and karaka in foreground.



Before fencing; Eleagnus infestation swallowing up native trees in background.

Photos taken march 2020 after fencing out stock:



After; new 8 wire fence. Edges to be planted with natives to shelter the old trees, starting winter 2021





After fencing; Ancient cabbage tree already with new sprout following exclusion of stock.



After fencing; New frond on nikau (old frond eaten by cattle). Tecomeria weed in the background.



After fencing; regrowth of old puriri on forest floor and nikau regrowth since stock exclusion.



Eleagnus and Tecomeria cleared for fenceline. View up valley to Mt Karioi.

**Area B**

September 2019, before fencing



Before fencing; mature rimu, nikau and puriri; understorey plants absent and high rate of death of mature trees.

September 2019, before fencing



Before fencing; regenerating kanuka at the edge of gully. Red line is proposed fence Weeds psoralea and woolly nightshade visible.

September 2019, before repairs



Fence needing repair, weeds psoralea and woolly nightshade along N edge of area B.



Road frontage of Area B (above road), looking up the creek to Mt Karioi.

June 2020; 2 weeks after fencing area B



New shoot on ancient puriri tree (new fence in background).



Kereru feeding in old pigeonwood tree. We collected seeds from under this tree.

# Conservation Fund Application Form

## Your Contact Details

Name: Sam Blackmore  
Postal address: 167 Bluff Road, RD 1, Pokeno, 2471  
Physical address: 167 Bluff Road, Pokeno  
Phone: [REDACTED]  
Email [REDACTED]

## Description of Property

Legal owner(s): Samuel William Blackmore & Ashleigh Jane Blackmore  
Occupier: As above  
Legal description: LOT 4 DP 197261 NA126C/446  
Area: 9846 sqm  
Valuation Number: 3801/10808

## General description of project:

Outline the project area on an aerial photograph (one is available from the Council)



Re planting in native of the bare area in the above photo which has been cleared or exotic plants in the past.

Removal of exotic species and replanting in native species

Vegetation type (circle one):  wetland  scrub  forest  peatland

How big is the project area (hectares): 0.6 ha

What is special about the area? Protected bush covenant

What do you plan to do?

Plant the bare area in native trees and shrubs suitable to the area, eg, Manuka, Harakeke, cabbage trees, and other recommendations from the Waikato Regional Council.

What are you contributing to the project?



All labor involved in planting and clearing area of grasses and weeds before and after planting. Maintaining the planting free of weeds and pests.

Are there any other community groups or agencies contributing to the project? Please specify.

No.

Does this project tie in with similar projects on near-by properties? Please specify.

Yes, neighboring properties have been improving their covenanted areas.

What are the long-term management requirements?

Minimum, once plants are established.

What will you do about these long-term requirements?

Control pests and weeds to assist in native species survival. Ensure boundary fences remain in a good condition.

*NOTE: If the assistance is \$5,000 or greater then a conservation covenant registered on the property title is required. This would need to be negotiated with council.*

#### Overall Costs

<b>Fencing</b>	<b>Type of Fence</b>	<b>Length (m)</b>	<b>Cost per metre<sup>1</sup></b>	<b>Cost</b>
0				
<b>Pest Control</b>	<b>Target Species</b>	<b>Area (ha)</b>	<b>Method of Control</b>	<b>Cost</b>
	Possums, Stoats	.600	Trapping	\$100
<b>Weed Control</b>	<b>Target Species</b>	<b>Area (ha)</b>	<b>Method of Control</b>	<b>Cost</b>
▪ Initial	Exotic grasses and thistles		Spray / clear ground	
▪ Follow-up				
<b>Other Costs (please specify, e.g. planting)</b>				<b>Cost</b>
Native shrubs, trees and Harakeke				\$2000
<b>Total Cost</b>				

<sup>1</sup> Including labour

Cost Sharing

Source of Funding	Fencing	Pest Control	Weed Control	Other	Total Cost
Council		100	0	2000	2100
Landowner	All cost	100	All cost	All Labor	
Other					
<b>Total</b>					

Signed (applicant)

Date

Project Assessment (Waikato District Council to complete)

Overall condition of area:    Very poor    **Poor**    Good    Excellent

Significance of area:        Low    →    **Medium**    High    Very High

Will the proposal significantly improve the area / protect something very important / link to other significant areas?

**Yes**                      No

Main benefits of project: Plant the area in native plant to improve the eco system and protect the covenanted area.

Recommended Funding: \$2,100.00



Signed (staff)

Date 14.08.2020

# Conservation Fund Application Form

## Your Contact Details

Name: Sarah Martin  
Postal address: 125 Fullerton Road, RD9, Hamilton 3289  
Physical address: 125 Fullerton Road, Rotokauri, Hamilton  
Phone: [REDACTED]  
Email [REDACTED]

## Description of Property

Legal owner(s): BSM Trustee Company Limited  
Occupier: (if different from above) Brad and Sarah Martin  
Legal description: Lot 3 DP 331693-SUBJ TO NAT GAS ESMT ON DPS 36279  
Area: 13.4074 hectares  
Valuation Number: 04410/192.02

## General description of project:

Outline the project area on an aerial photograph (one is available from the Council)  
Please see attached.

Vegetation type (circle one): wetland      scrub      forest      peatland

How big is the project area (hectares)? Approximately 1 hectare.

What is special about the area?

Downstream of this grazed gully is an area of fenced native trees / plants including Kahikatea, Mahoe, Mamaku, Punga, where you can often hear and see native birds. The gully has a stream running through it. It would be wonderful to extend this area of native bush and improve the water quality by fencing off from stock.

What do you plan to do?

We plan to fence an area of approximately 1 hectare of currently grazed gully and plant in native trees.

What are you contributing to the project?

So far, we have planted 600 natives and sprayed the considerable gorse (undertaken by Cambrilea, cost \$6900 incl GST). Going forward we plan to fence off the area with 5 wire electric sheep/cattle fencing next month and plant the area as per Forest Flora's recommendation (4800 plants) over several years. We are also in the process of removing and cutting Willow trees in the area downstream of this gully which we own with our neighbours as they are choking the stream. Once these are removed we will plant further native plants.

Are there any other community groups or agencies contributing to the project? Please specify.  
No.

Does this project tie in with similar projects on near-by properties? Please specify.  
As per above, we are working with our neighbours to remove/manage Willow trees planted along the stream which in future will make room for more native plant species.

What are the long-term management requirements?

Pest control and weed management, particularly spraying of gorse. Keeping stock out. Releasing plants from grass while they are small.

What will you do about these long-term requirements?

We have undertaken a large-scale spray of gorse and will maintain gorse by spot spraying. We will set and manage any recommended traps for pest control and stock won't be able to access the area which will be fully fenced by 5 wire electric fencing. We will monitor the area frequently and release plants from the grass while they are young.

*NOTE: If the assistance is \$5,000 or greater then a conservation covenant registered on the property title is required. This would need to be negotiated with council.*



## Overall Costs

Fencing	Type of Fence	Length (m)	Cost per metre <sup>1</sup>	Cost (incl GST)
Cattle fencing	5 wire electric fence	397m	\$9.50 plus \$50 per strainer (x10) incl GST	\$4,271.5
Pest Control	Target Species	Area (ha)	Method of Control	Cost
			To seek advise from WDC on this	
Weed Control	Target Species	Area (ha)	Method of Control	Cost
▪ Initial	Gorse	1	Spraying (already undertaken)	\$6900
▪ Follow-up	Gorse	1	Spot spraying (will do as needed)	
Other Costs (please specify, eg planting)				Cost
Plants as per Forest Flora's recommendation (excluding labour) incl GST				\$10,885.3
Total Cost				\$22,056.8

## Cost Sharing

Source of Funding	Fencing	Pest Control	Weed Control	Other (plants)	Total Cost
Council	\$2000			\$3000	\$5000
Landowner	\$2271.5		\$6900	\$7,885.3	\$17,056.8
Other					
Total	\$4271.5		\$6900	\$10,885.3	\$22,056.8

Signed (applicant) Sarah Martin

Date 12/07/20

Project Assessment (Waikato District Council to complete)

Overall condition of area: Very poor **Poor** Good ExcellentSignificance of area: **Low** → **Medium** High Very High

Will the proposal significantly improve the area / protect something very important / link to other significant areas?

**Yes**

No

Main benefits of project:

Recommended Funding: \$5,000.00

Signed (staff)

Date 13.08.20


<sup>1</sup> Including labour

## Appendix 4

## Fullerton Road gully planting

Wayne Bennett

Forest Flora

June 2020



Outlined are three proposed planting areas.

Area 1 has had an amount of colonising plants already planted. Into this Canopy trees can be planted at 5m spacings. This will be sufficient for a complete canopy of trees to establish in time. The other species will advance the canopy cover earlier, suppress weeds initiate an understorey and introduce flaxes into the wetland at the bottom of the gully. I have listed the species in order of priority. Select as many species as the budget allows. The more species, the earlier the project will mature and the more secure it will be from weeds and climate.

		Area1								
Species	Common name	Pot Size	1-19 plants	20 + plants	Quantity	Price bracket	Plants Total	Delivery and Planting		
<i>Dacrycarpus dacrydioides</i>	Kahikatea	PB5	\$10.00	\$8.00	150	\$8.00	\$1,200.00	\$255.00	Canopy tree	
<i>Podocarpus totara</i>	Totara	14 cm	\$5.50	\$4.00	50	\$4.00	\$200.00	\$85.00	Canopy tree	
<i>Kunzea robusta</i>	Kanuka	14 cm	\$4.20	\$3.70	200	\$3.70	\$740.00	\$340.00		
<i>Plagianthus regius</i>	Ribbonwood	14 cm	\$4.20	\$3.70	200	\$3.70	\$740.00	\$340.00	Tree	
<i>Coprosma propinqua</i>	Mingimingi	14 cm	\$4.20	\$3.70	300	\$3.70	\$1,110.00	\$510.00		
<i>Coprosma rigida</i>	Coprosma rigida	14 cm	\$4.20	\$3.80	300	\$3.80	\$1,140.00	\$510.00		
<i>Cordyline australis</i>	Cabbage tree/ Ti kouka	14 cm	\$4.20	\$3.70	400	\$3.70	\$1,480.00	\$680.00		
<i>Coprosma robusta</i>	Karamu	14 cm	\$4.20	\$3.70	200	\$3.70	\$740.00	\$340.00		
<i>Phormium tenax</i>	Harakeke	14 cm	\$4.20	\$3.70	100	\$3.70	\$370.00	\$170.00	Gully floor	
					<b>1,900</b>		<b>\$7,720</b>	\$3,230.00		
Plus GST							\$8,878.00	\$3,714.50		
<b>Total</b>							<b>\$12,592.50</b>			

Area 2 is similar to area 1 with less colonising species already planted. I have listed the species in the same way as area 1 in order of priority.

Area2									
Species	Common name	Pot Size	1-19 plants	20 + plants	Quantity	Price bracket	Plants Total	Delivery and Planting	
<i>Podocarpus totara</i>	Totara	14 cm	\$5.50	\$4.00	70	\$4.00	\$280.00	\$119.00	
<i>Kunzea robusta</i>	Kanuka	14 cm	\$4.20	\$3.70	500	\$3.70	\$1,850.00	\$850.00	
<i>Plagianthus regius</i>	Ribbonwood	14 cm	\$4.20	\$3.70	280	\$3.70	\$1,036.00	\$476.00	
<i>Coprosma propinqua</i>	Mingimingi	14 cm	\$4.20	\$3.70	420	\$3.70	\$1,554.00	\$714.00	
<i>Coprosma rigida</i>	Coprosma rigida	14 cm	\$4.20	\$3.80	420	\$3.80	\$1,596.00	\$714.00	
<i>Cordyline australis</i>	Cabbage tree/ Ti kouka	14 cm	\$4.20	\$3.70	560	\$3.70	\$2,072.00	\$952.00	
<i>Coprosma robusta</i>	Karamu	14 cm	\$4.20	\$3.70	400	\$3.70	\$1,480.00	\$680.00	
<i>Phormium tenax</i>	Harakeke	14 cm	\$4.20	\$3.70	140	\$3.70	\$518.00	\$238.00	
					<b>2,790</b>		<b>\$10,386</b>	\$4,743.00	
Plus GST							\$11,943.90	\$5,454.45	
Total							\$17,398.35		

Area 3 is mainly wetland with some open water. There are a few larger trees specified but mainly smaller shrubs suitable for the range of conditions from upper slope to wetland, preserving some view of the open water and wetland.

Area3									
Species	Common name	Pot Size	1-19 plants	20 + plants	Quantity	Price bracket	Plants Total	Delivery and Planting	
<i>Carex secta</i>	Purei	14 cm	\$4.20	\$3.70	100	\$3.70	\$370.00	\$170.00	
<i>Carpodetus serratus</i>	Putaputaweta	14 cm	\$4.50	\$3.80	25	\$3.80	\$95.00	\$42.50	
<i>Coprosma areolata</i>	Coprosma areolata	14 cm	\$5.00	\$4.50	25	\$4.50	\$112.50	\$42.50	
<i>Coprosma propinqua</i>	Mingimingi	14 cm	\$4.20	\$3.70	25	\$3.70	\$92.50	\$42.50	
<i>Coprosma rhamnoides</i>	Coprosma rhamnoides	14 cm	\$4.20	\$3.80	25	\$3.80	\$95.00	\$42.50	
<i>Coprosma rigida</i>	Coprosma rigida	14 cm	\$4.20	\$3.80	50	\$3.80	\$190.00	\$85.00	
<i>Coprosma tenuicaulis</i>	Swamp coprosma/ hukii	14 cm	\$4.20	\$3.80	25	\$3.80	\$95.00	\$42.50	
<i>Cordyline australis</i>	Cabbage tree/ Ti kouka	14 cm	\$4.20	\$3.70	25	\$3.70	\$92.50	\$42.50	
<i>Dacrycarpus dacrydioides</i>	Kahikatea	PB5	\$10.00	\$8.00	10	\$10.00	\$100.00	\$17.00	
<i>Fuchsia excorticata</i>	Kotukutuku	14 cm	\$4.50	\$4.00	10	\$4.50	\$45.00	\$17.00	
<i>Laurelia novae zelandiae</i>	Pukatea	PB5	\$10.00	\$8.00	3	\$10.00	\$30.00	\$5.10	
<i>Melicytus micranthus</i>		14 cm	\$5.00	\$4.00	10	\$5.00	\$50.00	\$17.00	
<i>Myrsine australis</i>	Mapou	14 cm	\$4.50	\$3.80	5	\$4.50	\$22.50	\$8.50	
<i>Parsonsia heterophylla</i>		14 cm	\$6.50	\$5.00	3	\$6.50	\$19.50	\$5.10	
<i>Pennantia corymbosa</i>	Kaikomako	14 cm	\$5.00	\$4.00	5	\$5.00	\$25.00	\$8.50	
<i>Phormium tenax</i>	Harakeke	14 cm	\$4.20	\$3.70	30	\$3.70	\$111.00	\$51.00	
<i>Podocarpus totara</i>	Totara	14 cm	\$5.50	\$4.00	50	\$4.00	\$200.00	\$85.00	
					<b>426</b>		<b>1,746</b>	\$724.20	
Plus GST							\$2,007.33	\$832.83	
Total							\$2,840.16		

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### **Open Meeting**

<b>To</b>	Strategy and Finance Committee
<b>From</b>	Clive Morgan General Manager Community Growth
<b>Date</b>	18 August 2020
<b>Prepared by</b>	Sandy Mason Personal Assistant to General Manager
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV1318 / 2715805
<b>Report Title</b>	Hamilton & Waikato Tourism – Annual Report to Waikato District Council – 1 July 2019 – 30 June 2020

## **1. EXECUTIVE SUMMARY**

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The purpose of this report is to advise the committee that Jason Dawson, Chief Executive Hamilton & Waikato Tourism, will be in attendance to present to Council the Annual Report to Waikato District Council – 1 July 2019 – 30 June 2020.

## **2. RECOMMENDATION**

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**THAT the report from the General Manager Community Growth be received.**

## **3. ATTACHMENT**

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Hamilton & Waikato Tourism – Annual Report to Waikato District Council – 1 July 2019 – 30 June 2020



# Hamilton & Waikato TOURISM

## Annual Report to Waikato District Council 1 July 2019 – 30 June 2020

Hamilton & Waikato Tourism (HWT) is the region's Regional Tourism Organisation (RTO) whose role is to generate competitive economic benefit through visitor sector strategies focused on increasing visitor length of stay and spend.

Hamilton & Waikato Tourism is a subsidiary company under the Council Controlled Organisation (CCO) of Waikato Regional Airport Limited. It has a commercial board with Annabel Cotton as its Chair.

HWT is funded through a public/private partnership with the region's tourism industry and seven local authorities including Hamilton City and Matamata-Piako, Ōtorohanga, Waikato, Waipā, Waitomo and South Waikato Districts.

### Key highlights 2019-2020



## Executive summary

Following another buoyant tourism and events season for the Waikato from July 2019 to January 2020, the visitor sector was initially impacted from 3 February when New Zealand began implementing border restrictions with China in response to COVID-19. On 19 March 2020, the borders were closed to all except returning New Zealanders. The subsequent Level 4 lockdown (26 March to 26 April) effectively stopped all international and domestic tourism, with the exception of some longer-term international visitors who had arrived before the borders closed.

Waikato's visitor economy was effectively shut down overnight and impacted a range of businesses including tourism operators, transport providers, accommodation, hospitality, retail, conference and event organisers, venues, caterers and suppliers.

On 27 April, New Zealand moved to alert level 3, partially lifting lockdown restrictions but continuing to ban inter-regional travel. On 13 May the country moved to alert level 2, which permitted inter-regional travel, allowing for domestic tourism, while retaining physical distancing and gathering size limits. The remaining domestic restrictions were lifted upon the move to alert level 1 on 9 June, but the border has remained closed to foreign nationals.

Impacts were swift, significant and severe. The region's annual visitor expenditure has declined since the March 2020 lockdown to \$1.417 billion for the year ending June 2020, an 11% decrease on the previous year. International visitors contributed an estimated \$306 million to the region, while domestic travellers injected \$1.111 billion into the Waikato's economy.

Despite the decline, our national rankings are holding with the Waikato regional tourism region maintaining fifth largest in New Zealand for international visitor expenditure behind Auckland, Christchurch, Queenstown and Wellington. We are still the fourth largest region for domestic visitor expenditure behind Auckland, Christchurch and Wellington.

Prior to COVID-19, around 75% of visitors to the Waikato region were from domestic travellers. With around 2.6 million people living within a three-hour drive radius of Hamilton and the Waikato region, we were already a significant domestic drive market for the Upper North Island.

The Waikato also scored the second highest level of domestic visitors during the recent July school holidays (4 – 19 July 2020) across New Zealand in a recently published report by Data Ventures. This followed the success of domestic travel returning into the region during Queen's Birthday weekend.

According to the report, Waikato achieved 19% growth in domestic visitor numbers during the July 2020 school holidays compared to July 2019, with an average of 55,140 domestic travellers visiting during the holidays, compared to 46,350 visitors this time last year. We were only second in the country to Auckland who attracted 79,160 domestic visitors into their region.

Hamilton & Waikato Tourism has been relentless in leading the restart and rebuild strategy for Waikato's visitor economy. From supporting our tourism and event businesses through the initial lockdown, lobbying for additional Government support and now working hard to attract domestic visitors back to the region post-COVID, we've launched a number of marketing campaigns targeting the leisure, business and events market in key 'drive and fly' markets.





Waikato residents positively responded and supported our 'Mighty Local' campaign during Alert Levels 3 & 4. We are now executing an 'Open for Exploration' campaign in the leisure market for domestic travellers outside of the Waikato, the 'Mighty Welcome' campaign in the business events market and a new 'deals' section on our website [www.waikatoz.com](http://www.waikatoz.com) are helping to drive increased visitation and spend.











The only national 'bed nights' measurement tool, the Commercial Accommodation Monitor provided by the Ministry for Business, Innovation and Employment and StatsNZ, ceased in September 2019. The replacement data set called the Accommodation Data Plan (ADP) will be able to report on commercial accommodation bed nights, occupancy and length of stay. The first report will be made available in September 2020.

The business event insights research programme is also being redeveloped which will enable us to report on the economic impact of the lucrative meetings, conference and exhibitions sector for the region. Every conference we can secure for Hamilton and Waikato is significant for the region, regardless of the sector or size. Conference delegates are also influenced to return for a future holiday based on their positive Waikato experiences. A delegate attending a business event is worth twice as much of a leisure traveller to the region, with an average delegate per night value of \$292 per night for international delegates and \$480 per night for domestic delegates (MBIE Business Events Delegate Survey YE Dec 2019).

## Performance targets

Hamilton & Waikato Tourism (HWT) have seven performance targets which are set in the 'Schedule of Services for Local Government 2019-2020'. Due to the impacts of COVID-19 on the closure of international borders and domestic travel restrictions during lockdown, some of the performance targets were not achieved.

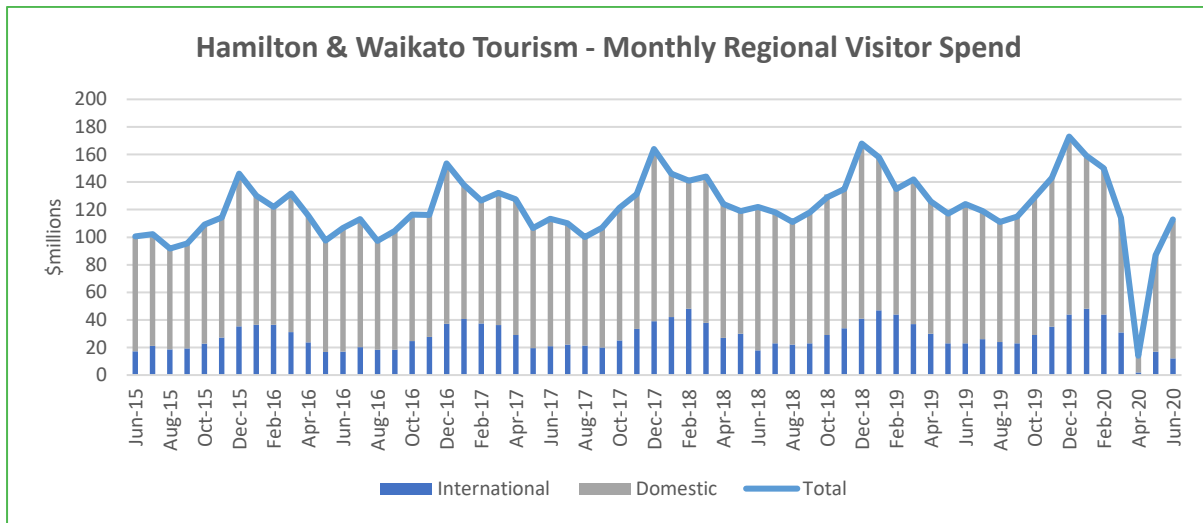
Measure	Result
 <p><b>Visitor nights</b> 5% increase of total visitor nights' vs national</p>	 <p><b>6.1% for Waikato</b> <b>1.2% national growth rate</b> (Year ending September 2019 – new measurement tool due September 2020)</p>
 <p><b>Visitor spend</b> 5% increase in visitor spend across the region</p>	 <p><b>11% decrease on 2018-2019</b> <b>\$1.417 billion annual expenditure</b> (Year ending June 2020)</p>

Measure	Result
 <p><b>Conventions, incentives &amp; business events</b> Grow market share of business events from 9% to 10%</p>	 <p><b>10.1%</b> market share Fourth largest region behind Auckland, Wellington &amp; Christchurch (Year ending December 2019 – new survey results due February 2020)</p>
 <p><b>Visitor awareness &amp; perception</b> Improve by 1 point, including Waikato residents</p>	 <p><b>7.5/10</b> likelihood to recommend as a place to visit (2018 = 7.2/10; 2019 = 8/10) (Year ending June 2020)</p>
 <p><b>Website &amp; social media: waikatoz.com</b> 5% digital engagement on 2019-20</p>	 <p><b>21.16%</b> Industry engagement rate 1.5% (For the year July 2019 - June 2020)</p>
 <p><b>Industry investment</b> \$450,000 of industry contribution towards marketing activities &amp; campaigns</p>	 <p><b>\$323,000</b> international &amp; domestic campaigns, trade show investment, famil in-kind contributions &amp; visitor guide sales (Year ending June 2020)</p>
 <p><b>Return on investment</b> Total visitor spend per dollar of HWT spend</p>	 <p><b>\$1,141</b> (\$1,268 June 2019) Visitor spend per dollar of council funding provided (\$1.24m) ROI comparison to other regions:  <ul style="list-style-type: none"> <li>• Auckland: <b>\$307</b> (\$23.8m)</li> <li>• BoP: <b>\$484</b> (\$2.1m)</li> <li>• Taupo: <b>\$311</b> (\$1.95m)</li> <li>• Rotorua: <b>\$167</b> (\$4.3m)</li> </ul>  (Year ending June 2020)</p>

## Visitor statistics and expenditure

Compared to 2019, tourism spending dropped across all regions for the year ended June 2020. The West Coast region experienced the biggest decline, with a 20% drop in annual spend. The Hawke's Bay and Taranaki regions had the smallest declines in annual tourism spending, both down 8.0%. The entire Waikato region performed well with a decline of only 7% in Coromandel, and 10% for the rest of Waikato including Taupō. In comparison, Rotorua suffered a 16% decline in visitor expenditure.

Following a rebound in May, domestic tourism increased further in June and, in some regions, exceeded June 2019 spending. For the Waikato, we achieved a 7% increase in visitor expenditure for June 2020, compared to a 6.6% uplift for the same month last year.



It is important to note that while domestic tourism expenditure is doing well when compared with the same period last year, the month of June is usually regarded as part of the tourism low season, with historically lower expenditure than other months of the year.

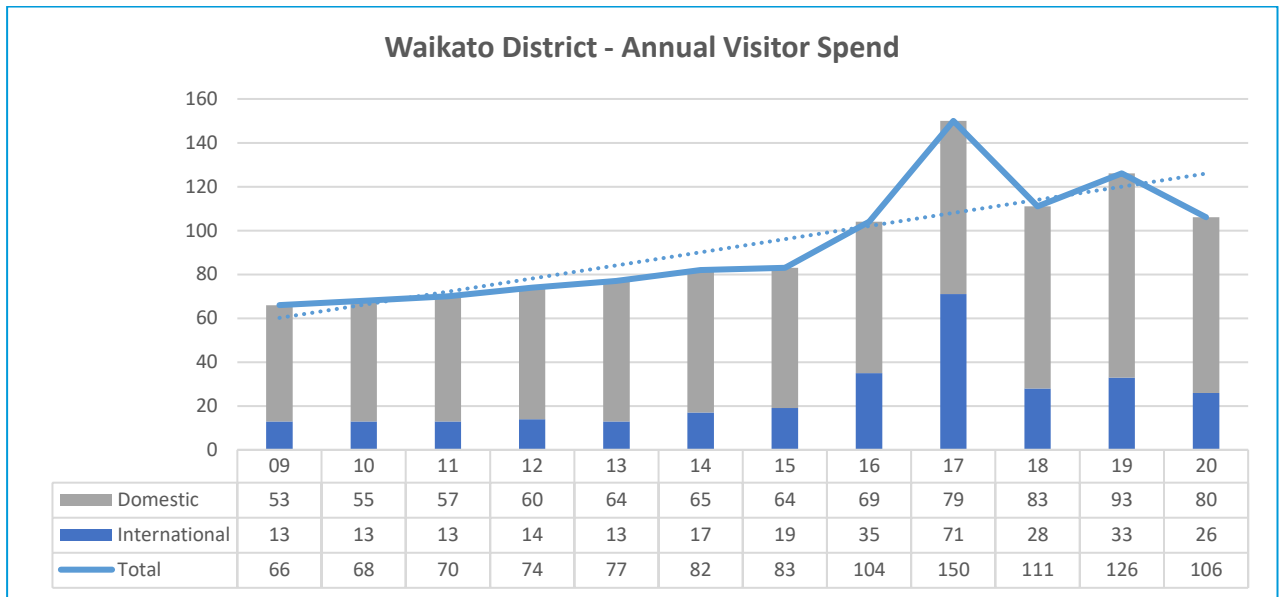
As a region, we've always bucked low season trend in June every year due to the hosting of National Fieldays at Mystery Creek which was delivered online this year. Taking this into account, our region performed well considering the loss of our region's most iconic major event and relying solely on the domestic visitor market.

Total domestic tourism expenditure for New Zealand in June 2020 was \$1.225 million, 2% below 2019 spending, although it was six times higher than during the level 4 lockdown in April.

It has been pleasing to see domestic business and leisure travellers return to the region and continue to spend, especially given the competition in overall consumer spending with consumables up 11% and motor vehicles up 26% during the month of June.

## Visitor expenditure in Waikato District

Annual visitor expenditure for Waikato district declined 19% for the 2019-20 financial year, with Otorohanga District achieving the smallest decline for the region at 4.0%. Matamata-Piako District suffered the largest decline at 20% reduction in annual visitor expenditure.

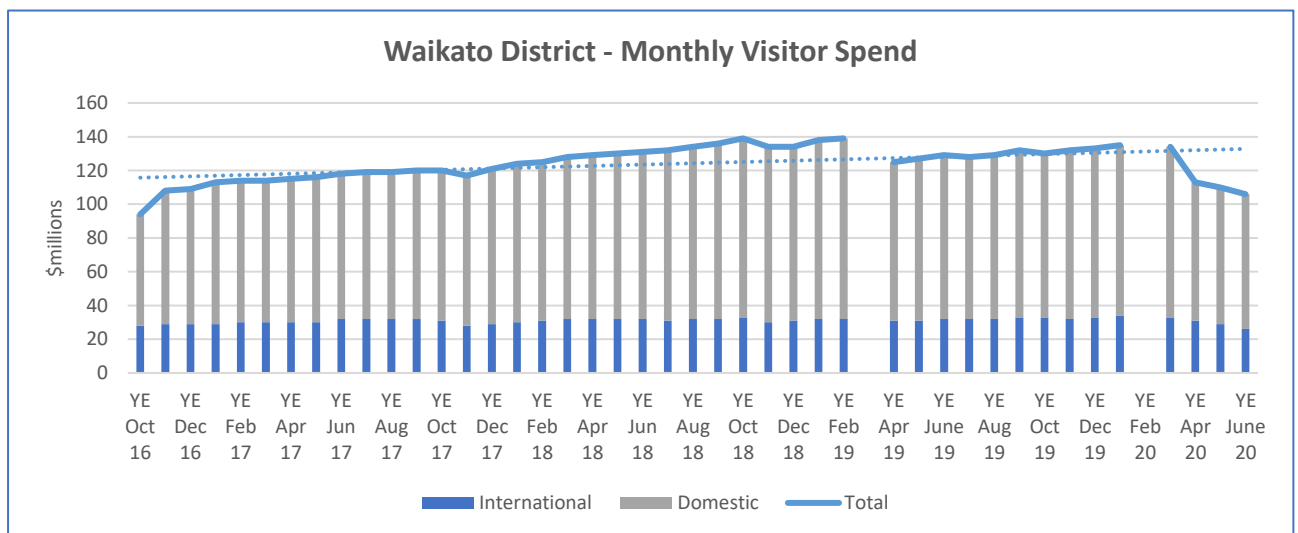


Source: Monthly Regional Tourism Estimates, MBIE (June 2020)

For the year ending June 2020, the visitor economy injected \$106 million into Waikato District’s economy, with \$80 million generated by domestic visitors and \$26 million from international travellers. This is a 15.8% decline from the year ending June 2019.

Monthly visitor expenditure data is measured by the Ministry of Business, Innovation and Employment (MBIE) in the Monthly Regional Tourism Estimates (MRTE).

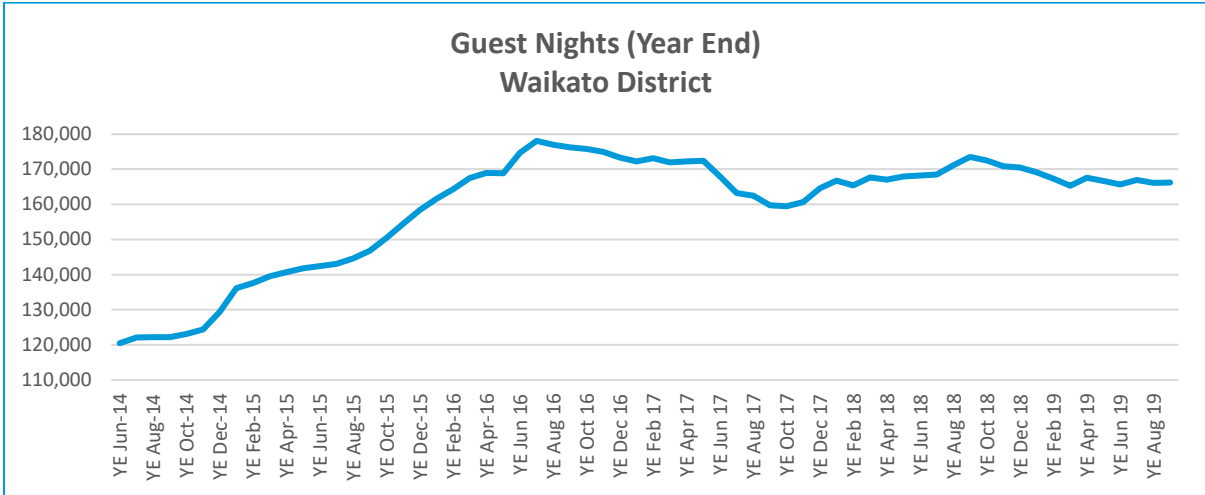
*Note: There was no MRTEs for individual Territorial Authorities in March 2019 and February 2020.*



Source: Monthly Regional Tourism Estimates, MBIE (June 2020)

## Commercial accommodation in Waikato District

Commercial guest nights (hotels, motels, backpackers & holiday parks) for Waikato peaked at 166,181 commercial guest nights (year ending September 19); 4.2% decline from 2018.



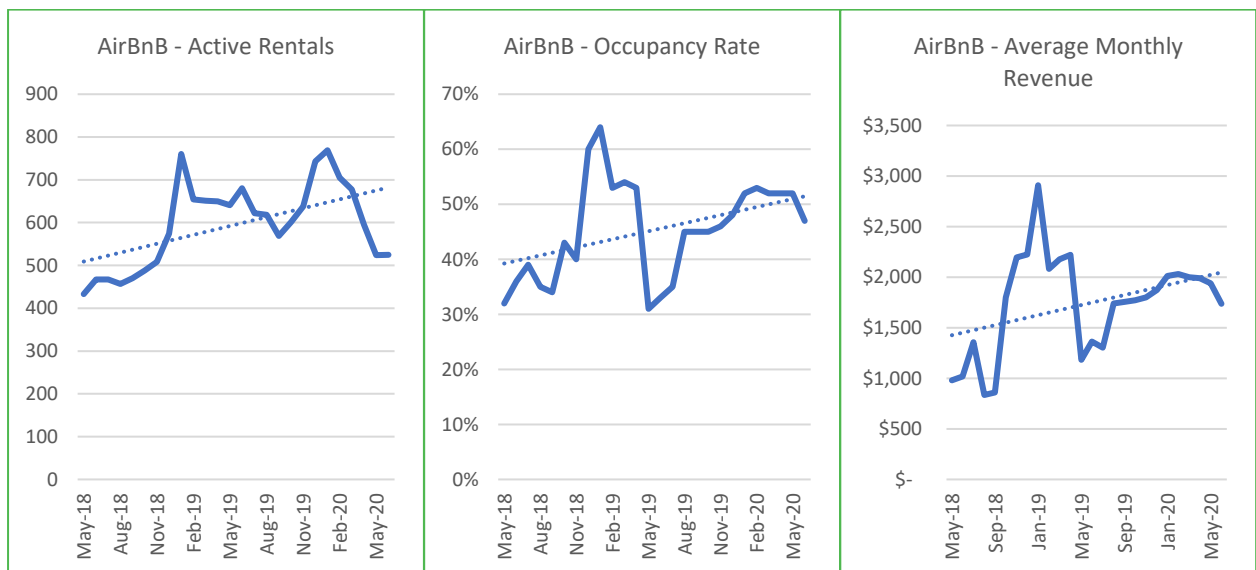
Source: Commercial Accommodation Monitor, Stats NZ (September 2019)

The only national ‘bed nights’ measurement tool, the Commercial Accommodation Monitor provided by the Ministry for Business, Innovation and Employment and StatsNZ, ceased in September 2019, which is the last recorded dataset for the region. The replacement data set called the Accommodation Data Plan (ADP) will be able to report on commercial accommodation bed nights, occupancy and length of stay. The first report will be made available in September 2020.

### Non-commercial accommodation in Waikato District

Waikato also had 525 properties listed on AirBnB during June 2020 as alternative accommodation to the traditional commercial offerings. This has declined from 680 listings (down 155) in June 2019 due to the impacts of COVID-19.

These properties experienced 47% occupancy during June 2020. For the 12 months July 2019 to June 2020, the average occupancy rate for AirBnB properties in Waikato is 48%.



## Trade & leisure marketing

### International marketing

The 'Explore Central North Island' (ECNI) international marketing alliance (including Waikato, Rotorua, Taupō, Coromandel, Bay of Plenty, Ruapehu and Hawke's Bay regional tourism organisations) has undertaken several key activities in the July-Dec period including a North American sales mission in October to train key travel wholesalers and sellers (170 agents trained) and a joint online marketing campaign with Tourism NZ's US office.

Profile of the Waikato has continued in Tourism New Zealand's 'Good Morning World' campaign which features a 'Good Morning World' message each morning from local tourism operators and people. During this summer period regional destinations Raglan, Hobbiton Movie™ Set, Hamilton and South Waikato have been showcased. By having the Waikato featured throughout the campaign is an effective way to showcase the region and our people on a global stage, plus help inspire more travellers to visit our part of the country.

There was a concentrated period of trade training and famils towards the end of 2019. Several of Tourism New Zealand's famils originally scheduled for March 2019 were postponed due to the Christchurch Mosque attacks and reconvened in October-November 2019.

Two of these famils included the Australia mega famil (100 agents) and South East Asia mega famil (60 agents). HWT participated in these mega famils through the agent training days and famil group hosting, while also training 138 agents in Australia during December as part of a Tourism New Zealand roadshow. We also hosted a number of other Tourism New Zealand and wholesaler trade famils traveling through the region.

From late January 2020 travel to NZ from overseas markets began to be impacted by COVID. This impacted a large amount of travel trade and international marketing activity which traditionally take place in the March-June period each year. While HWT was able to attend a Tourism NZ industry event in the Australia market in March to meet with 20 key travel sellers, host three international media famils and attend the International Media Marketplace in Sydney to meet with 22 media/travel writers, other activity from the beginning of April had to be cancelled / postponed until further notice. These included the Tourism NZ KiwiLink event in London, two media famils, the Inbound Tour Operator trade event, various trade famils, the Explore Central North Island trade show, TRENZ and the Tourism NZ and North Island RTO JV marketing campaign into the eastern seaboard of Australia.

However, while borders remained closed, work has continued to keep the travel trade informed on activities, attractions and accommodation within the region. Many in the industry, both here in NZ and overseas, are seeking content and information updates from RTOs on regional product offerings. A number of NZ based travel trade have also pivoted to look at what they can offer in the domestic market and historically outbound-focussed NZ travel agents and retailers such as Flight Centre and House of Travel, are now seeking content, packages and training for their staff on NZ destinations such as the Waikato.



In response to this demand HWT has produced a range of digital collateral including videos, webinars, product update documents and e-DMs.

## **Domestic marketing**

### **Locals Week Initiative**

HWT's inaugural 'Locals Week' launched in September. A key action identified in our Visitor Strategy – the campaign aimed to engage our Waikato residents by making it easy for them to experience what's in their own backyard and become the biggest advocates for our exceptional tourism industry here.

The goal was to educate and inspire our local residents to become ambassadors for tourism across the region by experiencing what we have on offer. We wanted to make it easy for locals to 'give it a go', increase their pride in place and help them become tourism experts for Waikato by offering exclusive and significant 'locals-only' deals for one week.

Other destinations around New Zealand (and internationally) run these types of initiatives and find them extremely beneficial as once locals have experienced tourism products and activities they tend to have a more positive perception of said experience and will recommend our operators when they have friends and family visit.

### **Christmas 2019**

HWT undertook two Christmas focussed campaigns towards the end of 2019. The first focussed on Christmas functions. Targeted at local businesses, the October campaign showcased HWT's domestic partners as well as convention bureau partners to promote their Christmas function ideas and events. Following on from this in early December HWT then ran a mini 'Christmas Gift Guide' campaign to promote vouchers for tourism operator partners' experiences and upcoming events as ideal Christmas gifts to Waikato residents.

### **Explore Your Own Backyard**

The Summer Explore Your Own Backyard campaign which aimed to encourage locals to explore the Waikato over the festive holiday season launched in late December and ran through January. The online campaign featured domestic operator partners and focussed heavily on profiling region's natural assets such as walks, waterfalls, beaches and cycleways as well as summer events and school holiday activities.

### **1day.co.nz**

HWT partnered with Hamilton-based business 1day.co.nz on a month-long marketing promotion in October to promote our amazing region and the fantastic things there are to see and do here. An iconic NZ brand and consumer purchasing portal with a significant audience and reach, 1-day are passionate local advocates and are keen to help spread positive messaging about the Waikato.

As part of the campaign we offered 1-day's customers the chance to win one of four regional prize packages which showcased a range of Waikato tourism businesses relevant to the themes - Adventure Mad, Culture Vulture, Fanatic Foodie and Crazy Kids.

The promotion, which featured Te Awamutu-born James McOnie, was profiled through both organisation's channels including 1-day's email database of 800,000 and we received around 6,000 entries and email addresses to add to our consumer database.

### **Short Escapes**

HWT's Short Escapes campaign ran from early Feb-late March (when lockdown occurred) profiling regional attractions, activities, accommodation and events. Targeting the region's key drive markets (Auckland, BoP and Taranaki) and fly markets (Wellington and Christchurch) the campaign ran across digital channels including GDN, search, social media, cinema and OnDemand advertising.

### **Mighty Local**

Partnering with Te Waka (the regional economic development agency) and working with Waikato councils, the Waikato Chamber of Commerce, local business associations, Waikato Regional Civil Defence and our i-SITE visitor information centres, HWT developed a campaign to promote and profile everything local across the Mighty Waikato region during the COVID-19 lock-down period. The campaign aimed to encourage Waikato residents to support local businesses through the various levels of COVID-19 and adapted to the market depending on what level we were at – from online retail, virtual experiences and takeaways at Level 4 and 3 to visiting our Waikato attractions, dining and accommodation at Level 1.

### **Post-Lockdown Campaign - Open for Exploration**

As an initial domestic market activation when regional travel opened up post COVID-19 lockdown HWT created a series of videos with local tourism operators to welcome visitors back to the Waikato. These videos were utilised through our organic social media platforms, consumer e-DMs and also later campaign activity.

HWT's post-lockdown campaign 'Open for Exploration', targeted the key drive markets for the Waikato (Auckland, Bay of Plenty, Rotorua, Taupo and Taranaki) inspiring them visit the Mighty Waikato and help to stimulate demand and visitation to local tourism operators and communities. The campaign which launched in late June is designed to complement the 'Do something new, New Zealand' campaign from Tourism New Zealand by encouraging visitors to see new things in familiar places and explore the unknown as well as the known and loved adventures of the Waikato. The campaign creative has included user generated content (UGC) imagery and the 'Do Something New, New Zealand' device.

### **Tourism NZ - Do Something New, New Zealand campaign**

Tourism New Zealand (TNZ) launched the first phase of their national campaign at the end of May. This has been an extensive campaign utilising all forms of advertising from out-of-home to digital and TV inviting New Zealanders to do something 'new' that they wouldn't normally do for a short break or holiday. HWT is working in partnership with TNZ to leverage this activity, particularly in the media space. HWT's marketing manager is also part of the TNZ Domestic Advisory Group along with five other RTO representatives which meets virtually every two weeks to help inform and shape the direction of the TNZ's ongoing domestic campaign activity and also act as liaison for a wider group of RTOs.

## Major Events

HWT supported local organising committees and event promoters in the promotion and marketing of major events during July 2019 – January 2020 including All Blacks vs Tonga, World Darts, Great Britain Rugby League Lions Tour and the HSBC NZ Sevens, as well as Women’s Cricket World Cup 2021. This support includes prepping team and media welcome packs, team activity options, event landing pages on waikatoz.com, media and player promo event opportunities and support for bids. Many of the region’s key events in the Feb-April period that HWT would normally promote and support through marketing channels had to be cancelled due to COVID-19.

## Annual Visitor Guide

100,000 copies of the 2020 official Regional Visitor Guide were distributed in late December 2019, featuring the new Mighty Waikato branding. Distributed nationally through i-SITES and airports, national and international trade shows and conference delegate packs, the guide is a cost-neutral project with advertising sales funding production and distribution.

## Media

Excluding lockdown, HWT had a successful year for domestic travel media coverage. Highlights include working on an insta-meet for International Hobbit Day with Hobbiton Move Set, hosting top influencer Liz Carlson and securing a range of travel stories and articles with publications such as NZ Herald, Sunday Star Times and Stuff. Post-lockdown HWT has been working on a number of media pitches and famils. Domestic media platforms and publications are hungry for content and we have been quick to take up this opportunity. Coverage so far includes content in three NZ Herald Travel Supplements and Breakfast TV where the Waikato was the first region to be covered in their national roadshow with Tourism New Zealand.

## Marketing activity for Waikato District

A summary of specific trade and leisure marketing for Waikato District is detailed below.

Target market	Campaign or activity	Waikato experiences profiled
<b>Media – domestic &amp; international famils</b>	Media hosting and famils profiling Waikato District: <ul style="list-style-type: none"> <li>• Social Influencer -Young Adventuress</li> <li>• Freelance Journalist – Tim Richards</li> <li>• Sunday Star Times</li> <li>• Frommers NZ</li> </ul>	Punnet Eatery, Solscape Eco Retreat, Raglan Fish, Zealong Tea Estate, Bow Street Studios, Ulos Kitchen, Raglan Township, Raglan beach, Raglan Roast, Tony Sly Pottery, Raglan Surf School
<b>Media - domestic</b>	Waikato District was profiled as part of regional promotions in the following publications: <ul style="list-style-type: none"> <li>• RV Travel – NZ Motorhome Show special edition</li> <li>• Avenues Magazine</li> <li>• Go Travel</li> <li>• Regional News (Wellington)</li> <li>• Weekend Herald &amp; Stuff.co.nz</li> </ul>	Zealong Tea Estate, Raglan Township, Te Awa River Ride, Wairēinga/Bridal Veil Falls, Go Skydive NZ, Raglan Beach, Raglan Wharf

Target market	Campaign or activity	Waikato experiences profiled
<b>Travel Trade - famils</b>	Waikato District profiled in following trade famils: <ul style="list-style-type: none"> <li>• Taiwan Product Managers famil</li> <li>• AOT/ATS Mega famil</li> <li>• TNZ Premium Famil</li> <li>• ECNI Roadshow winner</li> </ul>	Zealong Tea Estate, Castaways Resort
<b>Travel Trade – events</b>	Trade Training events and sales calls to ITOs and wholesalers throughout the period <ul style="list-style-type: none"> <li>• TNZ AU mega famil (100 agents)</li> <li>• TNZ South East Asia mega famil (60 agents)</li> <li>• TNZ North Island Welcome</li> <li>• TNZ RTO Trade Workshop</li> </ul>	Raglan Surf School, Zealong Tea Estate, GoSkydive NZ, Franklin Tourism Group, Cornerstone Alpacas, Castaways Resort
<b>Travel Trade – Explore Central North Island Alliance</b>	HWT are part of the Central North Island RTO alliance known as ‘Explore Central North Island’ which includes the two touring routes – The Thermal Explorer Highway and the Pacific Coast Highway. Key activities Jul-Dec: <ul style="list-style-type: none"> <li>• ECNI Nth America Roadshow, Oct 19</li> <li>• UK In-market representation</li> </ul>	Raglan Surf School, Zealong Tea Estate, GoSkydive NZ, Franklin Tourism Group, Cornerstone Alpacas, Castaways Resort
<b>Domestic consumer - Local, Hamilton &amp; Waikato</b>	<ul style="list-style-type: none"> <li>• ‘Locals Week” – Sept 2019</li> <li>• ‘Explore Your Own Backyard’ campaign Dec 2019 -Jan 2020</li> <li>• Mighty Local – April – June 2020</li> </ul>	Zealong Tea Estate, Hakarimata Summit Climb, Hampton Downs Motorsport Park, Raglan Surfing School, Raglan township, GoSkydive NZ, Hakarimata Walkway, Castaways, Cornerstone Alpacas  <b>MIGHTY LOCAL:</b> Range of Waikato district cafes and restaurants offering takeaways during Alert Level 3, and online retail, fitness classes etc during Alert Level 3 and 4

Target market	Campaign or activity	Waikato experiences profiled
<b>Domestic consumer - External Drive &amp; Fly Markets</b>	<ul style="list-style-type: none"> <li>• Romer – September 2019</li> <li>• 1-day competition – November 2019</li> <li>• Short Escapes Campaign – Feb – March 2020</li> <li>• Open for Exploration Campaign – from June 2020</li> </ul>	Hakarimata Summit Track, Wairēinga/Bridal Veil Falls, Raglan Wharf, Zealong Tea Estate, GoSkydive NZ, Hampton Downs Motorsport Park, Turangawaewae Regatta, Raglan Surfing School, Solscape Eco Retreat, Soundsplash, Wahine Moe, Te Awa River Ride
<b>Domestic consumer – Chinese New Zealanders</b>	Ongoing campaign activity has continued through our Weibo social media channel, blogs, forums etc	Zealong Tea Estate, Hampton Downs Motorsport Park, Raglan Surfing School, GoSkydive NZ, Wairēinga/Bridal Veil Falls, Cornerstone Alpacas, Manu Bay, Te Awa River Ride, Pukemokemoke track
<b>Domestic &amp; International consumer and trade</b>	2020 Hamilton & Waikato Regional Visitor Guide	Waikato district and towns profiled in ‘Regional highlights’ section and ‘North Waikato’ and ‘Raglan’ sections. Waikato district -based tourism operators have advertised in their relevant sections of the guide
<b>Domestic &amp; international consumer, travel trade and media</b>	Quarterly e-newsletters are distributed to our consumer, trade and media databases	Raglan Surfing School, Zealong Tea Estate, Cornerstone Alpaca Stud, Raglan Rock, Soundsplash, Raglan Coconut Yoghurt, Castaways, GoSkydive NZ, Hampton Downs Motorsport Park, Soundsplash, Raglan Surfing School, Wairēinga/Bridal Veil Falls, Raglan Food Co, Virgin Australia Supercars Championship - Round 4, Hakarimata Stair Climb

Target market	Campaign or activity	Waikato experiences profiled
<p><b>Domestic &amp; International consumer</b></p>	<p>Waikato profiled through HWT's website and various social profiles including Facebook, Instagram, Twitter &amp; YouTube.</p>	<p>Zealong Tea Estate, Hampton Dows Motorsport Park, Raglan Surfing School, Raglan Kayak &amp; Paddleboard, GoSkydive NZ, Raglan Roast, Solscape, Manu Bay, Pedal4Prostate, Cruising for Hope, Mt Karioi, Wairēinga/Bridal Veil Falls, Raglan, Lake Hakanoa, Karamu Walkway, Ngarunui Beach, Te Toto Gorge, Port Waikato, Perry Bridge, Hakarimata Summit Trail, Hakarimata Kauri Loop Track, Karioi Classic Cycle Ride, La Valla Estate, Prowear Chrome Expression Session, Raglan Coconut Yoghurt, Nikau Caves, Thundercross Valley, Tuakau Hotel, Castaways, Luxury Under Canvas, Rangiriri, The Waikato War Driving Tour, Pokeno, Te Awa River Ride, Ngaruawahia, Turangawaewae Marae, Huntly, Tuakau, Mercer Art &amp; History Museum, Soundsplash, Raglan, Port Waikato, Hakarimata Scenic Reserve, WahineMoe, Whale Bay, Isobar, Mercer Cheese, River Riders NZ</p>

## Conferences, incentives & business events

The Hamilton & Waikato region was the fourth largest region behind Auckland, Wellington and Christchurch for conferences and business events for the period ending December 2019. There has been no data collection or reporting of business events data during FY20. A newly named Business Events Venue Survey will commence from 1 July 2020, Fresh Info has been contracted to collect and report data.

### Conference leads and rehousing

During May and June, the Business Events Waikato team managed 36 leads, compared to 27 for the same period last year. Our Business Events team successfully relocated 16 business events after Jet Park Hotel Hamilton Airport became a designated Managed Isolation Facility. We were able to re-house most of the events within the Waikato.

We are fortunate the Waikato is predominantly a domestic conference destination and easy to get to from key markets. Our marketing activity is focused on multi-day association and corporate conference market.

Unfortunately, with three of our largest commercial accommodation providers now unavailable as they are Managed Isolation Facilities has impacted on the conference market, significantly reducing our offer. Hosting some of the larger conferences is now very challenging due to limited accommodation availability.

In addition to our limited accommodation inventory, the biggest threat to the conference market is uncertainty. Organisers cannot confidently book conference venues and accommodation, they are afraid of the force majeure clauses in contracts. Currently venues are experiencing short lead-in times which brings its own challenges.

### Mighty Welcome / Mighty People – business events campaign

During lock-down, the Business Events Waikato team held focus group meetings via Zoom with selected business event suppliers in the Waikato to agree on our unique selling point. The outcome was unanimous, it is our people. The people working in the conference industry in the Waikato already had a reputation for being professional, responsive, flexible, and willing to work with organisers and colleagues to achieve the best outcome for our clients. This informed our 'Mighty People' / 'Mighty Welcome' restart campaign for the business events sector which is utilising our new website.

### Business Events Waikato Showcase

The BE team is currently organising the Business Events Waikato Showcase on 24<sup>th</sup> September 2020 – an exhibition including all Waikato Business Events Partners. The target market for the event is local organisers, and meeting planners domiciled within driving distance of the Waikato, and predominantly corporates who organise one day meetings and events.

## Convention Bureau activity

Summary of specific trade & conference marketing activity (1 July 2019 to 30 June 2020).

Activity	Detail
Enquiries	101 leads received and managed
Buyers Hosted	35 buyers hosted to the region
Famils	<p><b>5-7 December 2019:</b> Annual multiday Mega Famil attended by 20 buyers from Wellington, Auckland, Christchurch, and Palmerston North for two nights. Attendees included professional conference &amp; event organisers, in-house corporate event managers, personal/executive assistants, association event organisers, marketing managers and a journalist. Sixteen Business Events Waikato Partners were included (inclusion based on partnership level).</p>
TNZ Famils	All TNZ planned famils were cancelled due to COVID-19
Bespoke Famils	Nine bespoke famils organised. 15 buyers were hosted and shown 20 venues and operators across the Waikato.
Trade Shows	<ul style="list-style-type: none"> <li>September 2019: Regional stand Australasian Society of Association Executives (AuSAE) Linc Conference, Napier.</li> <li>December 2019: Exhibited with Tourism NZ and CINZ (Conference &amp; Incentives NZ) at the Professional Conference Organisers Association Conference held in Sydney.</li> </ul>
Hosted Events	<ul style="list-style-type: none"> <li>October 2019: Wellington function, attended by over 50 buyers. Co-hosted with six Business Events Waikato Partners,</li> <li>October 2019: Meet North South dinner, attended by five guests. Hosted by Business Events Waikato and Dunedin Business Events.</li> <li>November 2019: Co-hosted event with Tourism New Zealand/Project Waikato Group to create awareness about the CAP and recruit ambassadors.</li> </ul>
Sales Activity	<ul style="list-style-type: none"> <li>December 2019: Sales call in Christchurch</li> <li>January and February 2020: Sales calls in Hamilton</li> <li>March 2020: Sales calls to Wellington</li> </ul>
AuSAE NZ Networking Activity	<p><b>(AuSAE – Australasian Society of Association Executives)</b></p> <ul style="list-style-type: none"> <li>August 2019: Wellington</li> <li>September 2019: Conference – Napier</li> <li>November: Wellington</li> <li>January 2020: Wellington</li> <li>July 2020: Auckland</li> </ul>



Activity	Detail
<b>Tourism NZ Activity</b>	<ul style="list-style-type: none"> <li>• September 2019: co-hosted table with Tourism NZ at The Kudos Awards to create awareness about the Conference Assistance Programme and recruit ambassadors.</li> <li>• Project Waikato group meetings – business incubator group to seek opportunities for Australasian and international conferences for the Waikato region. Specific focus given to conferences that respond to the needs of the community by creating a social, environmental, or cultural impact on the Waikato region.</li> </ul>
<b>Partner Communication &amp; Development</b>	<ul style="list-style-type: none"> <li>• October 3<sup>rd</sup>: Google DMO breakfast for Business Events Waikato Partners</li> <li>• November 6<sup>th</sup>: Website Workshop, open to Platinum and Gold Partners</li> <li>• November 28<sup>th</sup>: Spring Symposium</li> <li>• December 3<sup>rd</sup>: Christmas Partner Breakfast</li> <li>• February 25<sup>th</sup>: Henley Hotel Open Home – Partner Event</li> <li>• February 28<sup>th</sup>: BE 101</li> <li>• March 6<sup>th</sup>: Platinum and Gold Partner Catch-up</li> <li>• Weekly BEWAIS Connect – Zoom Partner meetings</li> <li>• May 20<sup>th</sup>: BE Working Group for Campaign</li> <li>• May 21<sup>st</sup>: BE Partners Virtual Quiz</li> <li>• June 11<sup>th</sup>: BE Waikato Reunite Dinner at The Atrium</li> </ul> <p><b>74 Business Events Waikato Partners:</b>  <b>Waikato District:</b> Hampton Downs Motorsports Park, Waikato Tainui College, Zealand Tea Estate, Castaways Resort, Woodlands Estate, Wahine Moe Boat Charters.</p>

## Rebuilding the Waikato visitor economy

Hamilton & Waikato Tourism has been instrumental in leading the response, restart and rebuilding of the regional tourism and events sector. The impacts of the COVID-19 pandemic were swift and severe for the entire visitor economy which includes tourism businesses, activities and attractions, accommodation providers, retail and hospitality, transport operators, conferences and business events, major events and venues, education institutions, plus the many suppliers who partner with the sector.

There are a number of key initiatives underway to support the rebuild and reimagining of Waikato's tourism sector.

## **Strategic Tourism Assets Protection Programme (STAPP)**

The \$230m Strategic Tourism Assets Protection Programme (STAPP) was announced in the Government's budget in May to protect the assets in the tourism landscape that form the core of our essential tourism offerings to ensure their survival through the disruption caused by COVID-19. Grants and loans were allocated to tourism businesses, Inbound Tour Operators and Regional Tourism Organisations.

### **TOURISM BUSINESSES**

Tourism businesses will receive a total of \$261m in support comprised of a mix of grants and loans. The Waikato region were successful with initial funding support provided to the following tourism businesses:

- Discover Waitomo: up to \$4m over two years (year one will be a grant and year two will be a loan if required)
- Ōtorohanga Kiwi House
- Waitomo Adventures
- Spellbound Glowworm and Cave Tour, Waitomo
- Caveworld Waitomo

We are awaiting confirmation of the other impacted businesses who were part of the initial 300 tourism businesses who applied.

### **REGIONAL TOURISM ORGANISATIONS**

Hamilton & Waikato Tourism successfully applied for a maximum of \$700,000 to address the significant shortfall in industry investment. Their criteria for applying for the grant was to retain existing local government investment.

The financial support can only be used to enhance work from the Aotearoa New Zealand Government Tourism Strategy in the following three priority areas:

1. domestic marketing;
2. industry capability; and
3. adopting a destination management approach.

Out of the 27 programmes of work we are looking to undertake under the three tagged areas listed above, 11 are collaboration projects with other regions which border the Waikato. Examples include touring route development with Ruapehu and Taranaki, partnering with Auckland on a joint venture campaign, plus rolling out a regenerative tourism programme across the Central North Island.

Specific STAPP projects we will deliver for the Waikato District in 2020-2021 include:

- Development of an Ambassador programme for Waikato District
- Development of a West Coast Touring Route from Port Waikato to Taranaki

All other projects from domestic marketing to travel data will benefit the district and wider region.

## Adopting a destination management approach for Waikato

As a region, we are fortunate to have developed our regional Tourism Opportunities Plan in 2016 which was based on conversations to redefine Waikato as a new visitor destination. We worked together to prioritise our five regional game-changers through to identifying emerging opportunities for our region that increased the 'value' of tourism, rather than the 'volume-based' model.

This will help inform the next evolution of our industry to develop a Destination Management Plan bringing together a wider range of stakeholders to help our communities thrive.

Destination management brings together different stakeholders to achieve the common goal of developing a well-managed, sustainable visitor destination. It is an ongoing process that requires destinations to plan for the future and considers the social, economic, cultural and environmental risks and opportunities.



Adopting a destination management approach enables communities and destinations to respond to changing conditions and determine the type of tourism they would like to have and the benefits they would like to receive, taking an active role in managing these.

Destination management requires a holistic and integrated approach with three interdependent components:

1. **Visitor Experience:** the Waikato's experience offering, including activities, attractions, supporting infrastructure, services and amenities
2. **Marketing and Promotion:** the destination's marketing and promotional activity, creating demand and enabling the destination to be competitive, productive and sustainable

3. **Resource Management:** the region's strategy, policy and regulatory frameworks, Te Tiriti o Waitangi, co-governance arrangements, organisational structures and the investments that support the destination.



We have managed to successfully attract funding from the Ministry for Business, Innovation and Employment to undertake this work. Local government are a key partner in creating a destination management plan for Waikato and we look forward to working together on this national initiative.

## Major and regional events

Hamilton & Waikato Tourism see major and business events leading the economic and social recovery of region.

### Major Events Strategy

In 2018, Hamilton & Waikato Tourism developed the region's first Major Events Strategy to ensure the spotlight continues to shine and grow on our region, as we work to develop a full calendar of events, especially outside of our peak summer period.

We continue to promote the Waikato region to event promoters as/when we are able and have applied for external grants to secure external funding to fully enable this work. The Major Events Strategy will be used as a framework to apply to the Government's \$50m Regional Events Fund to help drive domestic tourism and visitation into the regions.

### Domestic Events Fund

The Domestic Events Fund is a \$10 million fund established to support the events sector which has been significantly impacted by the COVID-19 pandemic. It is a contestable fund that will provide funding to events that can deliver the greatest flow-on benefits to regional economies. This fund was designed to inject immediate cash-flow to the sector and the broader supply chain. Applications have closed and we were part of the regional evaluation panel. Recommendations were made to Major Events NZ and we are awaiting a decision.

## **Infrastructure and Provincial Growth Funds**

We worked with our local government partners and visitor attractions to provide tourism projects for the Crown Infrastructure Partners \$3 billion 'shovel-ready' infrastructure fund and updated applications to the Provincial Growth Fund (PGF).

As part of the application process, we provided endorsement for the following tourism-related projects:

- Hamilton Zoo & Waiwhakareke Natural Heritage Park – shared entry plaza
- Tourism connectivity – Hamilton Gardens & Waikato Museum
- Te Awa Cycleway – Hamilton to Cambridge
- Waikato Regional Theatre and South End Precinct
- Waikato Strategic Tourist Route Upgrades
- Hamilton Airport Transport and Infrastructure Enabling Project

We provided support to Waikato District Council's \$2.5m application to the Provincial Growth Fund for the Whaingaroa/Raglan Wharf development to improve safety, access and capacity. The Government funding announced in May will fast-track this project.

Working with Ōtorohanga District Council and the Ōtorohanga Kiwi House, we were grateful for the \$2m grant from the Government's \$3 billion infrastructure fund as part of its COVID-19 Response & Recovery Plan. The redevelopment is an \$8m project which includes a new nocturnal house and visitor centre, including a \$2m loan from the Ōtorohanga District Council.

We also supported Matamata-Piako District Council to finalise their investment business case for the Te Aroha Mineral Spas development. This project was identified in our Tourism Opportunities Plan 2016.

## **Activating tourism opportunities in Waikato District**

New opportunities, product development and events supported by Hamilton & Waikato Tourism during the first six months of the financial year include:

- Rangiriri development – financial contribution to feasibility study; supporting PGF application
- Kimihia Lakes development – continue to support
- Sculpture Park @ Waitakaruru – support and guidance for expanded hours and tour offerings
- Franklin Tourism Group – attended AGM; ongoing support and collaboration
- Hampton Downs – attended the recent strategy workshop and provided support for the V8 Supercar event relocating for April 2020
- Whaanga Lodge, Raglan – market & business sector advice
- i-SITE visitor information network – support and advice around strategic review

## Tourism Futures Taskforce

In June 2020, the Minister of Tourism set up the New Zealand Tourism Futures Taskforce (the Taskforce) following the significant change to global travel and tourism in New Zealand as a result of COVID-19.

The main purpose of the Taskforce is to advise on what changes New Zealand can make to the tourism system, so that tourism enriches both New Zealand and the wellbeing of New Zealanders.

The Taskforce is co-chaired by Rotorua Mayor Steve Chadwick and Grant Webster from Tourism Holdings Limited. It will make recommendations to address the long-standing productivity, inclusivity and sustainability (environmental, social and economic) issues present in some parts of the tourism sector.

The Taskforce will use a design-thinking approach to draft recommendations, which will be aligned with the four capitals – economic, environmental, social and cultural – set out in the Treasury’s Living Standards Framework.

The Taskforce will provide an initial report on the future of tourism in New Zealand in December 2020, with final recommendations and steps for implementation in April 2021.

## Conclusion

As we continue to lead the rebuilding and reimagining of our tourism industry post-COVID, our key focus areas for the coming six months include:

- continuing to work with our industry to stimulate domestic demand between now and the September/October school holidays, plus the lucrative spring/summer season;
- enhance partnership with Tourism New Zealand’s national marketing campaign;
- support the industry through the impacts of the COVID-19 and lead industry capability building;
- adopting a destination management approach and merge our existing Visitor Strategy and Tourism Opportunities Plan;
- investigate, review and enhance existing and new touring routes around the region and across borders;
- promote the hero domestic traveller experiences of our region, including our three great rides and cycleways
- support event organisers, venues and suppliers to restore our market share in the business events sector;
- support the development of large-scale commercial accommodation to increase average length of stay;
- assist new visitor experience development across the region;
- deliver the additional 27 programmes of work funded under STAPP to boost our economic and social recovery; and
- continue to lobby and advocate for the tourism sector with Government.

On behalf of the board and management of Hamilton & Waikato Tourism, we would like to thank Waikato District Council, our local government partners and the industry for their continued support, especially as we continue to work our way through the long-term impacts of COVID-19. Your proactive and supportive approach during COVID-19 has been greatly appreciated by the tourism sector.

**Jason Dawson**

Chief Executive | Hamilton & Waikato Tourism

August 2020

### **Open Meeting**

<b>To</b>	Strategy and Finance Committee
<b>From</b>	Clive Morgan General Manager Community Growth
<b>Date</b>	18 August 2020
<b>Prepared by</b>	Julie Dolan Economic and Community Development Manager
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV1318 / 2715787
<b>Report Title</b>	Update on Economic and Community Development Work Programme – August 2020

### **1. EXECUTIVE SUMMARY**

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The Economic and Community Development Manager will be in attendance to give a verbal update on the work programme attached.

### **2. RECOMMENDATION**

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**THAT the report from the General Manager Community Growth be received.**

### **3. ATTACHMENT**

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Appendix I - Table of Economic and Community Development activities, incorporating programmes from Build and Natural that support Economic and Community activities.



## APPENDIX I

Programme	Activity	Partners and contributions
Community resilience	<p><b>Community-led development training</b> In partnership with Community Waikato, a district-wide community-led framework has been created to support community groups in governance, funding, management and project delivery. A pilot in Otaua, for far northern Waikato community groups, took place in March 2020. The second programme in Huntly commenced in July and continues with over 40 participants registered.</p> <p><b>Community access to local funding workshops</b> Training with library staff based in Huntly, Te Kauwhata and Ngaruawahia will commence in late August. The programme will cover working with community groups on funding applications and community programmes.</p> <p><b>Youth engagement and employment</b> As part of a newly formed regional youth network, the ECD team have been a key driver in creating a network aimed at bringing together youth leaders and groups to form a regional and local network to bolster funding and programmes for youth to engage in.</p> <p>A funding contract has been established with a Huntly youth provider, Oho Mauri, to trial a new way of working with youth as part of the wider regional network collaboration.</p> <p>A Meremere Youth Group is being established to support young people in the community and Council's Youth Advisor is working with them to build up their capability.</p>	<p><b>Community Waikato</b> Funding a full-time worker to deliver the community-led development programmes.</p> <p><b>Service Delivery team</b> Are piloting, by contributing three staff members from the Libraries to work with the Economic and Community Development (ECD) team.</p> <p><b>Waikato Regional Council, Waikato Plan, Ministry of Youth and local youth providers</b> Working on one regional youth plan that the Waikato district can access for its youth.</p>

Investment	<p><b>Promoting Waikato for investment</b> Submitted feedback to NZTE, on natural spa facilities in our district and opportunities for film studio locations, as support to NZTE to prepare paper for government on overseas investment.</p> <p><b>Re-launch of Open Waikato</b> Final draft of Open Waikato is being completed for approval and will be working towards a go live date with new presentation. Open Waikato has created a new Facebook page to promote economic and social activities in the district.</p> <p><b>Business investment</b> Met with Te Waka to discuss opportunities for collaboration to improve Te Wakas outcomes for the Waikato District.</p>	<p><b>New Zealand Trade and Enterprise (NZTE)</b> Who have a dedicated officer to work, alongside the ECD team, to promote the Waikato district and its potential land and workforce for future growth.</p> <p><b>Regional and National Economic Development Agencies</b> Who are working with the ECD team to promote Open Waikato.</p> <p><b>Te Waka</b> Directed by the ECD team to meet with Waikato businesses to provide expert advice and guidance on sustainable support and growth opportunities.</p>
Labour market transition	<p><b>Business sustainability and skills investment</b> Ministry of Social Development Brokers have met with Genesis and two other employers to promote local employment opportunities.</p> <p><b>Skills investment growth</b> Working alongside MSD the ECD team are starting to form a pathway to employment programme with a potential major new employer to the district.</p> <p>ECD continues to lobby for increased skills and training placements across the district and will look at designing bespoke training</p>	<p><b>The Ministry of Social Development (MSD)</b> Providing two full-time staff to work alongside the ECD team.</p> <p><b>MSD</b> Additional new staff.</p> <p><b>The ECD team</b></p>

Business leadership and development	A pilot for a Huntly business network is currently being established, with local businesses and the Waikato Chamber of Commerce.	<p><b>Waikato Chamber of Commerce</b> Co-funding with ECD to hold small business events across the district.</p> <p><b>MSD</b> Providing resources to support these events.</p>
Build projects	Following the prioritisation workshops on Build projects from the Long Term Plan, ECD and MSD brokers have been meeting with contractors to promote local skills training and employment support. These meetings will continue and a focus on employing locally will form part of the contract discussions between Council and contractors.	<p><b>MSD</b> Providing resources to support these meetings and to pull on national funding.</p>
Natural projects	Working in partnership with Service Delivery, Community-led projects are being devised as part of the regeneration/placemaking in Taupiri, Meremere and Ngaruawahia.	<p><b>Service Delivery and Community Development in partnership to support community-led development activities.</b></p>
Partners working together for the Waikato District.	In addition to MSD working alongside the ECD team in the Ngaruawahia office, we have now secured a community development worker from Kainga Ora one day a fortnight to work on specific community-led development projects with ECD and Te Puni Kokiri will be working alongside the ECD team once a month to focus on links with Tainui.	<p><b>External central and regional partners delivery directly into our communities and businesses with leadership from ECD.</b></p>

### **Open Meeting**

<b>To</b>	Strategy and Finance Committee
<b>From</b>	Clive Morgan General Manager Community Growth
<b>Date</b>	18 August 2020
<b>Prepared by</b>	Nick Johnston Funding and Partnerships Manager
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV1318 / 2715811
<b>Report Title</b>	Funding and Partnership Update

## **1. EXECUTIVE SUMMARY**

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The Funding and Partnerships work programme, presented to the Strategy and Finance Committee in December 2019, was focused on building strong and enduring partnerships, enabling projects through fundraising and sponsorship and developing new funding sources. COVID-19 fundamentally changed the funding sector and its funding priorities. While it has been a challenging time, it has also been an opportunity to focus on building strong partnerships with central government agencies and providing local assistance and advocacy for stimulus investment in Waikato district.

Work programme highlights include the \$2.5 million funding commitment towards Raglan Wharf, \$454,000 towards the Sunset Beach Community Hub project and integrating the Funding and Partnerships work programme into the LTP process.

## **2. RECOMMENDATION**

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**THAT the report from the General Manager Community Growth be received.**

## **3. ATTACHMENT**

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Work Programme – compiled August 2020, providing an update on the three main work streams in the Funding and Partnerships Work Programme

## Funding and Partnerships work programme – August 2020 update

Strategic Fit	Programmes / Projects	Update report	Completed by
<b>Build Strong and Enduring Partnerships</b>	Funding Review	Review working group has defined key funding principles and staff are preparing different funding frameworks for the working group to consider. Initial timeframes reported in the December 2020 report were impacted due to COVID-19 as other funding opportunities were prioritised. Recommendations from the review will feed into the LTP process.	November 2020
	Government Relations	Internal government relations strategy was completed last year, and this work will feed into the Partnerships Portfolio project. The initial plan for a focus for face-to-face meetings between elected members and government ministers and party spokespeople in 2020 was impacted by COVID-19. There has been significant collaboration	Ongoing
	Partnership Building	Many new partnership opportunities as a result of the collaborative response in the funding sector to COVID-19. Due to the work programme focus on central government funding opportunities, many new connections have been established with regional government agency officers and with MBIE officials in Wellington. The Raglan Wharf redevelopment project has been a major focus for 2020, including building the necessary partnerships to deliver the project. The project governance / oversight model in partnership with community stakeholders and local haapuu has been a great opportunity to pilot how future partnership projects can operate.	Ongoing
	Partnerships Portfolio	Partnership Portfolio project has been identified for inclusion in Our Recovery Plan, with a delivery date of December 2020. The project includes development of partnership portfolios for ELT and senior management, to grow new partnerships and maintain current partnerships. The portfolio approach will become BAU upon implementation and will require ongoing monitoring. Waikato Regional Council and Hamilton City Council are also currently undertaking partnership portfolios review, and information is being shared between each council as we work towards a 'light-touch' solution that is not administration-heavy and is cost effective.	December 2020
	Heritage Review	Review was put on hold due to COVID-19 – work is now currently underway coordinating next steps with the Heritage Forum chairperson. Funding review decision has impact on funding aspect of the Heritage Review, so the two will be considered in tandem.	TBC – coordinating with Heritage Forum chairperson
<b>Enabling Projects through Fundraising and Sponsorship</b>	Central government funding	<ul style="list-style-type: none"> <li>• Provided input and support in cross-organisation response to Government COVID-19 stimulus initiatives, including the Crown Infrastructure Partners Shovel-Ready Projects programme, the sports fields package (\$15,550,000), seal extensions package (\$52,700,000), and the recent Three Waters Reform stimulus funding opportunity (\$11,000,000). Outcomes on individual projects will be provided to elected members as they are announced. Some of the projects are multi-party initiatives such as the Te Awa Cycleway funding awarded to Hamilton City Council, Waikato District Council and Waiya District Council.</li> <li>• Successfully received \$2,500,000 from the Provincial Growth Fund towards the development of Raglan Wharf. The application was developed in partnership with the Raglan Community Board, local haapuu, and local wharf stakeholders.</li> <li>• Successfully received \$454,000 from the Provincial Growth Fund towards the Sunset Beach Community Hub project. The application was developed in partnership with the Sunset Beach Surf Life Saving Charitable Trust.</li> <li>• Pending application for a \$230,000 contribution from the government towards responsible camping initiatives in Waikato District, including increased enforcement and education in freedom camping hotspots, increased servicing of council facilities impacted by freedom camping peak season, development of a communications and engagement plan that will support council staff dealing with enforcement and education, and increased signage and messaging about expected responsible camping behaviours while staying in our communities.</li> </ul>	Ongoing
	Fundraising Support	<p>Fundraising support towards the following projects:</p> <ul style="list-style-type: none"> <li>• Whatawhata – \$500,000 funding application prepared for Lottery Community Facilities Fund, and fundraising support provided towards local fundraising initiatives including an application to Southern Trust towards fit-out and equipment costs.</li> <li>• Glen Afton – support towards community-led fundraising in rebuild of citizens club / community facility.</li> <li>• Ngaruawahia – support towards investment opportunity in Centennial Park for new cricket net facilities.</li> </ul> <p><i>Please note that there are many other active projects in the district that could benefit from fundraising support. The LTP process will be an important part in prioritising staff time and resources, as current work programme has been defined by projects that were already underway or identified when the Funding and Partnerships role was created.</i></p>	Ongoing
	Long Term Plan	Funding workshop held as part of the LTP process in July 2020. The subsequent work will be a major piece of work in late 2020 and early 2021 to ensure that potential partnership funding is considered for all projects, initiatives and services identified through the LTP process.	June 2021
<b>Developing New Funding Sources</b>	Local Community Funds Concept Development	Research undertaken for Local Community Funds concept – however this has not been a primary focus for the work programme in 2020. Funding model to be considered within scope of the Funding Review, to be subsequently presented to Council if it is picked up through the work undertaken by the Funding Review Steering Group.	November 2020

### **Open Meeting**

<b>To</b>	Strategy & Finance Committee
<b>From</b>	Tony Whittaker Chief Operating Officer
<b>Date</b>	16 August 2020
<b>Prepared by</b>	Debra Dalbeth Business Improvement Analyst
<b>Chief Executive Approved</b>	Y
<b>Document Set #</b>	GOV1318 / 2716641
<b>Report Title</b>	2019-2020 Non-Financial Performance Report

## **I. EXECUTIVE SUMMARY**

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The purpose of this report is to provide the Strategy & Finance Committee (the Committee) with the end of year non-financial performance results. This includes the 2019/20 Long Term Plan (LTP) Key Performance Indicators (KPIs) and the Resident Satisfaction survey.

While the Covid-19 lockdown has had a negative impact on Council meeting the targets for the Key Performance Indicators, it appeared to have a positive impact on satisfaction around Council and the services provided as indicated in the 4<sup>th</sup> quarter resident survey results.

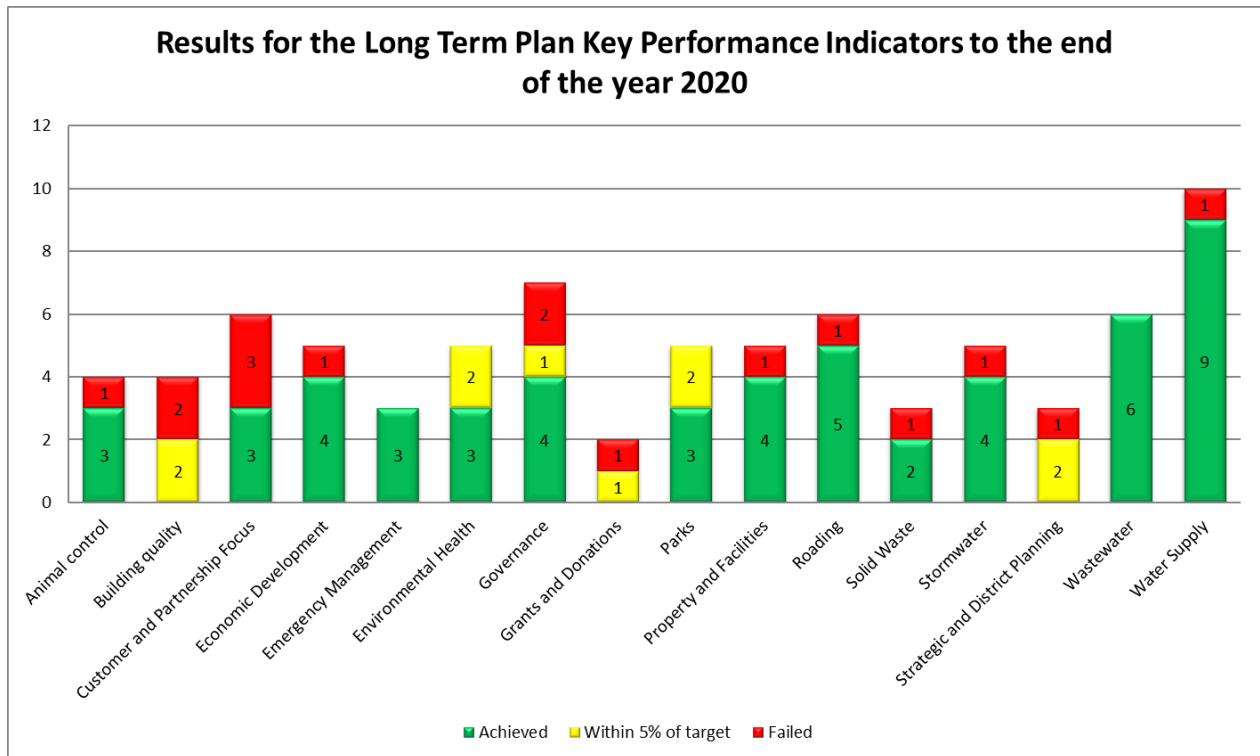
These KPI results have been incorporated into the Annual Report.

## **2. RECOMMENDATION**

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**THAT the report from the Chief Operating Officer be received.**

### 3. LTP KPIs



Achieved	Within 5% of target	Failed
<b>67%</b>	<b>13%</b>	<b>20%</b>

There are seventy nine KPIs that are reported in the Annual Report. The above graph shows the number of KPIs that were achieved, came close or did not achieve, grouped by category.

The below chart shows while results improved considerably in the first year of this last Long-Term Plan, performance has dropped this year. However, KPIs were impacted by the Covid-19 lockdown. Staff were not able to carry out duties in line with their performance targets, for example building inspections, education visits, monitoring of consents and audits. If not for the Covid-19 situation Council could have achieved 62 or 78% of the KPIs, 8 or 10% would have come close with 9 or 11% failing, this is on par with last year.

Dates when different Alert Levels came into force:

- COVID-19 Alert Level 4 came into force at 11:59pm Wednesday 25 March 2020.
- COVID-19 Alert Level 3 came into force at 11:59pm Monday 27 April 2020.
- COVID-19 Alert Level 2 came into force at 11:59pm Wednesday 13 May 2020.
- COVID-19 Alert Level 1 came into force at 11:59pm Monday 8 June 2020.

	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020
<b>Achieved</b>	<b>67 (68%)</b>	<b>65 (66%)</b>	<b>57 (58%)</b>	<b>62 (78%)</b>	<b>53 (67%)</b>
<b>On track</b>	<b>8 (8%)</b>	<b>4 (4%)</b>	<b>6 (6%)</b>	<b>5 (6%)</b>	<b>10 (13%)</b>
<b>Not achieved</b>	<b>23 (24%)</b>	<b>29 (30%)</b>	<b>35 (36%)</b>	<b>11 (14%)</b>	<b>16 (20%)</b>
<b>Unknown</b>				<b>1 (1%)</b>	
<b>TOTAL MEASURES</b>	<b>98</b>	<b>98</b>	<b>98</b>	<b>79</b>	<b>79</b>

Attached to this report is *Appendix 1 - 2019-20 LTP KPI Report*.

#### **4. RESIDENTS SATISFACTION SURVEY**

The National Research Bureau (NRB) surveyed Waikato District Council residents at approximately 10 residents per week over the last year. At the end of each quarter, after 100 residents were surveyed, we received interim data that was used to inform Council. This approach is optimal to mitigate seasonal bias or 'moment in time' events from slanting Councils annual results. This report contains the final weighted results that incorporate all the quarterly surveys.

Attached *Appendix 2 - 2019-20 Satisfaction Survey Summary*.

##### **Increasing / Decreasing Trends**

Trend graphs are attached for questions that have been asked in previous years.

Improvement is seen in four main areas: the amount of effort required to conduct business with Council; satisfaction with the service received when contacting the Council offices; satisfaction with the resolution of requests; and satisfaction with public toilets. Satisfaction with public toilets has reached an all-time high with 78%. Contractors are performing well in a difficult area and this is reflected in the quality audits that are undertaken.

While satisfaction results vary in each of the 4 quarters, we saw satisfaction peak in almost all areas during the 4<sup>th</sup> quarter, especially contact with the Councillors, the Council and the associated response to their queries. This may be an indication that residents were happy with Councils response during the pandemic lockdown and bought the end of year results up.

Attached *Appendix 3 – Survey Trend Graphs 2020*



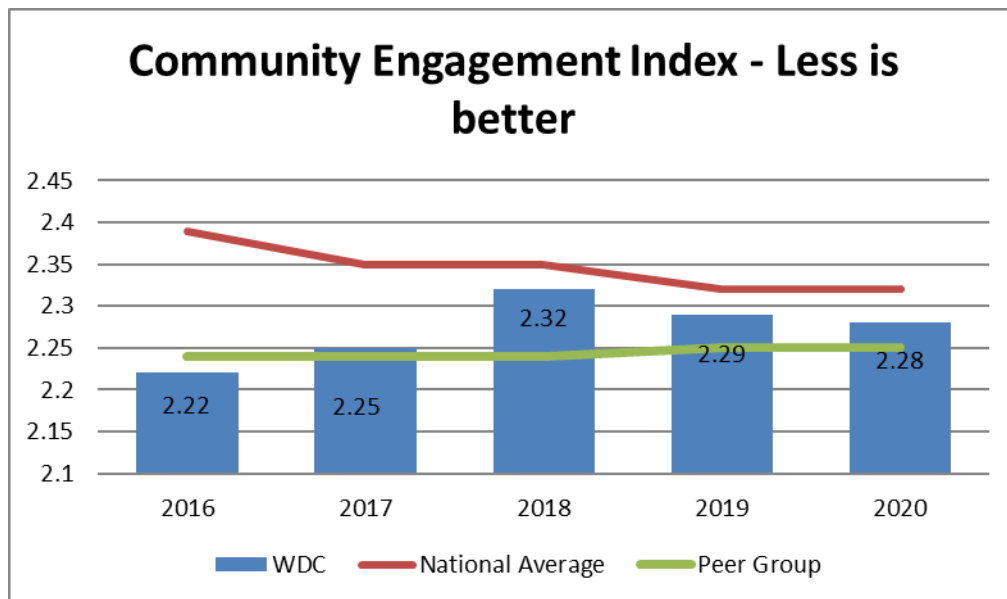
## 5. ENGAGEMENT

Engagement is measured from 5 key questions in our Residents Survey. These were chosen as they are also asked in the National Research Bureau's Communitrak survey which gives us benchmarking data against other Councils.

1. Satisfaction with the way council involves the public in the decisions it makes
2. Satisfaction with Rates Spending
3. Satisfaction with Community Spirit
4. Satisfaction with Quality of Life
5. Satisfaction that Council makes decisions that meet the needs and aspirations of their residents

Residents are asked for their satisfaction on a scale of 1 to 5 and the results from these five questions form an engagement index, the target we have set for ourselves is to have 2.25 or less.

Our peer group of Councils have an index of 2.25 and we have an engagement index of 2.28.



The end of year Residents Survey breaks down the engagement questions by ward. Attached are the trend graphs of the engagement questions and index broken down by ward.

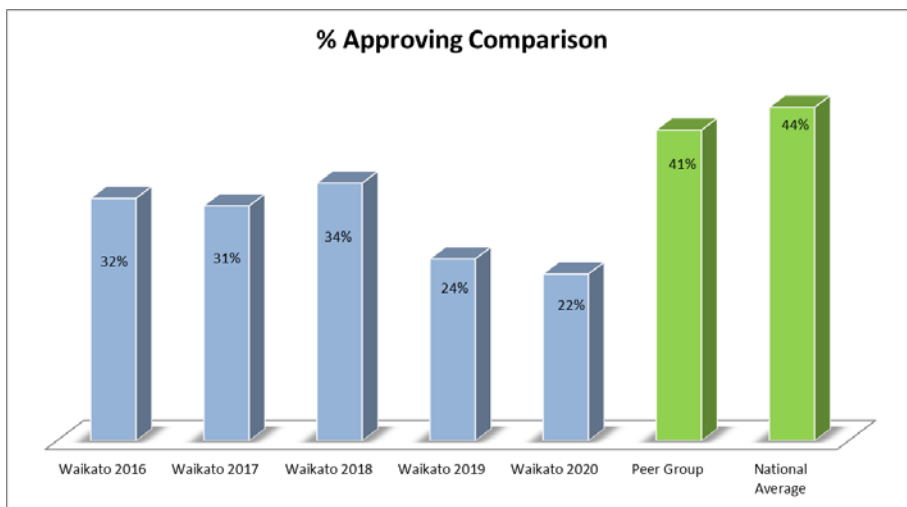
In general Waikato District residents are below Peer Group residents and residents nationwide in rating community spirit as very good or good. Residents in the 18-44 age group are slightly more likely to feel this way than other age groups.

*Attached Appendix 4 – Engagement Trend by Ward*

**6. OUTCOMES - COUNCILLORS ASKED FOR 2 QUESTIONS TO BE ADDED TO THIS SURVEY**

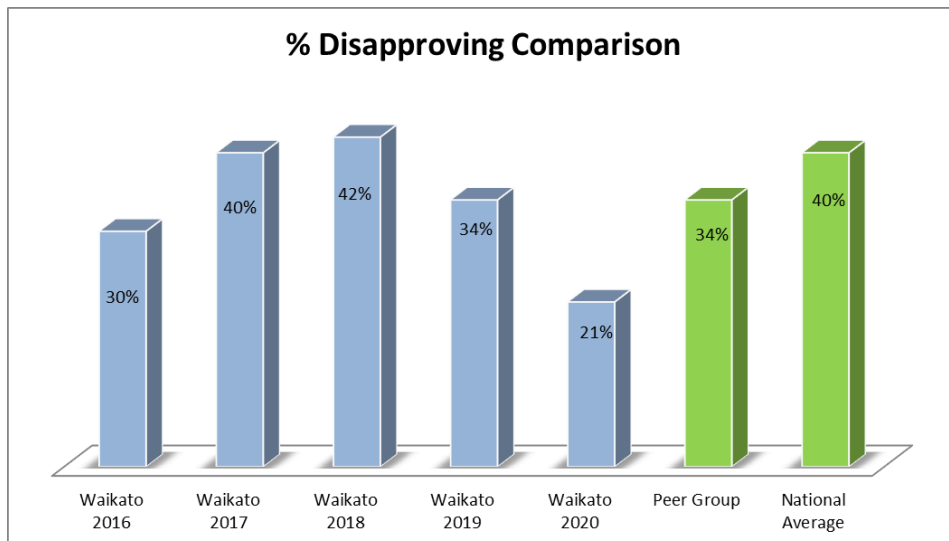
1. Is there any one thing about the Council’s actions, decisions or management in the last few months that comes to mind as something you do like or approve of?
2. Is there any one thing that comes to mind with regard to the Councils actions, decisions or management in the last few months that you dislike or disapprove of?

This is asked to gauge the level of support residents had for Council’s actions and decisions. This year 22% of residents say there is a Council action / decision / management they approve of compared to 24% last year. This is below our peer group average of 41% and the national average of 44%.

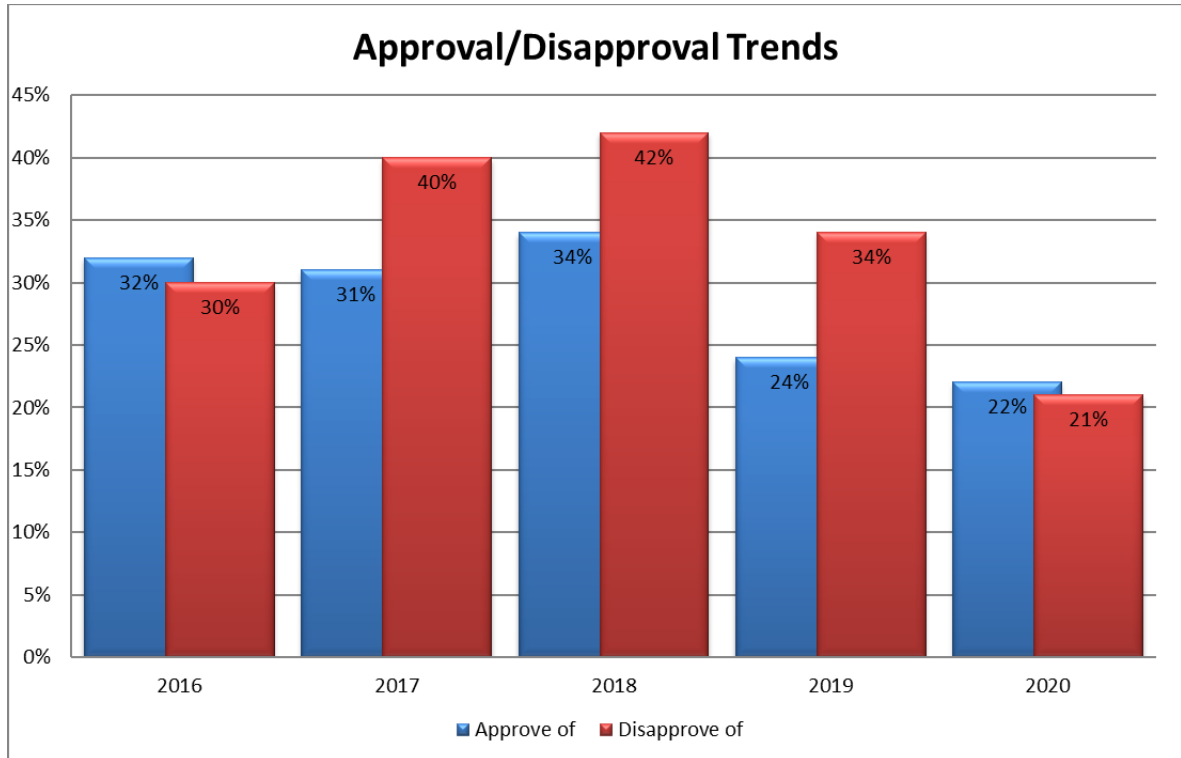


Main actions or decisions residents approve of are improved roading, footpaths and road safety, along with parks, reserves and playgrounds. This is the same as last year.

21% of residents say there is a Council action / decision / management they disapprove of which is below last year’s result of 34%. This is the below our peer group average and the national average.



Main actions or decisions residents disapprove of was with roading, footpaths, carpark, road safety issues, as well as a lack of consultation, communication, information and not listening. The roading, footpath and safety issues are similar to the topics residents approved of which indicates the importance of them and how polarising they can be.



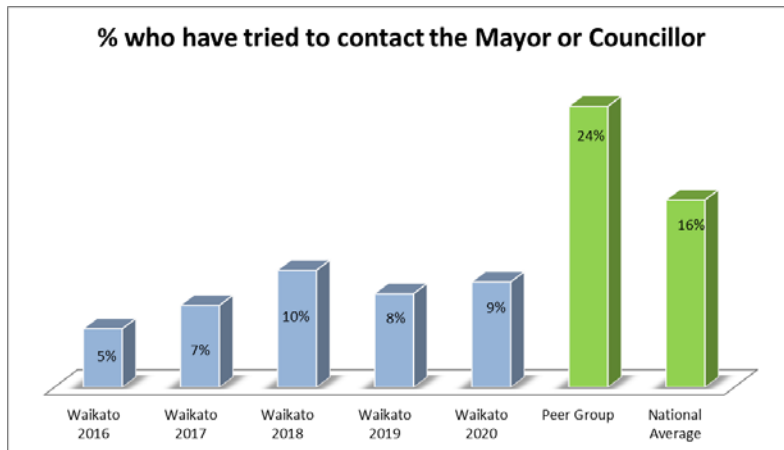
For the first time our approval rating is above our disapproval rating, however over the last few years residents are less likely to find something they either approve or disapprove of.

The full Satisfaction Survey report is available in the Councillors lounge. It has more detail on Outcomes along with comments from residents.

## 7. LOCAL MEASURES

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The % of residents who have tried to contact the Mayor or Councillor has stayed the same over the last 3 years at around 8-10%. This is below the peer group result of 24% and the national average of 16%.



Raglan Ward residents are the most likely to try to make contact, with 21% saying they tried, followed by Onewhero -Te Akau Ward residents with 13%.

In regard to Governance/Democracy, respondents were asked if they feel they have the opportunity to be involved and participate in the way the Council makes decisions; 61% said yes they feel they have the opportunity while 26% said they had actually tried to participate.

Over the last few years Council has undertaken a significant amount of consultation and engagement with the public in line with legislative requirements. This has not been reflected in the results reported below.

The results from the first five questions below are based on the answers from the 26% of residents who said they had tried to participate.

	2016-18 LTP Target	Current LTP Target	2016 - End of Year	2017 - End of Year	2018 - End of Year	2019 - End of Year	2020 - End of Year	Trend
The public are consulted about the right issues	60%	60%	41%	45%	40%	56%	40%	↓
Information available on these issues is clear and instructive	60%	60%	42%	49%	52%	49%	46%	↓
There is a suitable range of consultation options available	60%	Not an LTP measure	50%	49%	49%	48%	49%	↔
Information about key community issues is easily accessible	60%	Not an LTP measure	46%	52%	52%	57%	49%	↓
There is sufficient time and opportunity available to provide feedback	60%	Not an LTP measure	47%	55%	49%	64%	52%	↓
Satisfaction of residents that they were able to contact their councillor/Mayor as and when required	100%	90%	76%	83%	77%	80%	75%	↓
Average level of effort to conduct business with council	<=3	<=3	2.6	2.25	2.51	2.68	2.15	↓

## **8. CONCLUSION**

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This has been the fourth year where we used the quarterly approach of surveying residents for the Residents Satisfaction Survey. This approach smoothed out seasonal bias and enabled us to get an early indication of how we were progressing toward our goals.

Covid-19 has had a negative impact on meeting the targets for the Key Performance Indicators but it appeared to have a positive impact on satisfaction around Council and the services provided as indicated in the 4<sup>th</sup> quarter resident survey results.

The full end of year report from NRB is available in the Councillors lounge and can be supplied in electronic form on request.

## **9. ATTACHMENTS**

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- Appendix 1 – 2019-20 LTP KPI Report
- Appendix 2 – 2019-20 Satisfaction Survey Summary
- Appendix 3 – Survey Trend Graphs 2020
- Appendix 4 – Engagement Trend by Ward



***Waikato District Council***

***Scorecard Report***

*Period: Jul-19 - Jun-20*

## Scorecard Name

2019-21 LTP Waikato District Council - All KPIs

## Date From

01-Jul-2019

## Date To

30-Jun-2020

LINKED ITEMS	UNIT	TARGET	ACTUAL	INDICATOR
<b>2019-21 LTP Governance</b>				
Satisfaction of residents that they were able to contact their Councillor as and when required	%	90.00	75.00	
<i>COMMENTS:</i> 38 residents have contacted or attempted to contact a councillor in the last 12 months. The contact details of our Councillors are publicly available on the website or through the Call Centre. Some of our Councillors also write regular columns for community newspapers with their contact details provided and their contact details are also regularly provided in The Link newsletter.				
Iwi ki te Haapori - Number of joint committee meetings held per annum	#	4.00	3.00	
<i>COMMENTS:</i> A Nga Wai o Waipa Co Governance Committee hui was held during the quarter. A joint Waikato-Tainui and all Waikato Councils' Hui and also Waikato Tainui-WDC JMA Co-Governance Hui is scheduled for 16 July 2020.				
Iwi ki te Haapori - Number of identified or notified breaches/ objections under Joint Management Agreements, MOU's and MOA's	#	0.00	0.00	
<i>COMMENTS:</i> Nil				
Iwi ki te Haapori - Number of formal governance hui held between council and iwi / hapu groups	#	4.00	4.00	
<i>COMMENTS:</i> - Nga Wai O Waipa Co-Governance hui held 15 June 2020. - Due to the Covid Lockdown the scheduled Tainui JMA hui in April and May were unable to be held. At Tainui's Te Arataura hui on Friday 12 June, it was resolved to hold a joint JMA meeting with all their council partners as the first JMA hui for the year. Tainui sees great value in being able to talk with all council partners together, given the necessity to work together in our regions recovery post-Covid. WDC also has an individual hui with Tainui following the joint councils meeting. - A number of other meetings have been held on various topics which are not governance but engagement and working together. eg Tainui Waka - Strategic Weekly Meetings with Iwi Chairs (Mayor); WDC Pukeiahua hui (Ngati Tamainupo) with Mayor, Councillors, CEO. Te Kopua Trust hui - Outstanding land issues; Hui with Tainui re assistance from WDC to distribute food and medical packs within WDC, West Coast Harbour & Hamilton areas; Maori Ward meetings -WDC & Waikato Tainui; Zoom meetings with Ngaa Marae Toopu; Assisting Waikato Tainui with Distribution Packs for Raglan and Tuakau; Working with Mangatangi Marae Trust buildings at marae. Hui with Ngaa Muka Development Trust / Waahi whaanui / Te Riu o Waikato / Ngaati Naho Mana whenua, Waikato Tainui & Tipa Mahuta from Regional Council Zoom meeting - TWWTP; working with Ngati Naho Treaty Negotiator re Ngati Naho issues in Pokeno, Meremere and Mercer; Taupiri Urupaa Bridge Opening; Hui with Taupiri marae - Hakarimata development; Liaising with Waikato Culture Park organisers; Hui with Ngaa Marae Toopu Ngira Simmonds Re Mayor and King meet to discuss projects within the District impacting Hapuu /marae /iwi; Hui wth Ngaati Mahanga re Whatawhata and Rotokauri projects; Liaising with River Terrace protesters & Maori warden;				
Percentage of minutes of all open meetings that are made publicly available via the Council's website	%	100.00	99.00	
<i>COMMENTS:</i> Confirmed Minutes from the Meremere Community Committee for February 2020 outstanding - awaiting response from the Committee.				
Percentage of Council decisions that comply with statutory requirements	%	100.00	100.00	
<i>COMMENTS:</i> All decisions have complied with statutory requirements.				
Percentage of district plan changes that are undertaken as per the RMA statutory process	%	100.00	100.00	

**COMMENTS:** The Resource Management Policy team of Council is focusing on a full review of the District Plan. This process, known as the District Plan Review, is being conducted in accordance with the required RMA processes. The District Plan Review has been split into two stages. Stage 1 covers all aspects of the District Plan apart from issues relating to natural hazard risk and climate change which form part of Stage 2. For Stage 1, Public Hearings started on 30 September 2019 - as of June 2020 about half the hearings had been held. Staff recommendations for Stage 2 have been finalised and are being compiled to seek approval for notification from Council in July 2020. One integrated decision on Stage 1 and 2 is due before mid September 2021.

### 2019-21 LTP Animal Control - LTP

LTP - The percentage of aggressive dog behaviour complaints, where immediate risk to public safety is present, that has council personnel on site within 1 hour	%	95.00	100.00	
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**COMMENTS:** We are proud to have achieved this result for the 2019-2020 year. Animal Control work hard to attend all current cases of dog aggression within one hour. This ensures the dog is contained as quickly as possible to achieve public safety.

LTP - The percentage of complaints regarding stray stock that have council personnel on site within 1 hour	%	95.00	100.00	
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**COMMENTS:** Again we are proud of our efforts and the result we have achieved here for the community. Animal Control Officers attend stock jobs as a high importance. Securing the animals ensures the public is safe.

LTP - The number of reported serious dog attacks on people in public places (where medical attention is required) that occur in our district does not exceed 10 per year	#	10.00	10.00	
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**COMMENTS:** Animal Control has attended 10 reports of a person needing medical treatment after being attacked in a public place. We provided support and assistance to those affected and took legal action where it was possible to do so to prevent repeat offending. The team proactively patrols the community, attend wandering dogs and educate the community on responsible dog ownership to try and mitigate the risk to public safety.

LTP - Complete Engagement and Education Visits throughout the district	#	120.00	76.00	
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**COMMENTS:** Animal Control was on track to achieve their target of 120 visits when the interruption of Covid-19 happened. Moving forward the team are now planning the Dirty Dog Challenge 2020 (400 participants in 2019), as well as attending school education visits and running Dogs in Libraries sessions throughout the district.

### 2019-21 LTP Building Quality

LTP - The percentage of existing buildings with building WOFs that are monitored and audited for compliance annually - YTD	%	33.00	31.00	
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**COMMENTS:** Existing Buildings are 2.0% below target due to the Covid 19 Lockdown where audits could not be carried out.

The percentage of buildings that provide sleeping care or paid accommodation which are audited for compliance annually - YTD	%	100.00	95.00	
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**COMMENTS:** The KPI was not met due to the Covid 19 Lockdown, during this time audits could not be carried out as they were not considered an essential service.

The percentage of swimming pools that are inspected for compliance annually - YTD	%	33.00	28.28	
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**COMMENTS:** Because of the risk to our ratepayers, the general public and our communities especially young children this is another Not Negotiable KPI however, these inspection were not considered essential so were not carried out during the lockdown. There were 53 inspections carried out in June on Pool Fencing and YTD there has been 560 pool inspections carried out. Target per calendar year is 660. Due to the Covid-19 lockdown no pool inspections could be carried out between 25 March 2020 and 28 April and then giving owners a 2 week notice of us coming this took us into the middle / end of May before pool inspections started. Wherever possible we will add resource to bring our inspections back in line with the KPI.

The percentage of building consent applications which are processed within 20 working days - YTD	%	100.00	99.84	
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**COMMENTS:** YTD - Currently we are processing 99.84% of standard consents within the statutory timeframe with Dwellings achieving 100%. Out of 1889 BC's granted YTD, there has still only been 3 go over the 20 working day timeframe YTD for various reasons back in July 19 and Sept 19. We achieved 100% for June. Whilst 100% is a statutory requirement 95% seemed to be an acceptable level of compliance by both MBIE and IANZ. However we do not accept that and intend to try and meet the 100 % compliance going forward.

### 2019-21 LTP Strategic and District Planning

Percentage of resource consent applications which are processed within the statutory time frames	%	100.00	99.42	
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**COMMENTS:** In June we issued 76 consents. All bar one was issued within statutory time frames. For the year we issued 869 consents. All bar five were processed within statutory time frames. This equates to 99.42% for the year.

LTP - The percentage of current land use consents that are older than 2 years which have been monitored in the past 2 years	%	80.00	78.00	
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**COMMENTS:** Monitoring activity has now resumed back to pre-COVID levels and the team have managed to retain the momentum gained by the end of May. Given that almost no monitoring was able to be carried out for close to 8 weeks, this end of year result is as expected.

LTP - The number parking patrols that are carried out in communities that have parking controls under the bylaw.	#	150.00	139.00	
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**COMMENTS:** Parking patrols have resumed however frequency is still impacted by low township parking use and low freedom camper numbers in some townships. Teams have undertaken some northern patrols to investigate truck parking non compliance. End of year actual patrol number directly impacted by 8 weeks of almost zero patrol ability at L4/L3 and team members being redeployed to welfare teams.

### 2019-21 LTP Solid Waste

The percentage of schools in the district that receive solid waste education	%	55.00	66.00	
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**COMMENTS:** Education provided to 32 schools and 202 classrooms for the year.

The percentage of kerbside collection complaints that are resolved within agreed timeframes.	%	97.00	97.13	
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**COMMENTS:** Service requests have settled down to a normal levels post Covid-19 lockdown

LTP - The % of time a contractor was engaged within 5 days from receiving the service request to to remove rubbish to resolution	%	95.00	89.00	
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**COMMENTS:** Performance measure still reflects the effects of the Oct- Dec period where service requests were not recorded properly. Although all requests were actioned by the teams at the time - the need to reallocate to the correct officers (who were then able to complete the service requests within the system) created a reporting variance which is not truly reflective of performance.

### 2019-21 LTP Environmental Health - LTP

LTP - The percentage of licensed food premises that are verified/inspected annually	90 %	100.00	100.00	
<i>COMMENTS:</i> All licensed food premises have been inspected as required within this year.				
LTP - The percentage of medium risk or higher fee category licensed premises that are inspected annually	%	100.00	100.00	
<i>COMMENTS:</i> This target has been achieved. All medium risk and high risk licensed premises were inspected during this financial year.				
LTP - Percentage of excessive noise complaints responded to within agreed timeframes. (Due to geographical characteristics of the district response times will vary in different parts of the district)	%	85.00	83.00	
<i>COMMENTS:</i> The contractor has shown more consistent and improved results at this level during the year under new management so we are confident that the target will be met in the coming year.				
LTP - The percentage of hazardous land use information (Hail) reports that will be completed within 10 working days.	%	90.00	99.50	
<i>COMMENTS:</i> All reports were completed within the required timeframe and achievement against the target remains consistently high during the year.				
LTP - Percentage of environmental health complaints where the customer has been contacted within 3 working days	%	90.00	86.00	
<i>COMMENTS:</i> This figure is set as a more robust challenge than the normal response time for complaints. This target % has increased through the year with the development of new team members.				
<b>2019-21 LTP Economic Development EOY</b>				
LTP - The percentage increase in measureable annual tourism expenditure (Same or higher than NZ growth rate)	%	-12.80	-12.00	
<i>COMMENTS:</i> Waikato District has risen to the 5th highest tourist destination for the domestic Tourist. New Zealand visitors dropped by 12.8% and Waikato District dropped by 1`2% this was due to the impact of Covid 19.				
LTP - The percentage increase in number of business units in the Waikato District (Same or higher than NZ growth rate in number of business units)	%	0.70	1.20	
<i>COMMENTS:</i> Business units grew by 2.3% to June 2020 compared to the NZ average of 1.8% of the same period				
LTP - The percentage of customers satisfied or very satisfied that the quality of service and expertise meets their needs (Economic Development)	%	90.00	59.00	
<i>COMMENTS:</i> 59% of businesses were 'somewhat' to 'very satisfied' with Council's quality of services and expertise. This result was similar to November 2019 (62%).				
Overall, 83% of businesses provided non-negative ratings; only 17% were dissatisfied				
LTP - Business perception Survey average rating	#	8.50	8.70	
<i>COMMENTS:</i> Waikato District council achieved an 8.7 out of 10 rating in the November 2019 Business net promoter.				
LTP - The percentage delivery of the Economic Development strategic work programme	%	95.00	100.00	
<i>COMMENTS:</i> Completed and a new programme of works is currently being undertaken as part of the Recovery programme from Covid 19.				

**2019-21 LTP Emergency Management**

Council maintains a minimum number of trained staff to foundation level, to fulfil core Emergency Operations Centre roles	#	100.00	100.00	
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*COMMENTS:* We did not provide a foundation course in the last quarter due to the COVID-19 response. However we have seen an increased interest in staff wishing to complete training. We continue to maintain our target of 100 staff members trained.

Council maintains a minimum number of trained staff to Intermediate level, to fulfil core Emergency Operations Centre roles.	#	30.00	30.00	
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*COMMENTS:* Intermediate training courses were cancelled until July due to the COVID-19 response. We plan to hold a course in July here at Waikato DC which looks that it will be well attended. There is no increase in numbers for this quarter.

Successfully participate in one exercise per annum that is fully moderated by an external party	#	1.00	1.00	
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*COMMENTS:* We completed an exercise on 3 September 2019 based on an earthquake scenario on the Wairoa North faultline. This was a joint exercise with Hamilton City Council to test our own response arrangements and how we coordinate and communicate with a neighbouring Council.

During this exercise our staff demonstrated an marked increase in their level of confidence and skill working in the EOC and a greater understanding of our systems and processes.

There was evidence that the appointment of team leaders for our EOC team has been successful in the leadership demonstrated.

This exercise provided opportunities for teams to reflect on the leadership, processes and functions in the EOC and how they are currently working. De-briefing was undertaken for all functions and actions identified for improvement.

**2019-21 LTP Grants and Donations**

LTP - Number of discretionary grant funding rounds undertaken per year	#	4.00	3.00	
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*COMMENTS:* We postponed round four due to the covid situation. We received two applications for funding. After discussions with both applicants these were deferred to the August 2020 round

LTP - The percentage of community funding/grant recipients meeting grant obligations, as evidenced through accountability reports	%	100.00	95.00	
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*COMMENTS:* Staff continue to ensure funding recipients file a return on time. All funding reports have been completed and held on Strategy and Finance files.

**2019-21 LTP Parks - EOY**

Percentage of Customers who are satisfied with Parks And Reserves, including sports fields and playgrounds overall	%	90.00	88.00	
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*COMMENTS:* The KPI result is below target for the year. Contractors continue to perform well and the capital renewals program continues to be rolled out. Customer survey identifies the main concerns are; higher levels of service expected; more rubbish bins; and dogs off leads in reserve spaces. Customer survey highlights some areas of concern which staff will take on board.

Percentage of customers who are satisfied with the presentation of WDC cemeteries	%	95.00	91.00	
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**COMMENTS:** Cemeteries have continued to be busy over the last financial year 1st July 2019 – 30th June 2020 with a total of 133 recorded burials. Of these, 43 were ashes interments and 89 casket interments. The upgrade of the Jackson Street access road is currently underway and progressing well. I have attached some photos of progress. This will be a major improvement to the Cemetery. New planting has occurred district wide in cemeteries. Maramarua Cemetery being the largest project this year with total removal of one large garden and new planting undertaken. New berms have been installed in the following cemeteries: Whatawhata New Lawn (ashes and burial berms); Jackson Street (burial berms); Muslim Cemetery (burial berms).

The result of 91% shows that our communities are happy with the presentation and maintenance of cemeteries across the district. WDC staff and contractors will continue to ensure cemeteries are a place where peoples loved ones are laid to rest in a respected and beautiful space.

Percentage of new playgrounds built to New Zealand Standard - Playground Equipment and Surfacing (NZS 5828:2015)	%	100.00	100.00	
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**COMMENTS:** All new or replaced must be built to the NZ standard for play surfacing - NZS 5828:2015.

Percentage of customers who are satisfied with Public toilets in the residents satisfaction survey	%	75.00	78.00	
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**COMMENTS:** Just above the target at 78% is positive. OCS continue to perform in a difficult area. This is reflected in the quality audits undertaken. Customer survey highlights some areas of concern which staff will take on board.

Percentage of new public toilets built to NZS 4241:1999	%	100.00	100.00	
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**COMMENTS:** New toilet located on Stewart Street, Tuakau has been complete and complies with the relevant standards.

#### 2019-21 LTP Property and Facilities - EOY

**COMMENTS:** N/A

LTP - Percentage of buildings that require a warrant of fitness that comply	%	100.00	100.00	
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**COMMENTS:** N/A

LTP - Percentage of customers who are satisfied with the service provided at the Raglan campground	%	90.00	91.00	
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**COMMENTS:** N/A

LTP - Percentage of customers who are satisfied with the service provided at the Huntly campground	%	90.00	76.50	
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**COMMENTS:** N/A

LTP - Percentage of visitors that find the facilities clean, accessible and welcoming (pools)	%	90.00	90.00	
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**COMMENTS:** It should be noted that all Pools were closed during levels 3 and 4 of the Covid19 lock down

LTP - Percentage of WDC Aquatic Centres that are operated under NZ Pool Safe Accreditation	%	100.00	100.00	
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**COMMENTS:** It should be noted that all Pools were closed during levels 3 and 4 of the Covid19 lock down

#### 2019-21 LTP Customer and Partnership Focus - EOY

Level of Customer effort	#	3.00	2.15	
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**COMMENTS:** This year results have shown that it requires less effort to deal with Council than in previous years.

Net Promoter Score (level of likelihood that library users will recommend to friends and family their library as a place to go)	%	90.00	97.90	
---	---	-------	-------	--

**COMMENTS:** Although not used as a true NPS calculation, this metric has shown our communities are on the balance, very supportive of our library services.  
97% of Customers also indicated that our library resources meet their needs, which tends to act as a strong precursor to recommending the library to others.  
This KPI was only surveyed once in the year but the sample size of 320 is considerable.

Level of customer satisfaction that the quality of libraries resources meets their needs	%	90.00	97.20	
--	---	-------	-------	--

**COMMENTS:** Stable delivery of core library services has been recognised by current customers as significantly meeting their needs.  
Our in-house survey had a large number of respondents (320) which provides us with a high level of confidence in these findings.

Percentage of time that access to a free internet service is available in libraries	%	100.00	89.58	
---	---	--------	-------	--

**COMMENTS:** 2 factors hindered 100% achievement of free internet supply.

1) Delays with internet infrastructure supply at the new Meremere library were a result of supplier issues.  
This resulted in 5 weeks of the new library being open with no public internet supply.

2) Covid 19 lockdown – Council decided to switch off free Wi-Fi to discourage social gathering outside of our facilities. Although our facilities weren't open to the public, many customer gather outside our libraries outside of hours to access free internet.

Percentage of customers satisfied that council consults with the community regarding the right issues	%	60.00	40.00	
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**COMMENTS:** The result achieved is not a reflection of the efforts by Council to consult publicly on a broader range of topics. There has been significant feedback received regarding the decision to prohibit horses on beaches which may contribute to overall dissatisfaction regarding Council consulting on the right issues.

Percentage of customers satisfied with the ease of access and clarity of information regarding key community issues	%	60.00	48.00	
---	---	-------	-------	--

**COMMENTS:** The result achieved is not a reflection of the efforts by Council to make information easy to access. A new engagement platform will be launched in the new financial year which may have a positive impact on this measure.

#### 2019-21 LTP Roading - EOY

The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	#	-1.00	-1.00	
--	---	-------	-------	--

**COMMENTS:** Year End result: 44 injury crashes have been recorded in the NZTA database (Note: This measure is based on crashes, not the number of casualties)  
Our region has one of the highest crash records in NZ and recently there has been a significant investment in road safety including completion of 3 years of speed limit changes, the last round of which is being rolled out across the district in the next 8 weeks. Roadside barrier protection, signage and delineation improvements on our high risk roads have recently been completed. It is envisaged that the investment in road safety will start to show in our crash statistics and a downward trend.  
There is a concerning number of alcohol related crashes in our district and campaigns at alcohol outlets to discourage drink driving.

The average quality of ride on a sealed local road network, measured by smooth travel exposure.	%	91.00	97.00	
---	---	-------	-------	--

**COMMENTS:** The Actual result of 97% exceeds the Target of 91%

The percentage of footpaths that fall within the level of service or service standard that is set out in the LTP	%	90.00	96.40	
--	---	-------	-------	--

*COMMENTS:* The Actual result of 96.40% exceeds the Target of 90%

The percentage of the sealed local road network that is resurfaced	%	6.00	5.30	
--	---	------	------	--

*COMMENTS:* The Year End result of 5.3% is due to delays in work during the Covid shut down period. This work has been re-scheduled for the next financial year.

The percentage of customer service requests relating to roads to which we respond within the timeframes specified.	%	80.00	96.60	
--	---	-------	-------	--

*COMMENTS:* Year End result of 96.60% (1884 service requests) of customer service requests were responded to within the timeframe specified in the LTP

The percentage of customer service requests relating to footpaths responded to within the timeframe specified in LTP	%	80.00	96.45	
--	---	-------	-------	--

*COMMENTS:* Year End result of 96.45% (141 service requests) of customer service requests were responded to within the timeframe specified in the LTP

#### 2019-21 LTP Stormwater

The number of flooding events that occurred throughout the district	#	5.00	0.00	
---	---	------	------	--

*COMMENTS:* There has been no flooding events affecting habitable floors within the district this year.

The number of habitable floors affected in a stormwater flooding event expressed per 1000 properties connected to the councils stormwater system per event	#	0.30	0.00	
--	---	------	------	--

*COMMENTS:* There has been no flooding events affecting habitable floors within the district this year.

The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site.	m	120.00	0.00	
---	---	--------	------	--

*COMMENTS:* There were no flooding events recorded for this year.

The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the stormwater system	#	5.00	1.69	
---	---	------	------	--

*COMMENTS:* A total of 22 complaints and over 13,000 stormwater connections for the year.

Council's level of compliance with resource consents for discharge from its stormwater system, measured by the number of abatement notices, infringement notices, enforcement orders and convictions received in relation those resource consents.	#	0.00	1.00	
--	---	------	------	--

*COMMENTS:* Abatement Notice received for Raglan urban area and work to resolve non-compliances is starting early in 2020-21

#### 2019-21 LTP Wastewater

The number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system	#	3.00	1.92	
--	---	------	------	--

*COMMENTS:* There were 22 dry weather overflows for the year and over 11,000 wastewater connections.

	95			
The median attendance time where Council attends to sewage overflows resulting from a blockage or other fault in its sewerage system, from the time that Council receives notification to the time that service personnel reach the site.	m	60.00	34.00	

*COMMENTS:* 34 calls received for the year with a median response time of 34 minutes.

The median resolution time where Council attends to sewage overflows resulting from a blockage or other fault in its sewerage system, from the time Council receives notification to the time personnel confirm resolution of the blockage or other fault.	m	240.00	123.00	
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*COMMENTS:* 34 calls received with a median completion time of 123 minutes.

The total number of complaints received by Council about odour, system faults, blockages, response to issues with its sewerage system.(expressed per 1000 connections to the sewerage system):	#	10.00	9.45	
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*COMMENTS:* There were 108 complaints and over 11,000 wastewater connections.

Council's level of Compliance with resource consents for discharge from its wastewater system, measured by the number of abatement notices, infringement notices and enforcement orders	#	2.00	0.00	
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*COMMENTS:* No Abatement Notices were issued during 2019-20. As at 30 June 2020, there are two active Abatement Notices (Meremere and Te Kauwhata).

Meremere Wastewater Treatment Plant is being upgraded to a Membrane Bioreactor plant; this work is expected to be completed by July 2021 and will improve operating compliance.

A mid Waikato Servicing Strategy has been completed and solutions for Te Kauwhata identified; consultation with stakeholders is planned for early in 2020-21 and this process will finalise the solution.

Council's level of Compliance with resource consents, measured by the number of Convictions for discharge from its wastewater system,	#	0.00	0.00	
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*COMMENTS:* Target met

### 2019-21 LTP Water Supply - EOY

The extent to which Councils drinking water supply (zones) complies with part 4 of the drinking water standards (bacteria compliance criteria)	#	18.00	18.00	
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*COMMENTS:* Target met

The extent to which Councils drinking water supply (plants) complies with part 4 of the drinking water standards (bacteria compliance criteria)	#	4.00	4.00	
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*COMMENTS:* Target met

The extent to which Councils drinking water supply complies with part 5 of the drinking-water standards (protozoal compliance criteria)	#	4.00	4.00	
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*COMMENTS:* Target met

The median on site attendance time for an urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	m	96 60.00	40.00	
<i>COMMENTS:</i> 161 urgent call outs received for the year with a median attendance time of 40 minutes.				
The median resolution time for an urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	m	240.00	103.00	
<i>COMMENTS:</i> 161 urgent call outs received for the year with a median completion time of 103 minutes.				
The median on site attendance time for a non-urgent call out, where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	Days	5.00	1.00	
<i>COMMENTS:</i> 476 non-urgent call outs for the year with a median response time of 1 day.				
The median resolution time for a non-urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	Days	5.00	1.00	
<i>COMMENTS:</i> 476 non-urgent call outs for the year with a median completion time of 1 day.				
The total number of complaints received by Council about drinking water clarity, taste, odour, water pressure or flow, continuity of supply and response to any of these issues (expressed per 1000 connections to the water system)	#	25.00	19.35	
<i>COMMENTS:</i> 309 complaints received for the year with almost 16,000 water connections.				
The average consumption of drinking water per day per resident within the Waikato district	L	260.00	210.00	
<i>COMMENTS:</i> Actual result better than target from a resource perspective				
The percentage of real water loss from Council's networked reticulation system	%	29.00	32.90	
<i>COMMENTS:</i> The result is based on an estimate from available data and assumptions including metering inaccuracies; we will be working towards reducing water loss over the coming years				
<b>Overall Performance</b>	<b>%</b>	<b>0.00</b>	<b>0.00</b>	



# ONGOING SATISFACTION SURVEY

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PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

**WAIKATO DISTRICT COUNCIL**

**AUGUST 2019 - MAY 2020**



National Research Bureau Ltd  
PO Box 10118, Mt Eden, Auckland, New Zealand  
P (09) 6300 655, [www.nrb.co.nz](http://www.nrb.co.nz)

## EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Waikato District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

The Waikato District Council commissioned this survey as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' and ratepayers' opinions and needs will allow Council to be more responsive towards its citizens.

## SATISFACTION WITH SERVICES AND FACILITIES - OVERALL

	Very satisfied/ Satisfied %	Neutral %	Dissatisfied/ Very dissatisfied %	Don't know %
Standard of Council's roads overall (excluding State Highways) <sup>†</sup>	51	19	28	1
Stormwater services <sup>†</sup>	45	13	14	27

<sup>†</sup> does not add to 100% due to rounding

### Comparison between 2019 and 2018

	Waikato 2019		Waikato 2018	
	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
Standard of Council roads	<b>51 =</b>	<b>28 ↓</b>	49	37
Stormwater	<b>45 =</b>	<b>14 =</b>	47	16

Key: ↓ below 2018 reading  
= similar/on par

## SATISFACTION WITH COUNCIL SERVICES/FACILITIES - USERS/VISITORS

	Base	Very satisfied/ Satisfied %	Neutral %	Dissatisfied/ Very dissatisfied %	Don't know %
Public libraries <sup>†</sup>	167	95	3	3	-
Presentation of cemeteries	150	91	6	2	1
Parks and reserves, including sports fields and playgrounds	261	88	4	7	1
Recycling services	371	82	6	12	-
Public toilets	170	78	7	14	1
Animal control, ie, stock and dog control <sup>†</sup>	46	67	9	23	-
Footpaths	305	67	15	18	-
Building and inspection services <sup>†</sup>	42	66	10	23	-
Standard of unsealed roads <sup>†</sup>	168	41	24	36	-

<sup>†</sup> does not add to 100% due to rounding

### Comparison between 2019 and 2018

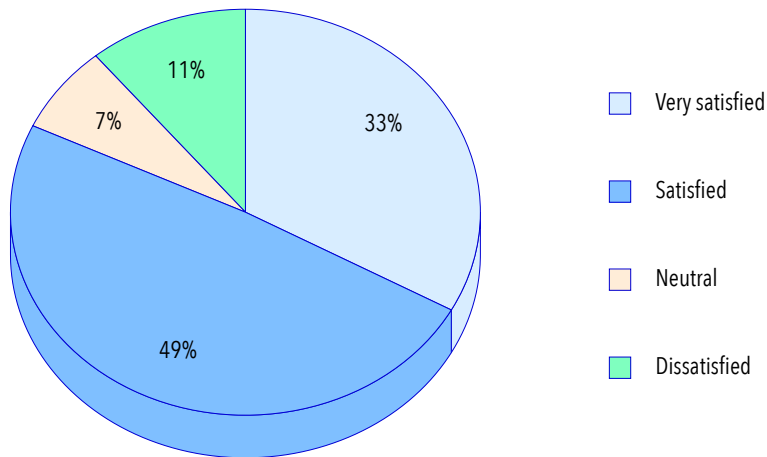
	Waikato 2019		Waikato 2018	
	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
Public libraries	95 =	3 =	91	7
Presentation of cemeteries	91 =	2 =	91	7
Parks and reserves	88 =	7 =	83	8
Recycling services	82 =	12 =	82	11
Public toilets	78 ↓	14 =	69	14
Animal control	67 =	23 =	79	11
Footpaths	67 =	18 =	70	15
Building and inspection services	66 =	23 =	75	18
Standard of unsealed roads	41 =	36 =	37	39

Key: ↓ slightly below 2018 reading  
= similar/on par

## SATISFACTION WITH SERVICES PROVIDED BY COUNCIL

### Water supply

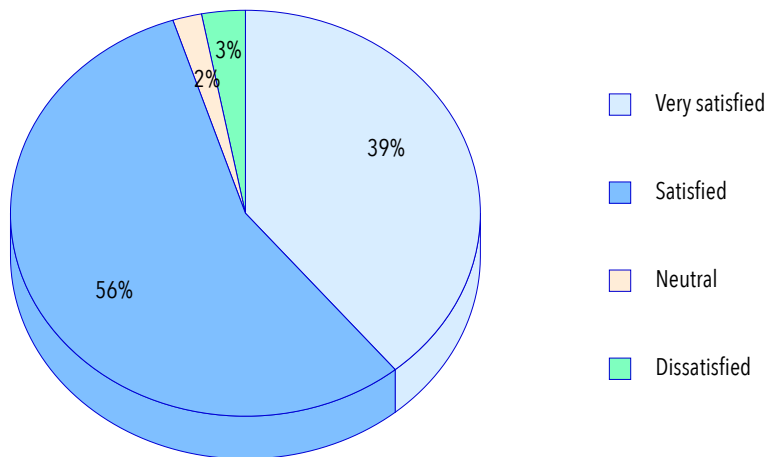
#### *Council provided piped water supply*



Base = 209

### Wastewater services

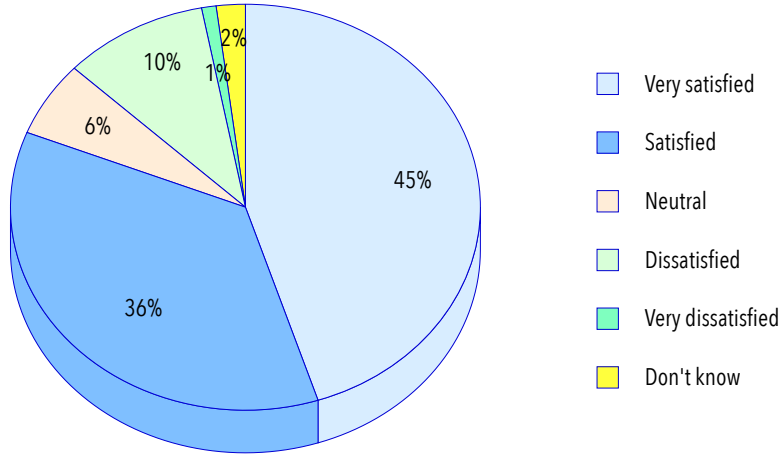
#### *Council provided sewerage system*



Base = 148

### Rubbish collection service

*Council provided regular rubbish collection service*



Base = 388

### Comparison between 2019 and 2018 (service provided)

	2019 Base	Waikato 2019		Waikato 2018	
		Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
Wastewater services	148	95 =	3 =	90	3
Water supply	209	82 =	11 =	82	10
Rubbish collection	388	81 =	11 =	83	12

Key: = similar/on par

## Comparison with Peer Group and National Averages

To allow comparisons to be made between this year's readings and the Peer Group and National Averages, the following analogy has been made:

<b>2019 Scale</b>		<b>Peer Group/National Average Scale</b>
Dissatisfied/very dissatisfied	=	Not very satisfied

There are no instances where Waikato District performs **above/slightly above** the Peer Group or National Average in terms of the dissatisfied/very dissatisfied ratings.

Waikato District performs **lower/slightly lower** the Peer Group and or National Averages, in terms of the dissatisfied/very dissatisfied rating for ...

	Waikato %	Peer Group %	National Average %
• building and inspection services (users)	23	**29	**44
• animal control (users)	23	††37	††40

The comparisons for the following show Waikato **on par with/similar to** both the Peer Group and National Averages for ...

• standard of Council roads overall	28	°32	°27
• footpaths (users)	18	†21	†21
• stormwater services	14	16	16
• public toilets (users)	14	19	16
• recycling services (users)	12	13	11
• rubbish collection (service provided)	11	8	9
• water service (service provided)	11	◊16	◊16
• parks and reserves (including sportsfields and playgrounds) (users/visitors)	7	*3	*4
• presentation of Council cemeteries (visitors)	2	◊◊1	◊◊7
• public libraries (users)	3	3	3
• wastewater services (service provided)	3	3	8

† these figures are based on **all** residents ratings of footpaths

\* these figures are based on the **averaged** ratings for parks and reserves **and** sportsfields and playgrounds as these were asked separately in the 2018 Communitrak Survey

†† these figures are based on the ratings for dog control only

\*\* these figures are based on ratings for town planning, including planning and inspection services

° these figures are based on ratings for roads overall

◊ these figures are based on ratings for water **supply**

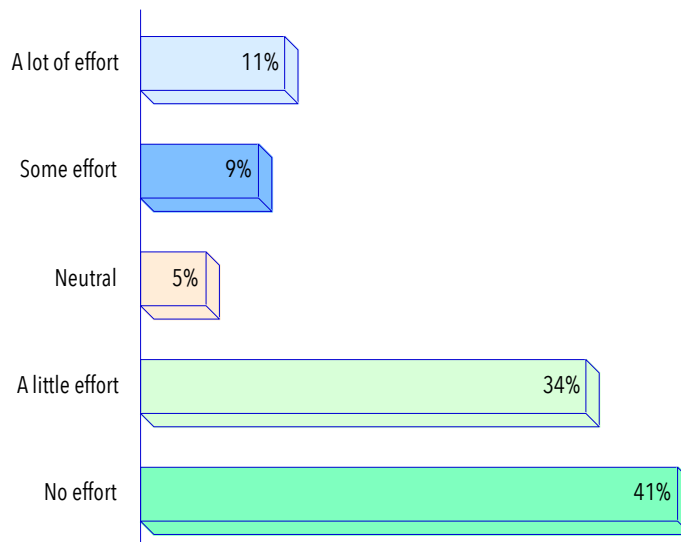
◊◊ these figures are based on ratings for cemeteries, including maintenance of cemeteries



## CONTACT WITH COUNCIL

48% of residents have contacted Council staff at the Council offices or service centres by phone, in person and/or by email, in the last 12 months (43% in 2018).

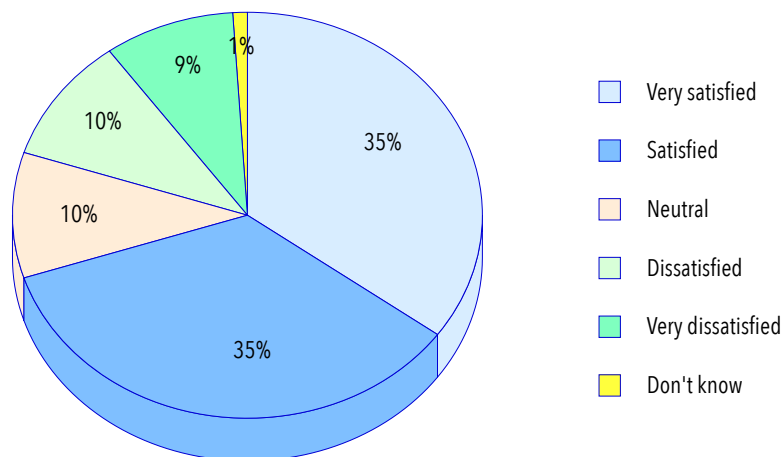
### How much effort did it take to conduct business with Council ...



Base = 196<sup>†</sup>

### Satisfaction with how issue was resolved

#### Contacted Council staff in last 12 months

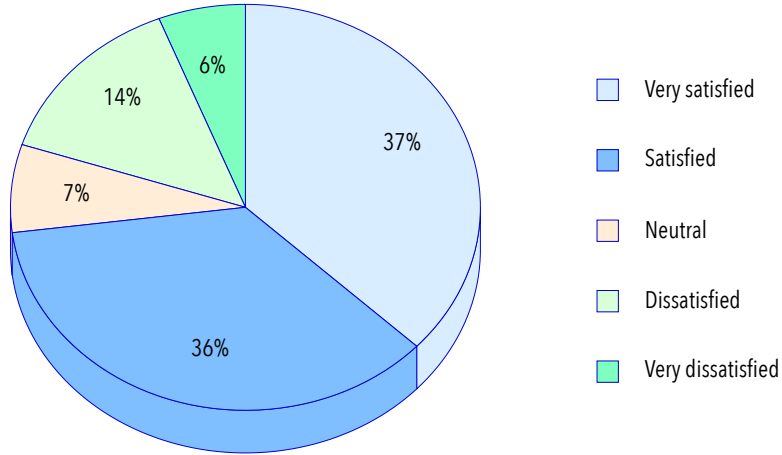


Base = 196<sup>†</sup>

<sup>†</sup> those residents who say they have contacted Council in last 12 months

## Satisfaction with overall service received

### Contacted Council staff in last 12 months



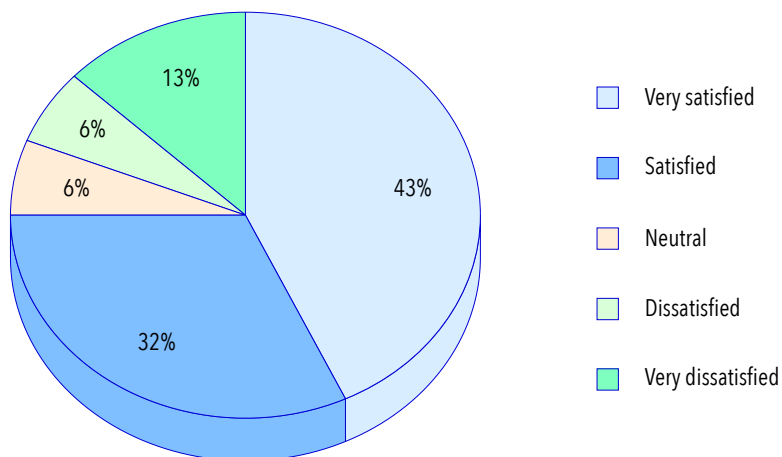
Base = 196<sup>†</sup>

<sup>†</sup> those residents who say they have contacted Council in last 12 months

## Contact with Councillors/Mayor

In the last 12 months 9% of residents have contacted, or attempted to contact, a Councillor (including the Mayor).

### Satisfaction that they are able to contact them should the need arise ...



Base = 38<sup>†</sup>

<sup>†</sup> those residents who say they have contacted, or attempted to contact, a Councillor in last 12 months

## LOCAL ISSUES

### Governance/democracy

61% of residents feel that as a ratepayer or resident they have the opportunity to be involved and to participate in the way the Council makes decisions (66% in 2018), while 39% say they don't (34% in 2018).

26% of residents have tried to participate in Council's decision making process (32% in 2018).

### Level of satisfaction with aspects of the consultation process

	Very satisfied/ Satisfied %	Neutral %	Dissatisfied/ Very dissatisfied %	Don't know %
There is sufficient time and opportunity available to provide feedback <sup>†</sup>	52	23	16	9
There is a suitable range of consultation options available <sup>†</sup>	49	28	17	7
Information about key community issues is easily accessible	49	24	24	3
Information available on these issues is clear and instructive	46	26	20	8
The public are consulted about the right issues	40	28	24	8

Base = 102

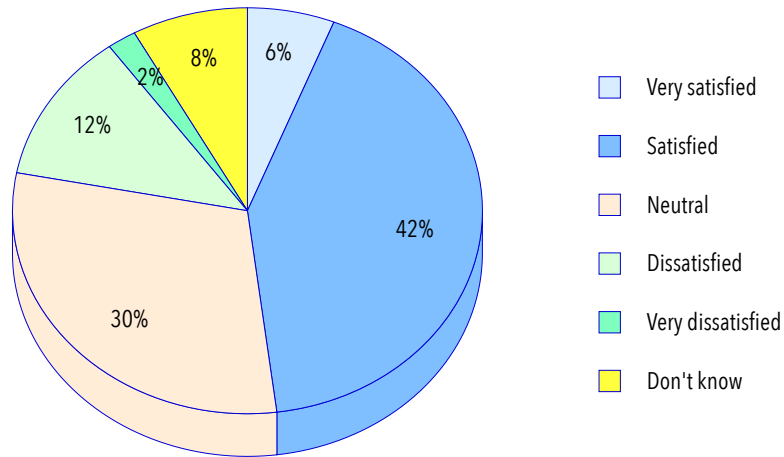
(those residents who say they have tried to participate in Council's decision making process)

% read across

<sup>†</sup> does not add to 100% due to rounding

## Overall satisfaction with the way council involves the public in the decisions it makes

### Overall



The percent dissatisfied/very dissatisfied is slightly below the Peer Group and National Averages.

### Participation in decision making process

In general 19% of residents are interested in participating in Council's decision making process, 21% say they are not (32% in 2018), while 57% say it depends on the issue (51% in 2018).

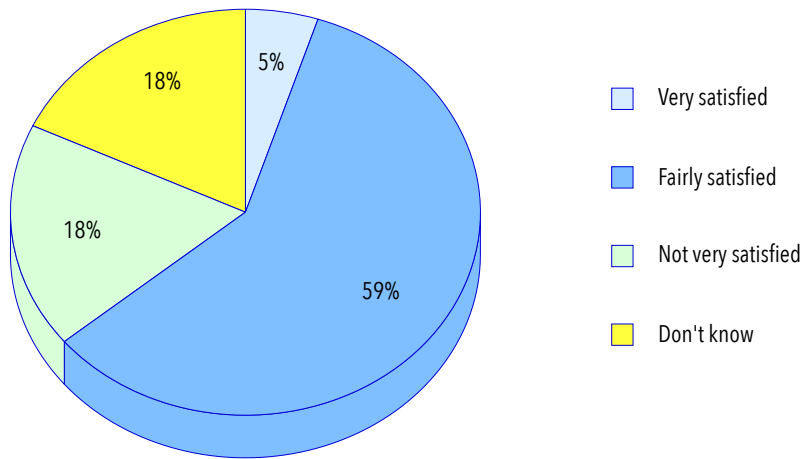
### Outcomes

21% of residents say there is a Council action/decision/management they **dislike or disapprove** of (34% in 2018), while 22% say there is a Council action/decision/management they **like or approve** of (24% in 2018).

## Community engagement

### Satisfaction with rates spending

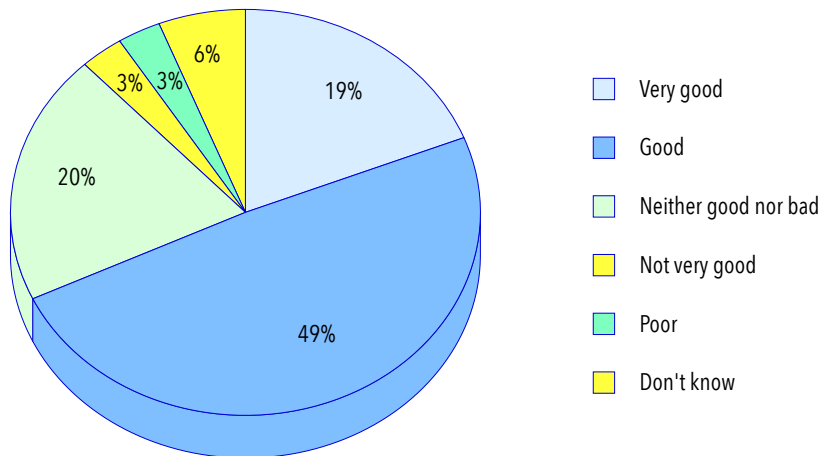
#### Overall



The percent not very satisfied is slightly below the Peer Group Average and on par with the National Average.

### Community spirit

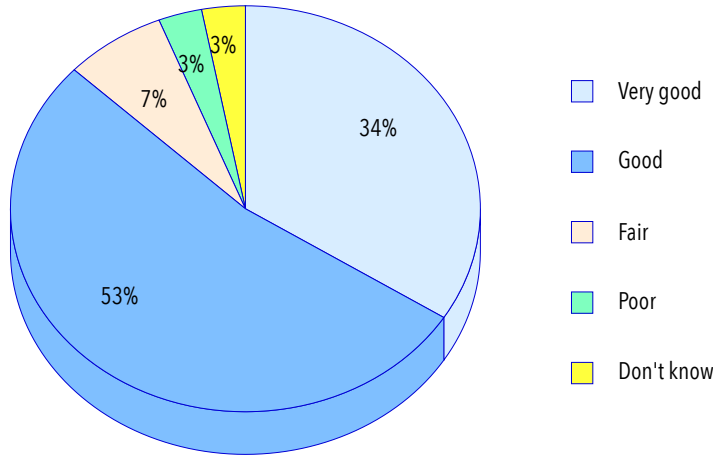
#### Overall



The percent rating community spirit as very good/good (68%) is below the Peer Group Average (81%) and National Average (76%).

Quality of life

Overall



The 'very good/good' rating (87%) is on par with the Peer Group Average (83%) and similar to the National Average (85%).

Place to live, work and play

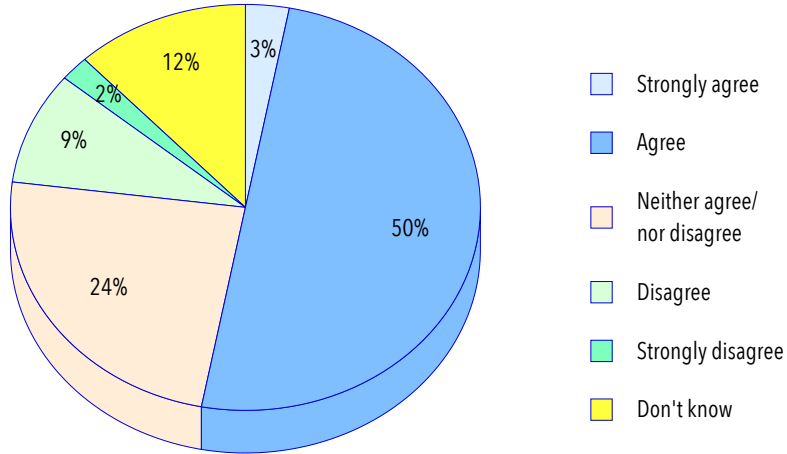
Using a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely, residents were asked to say how likely it is that they would recommend the Waikato District as a place to live.

Detractors							Passives		Promoters	
Not at all likely 0 %	1 %	2 %	3 %	4 %	5 %	6 %	7 %	8 %	9 %	Extremely likely 10 %
1	-	-	1	2	7	8	20	40	7	14

Council consultation and community involvement

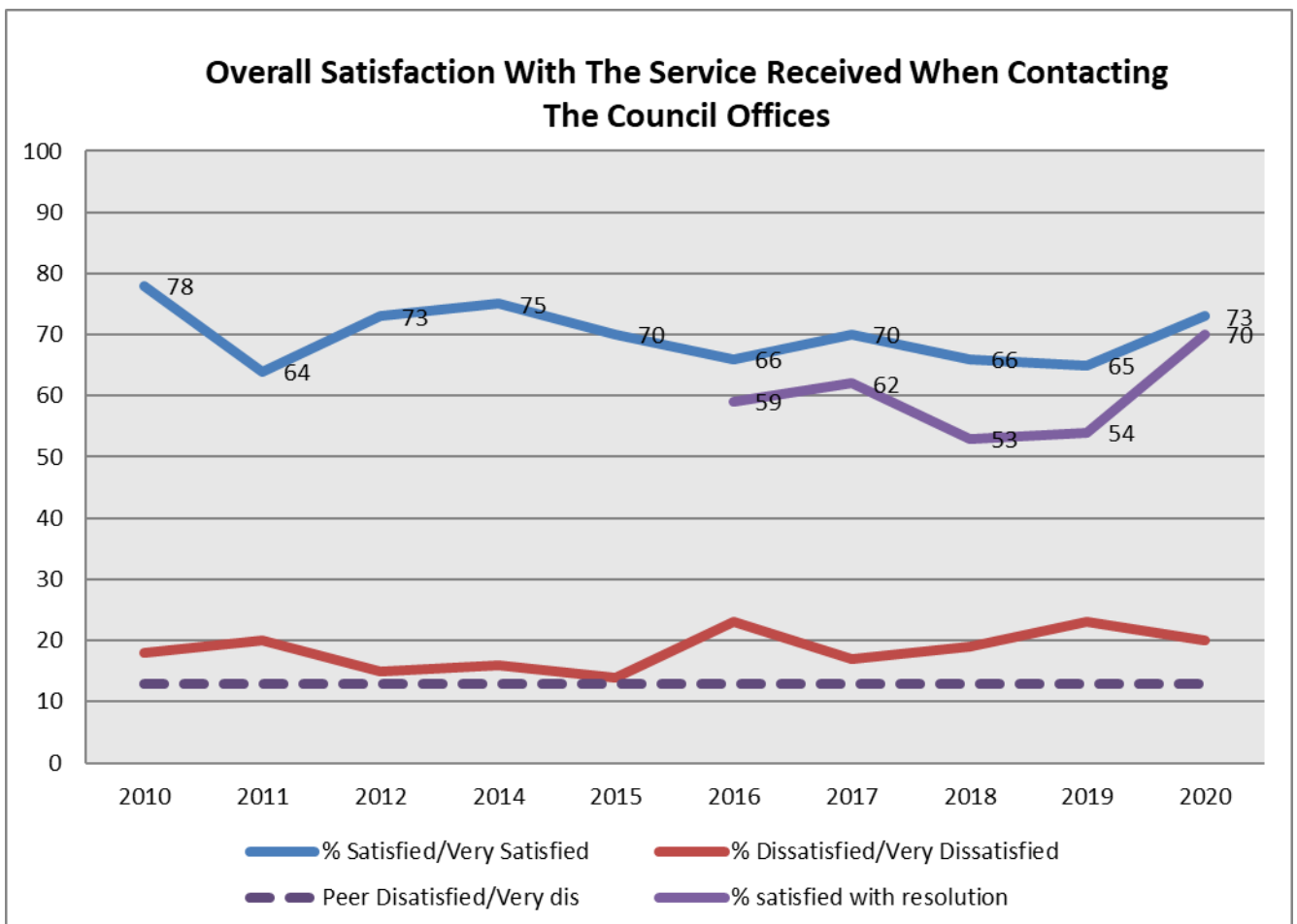
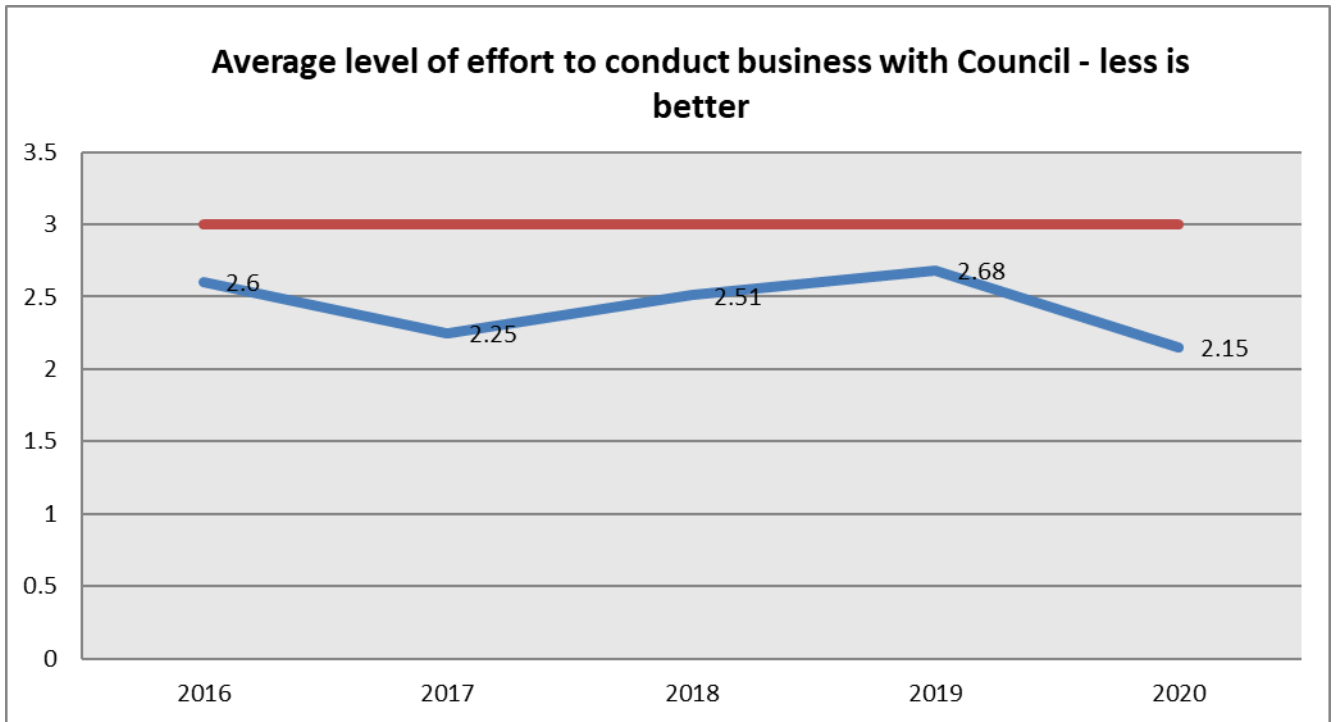
*Council makes decisions that meet the needs and aspirations of their residents?*

*Overall*

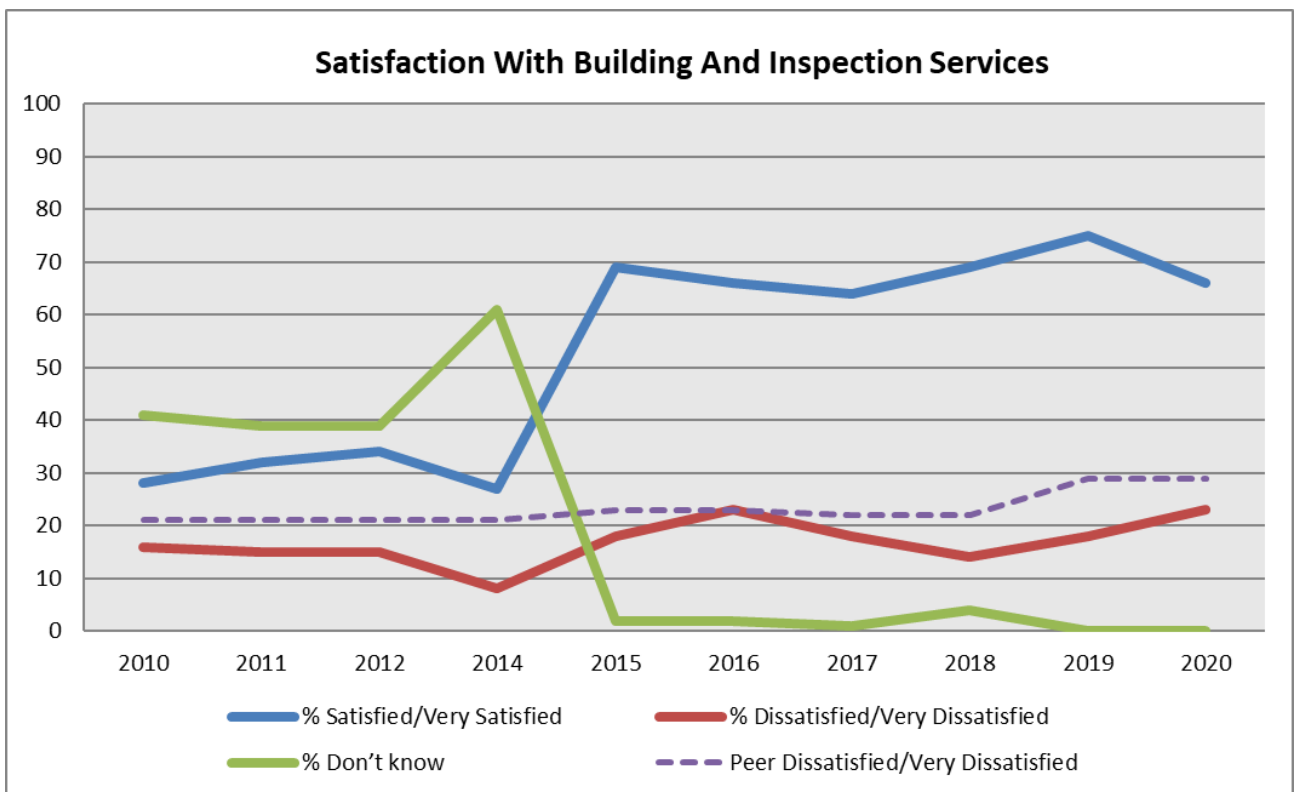
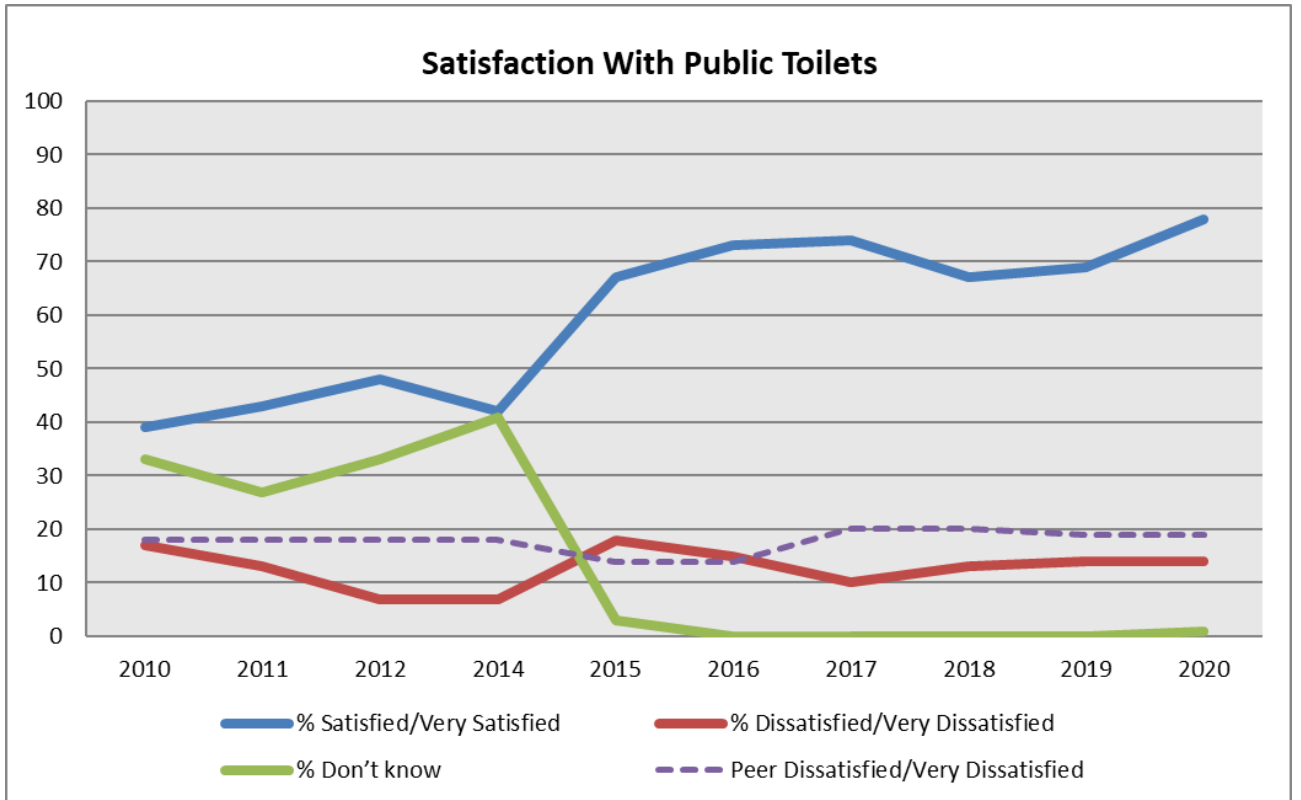


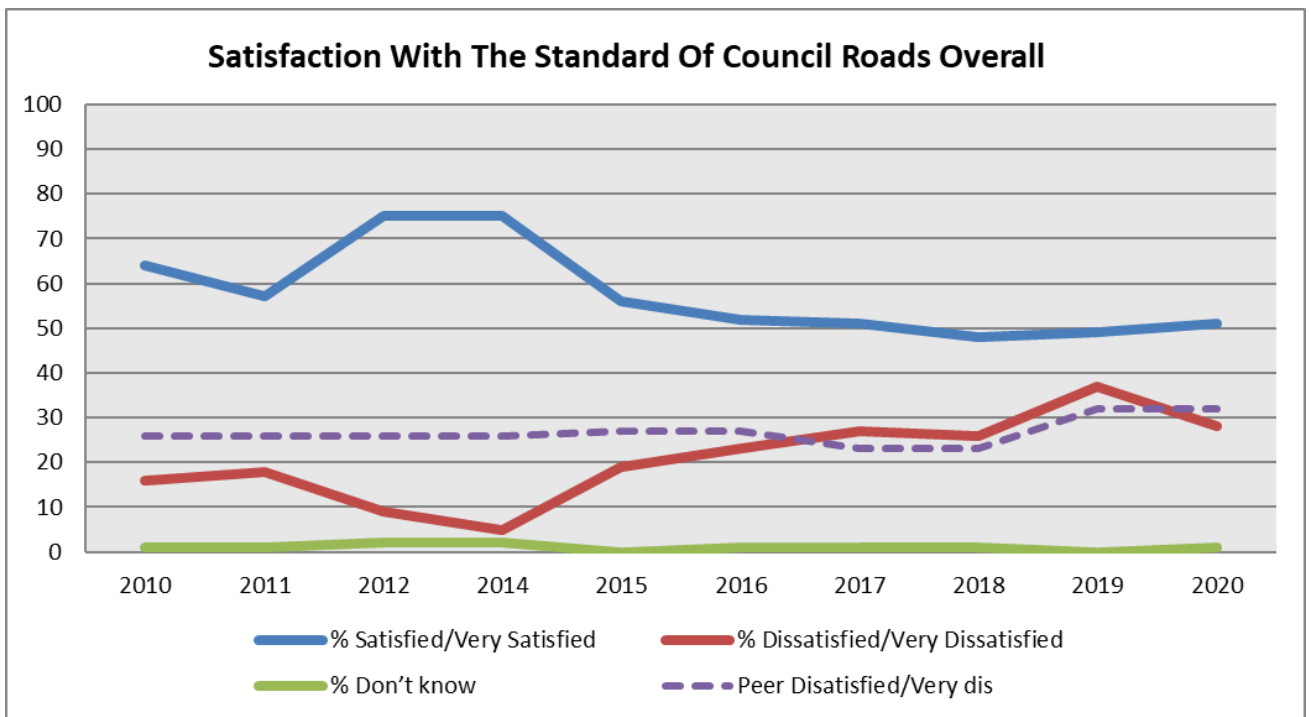
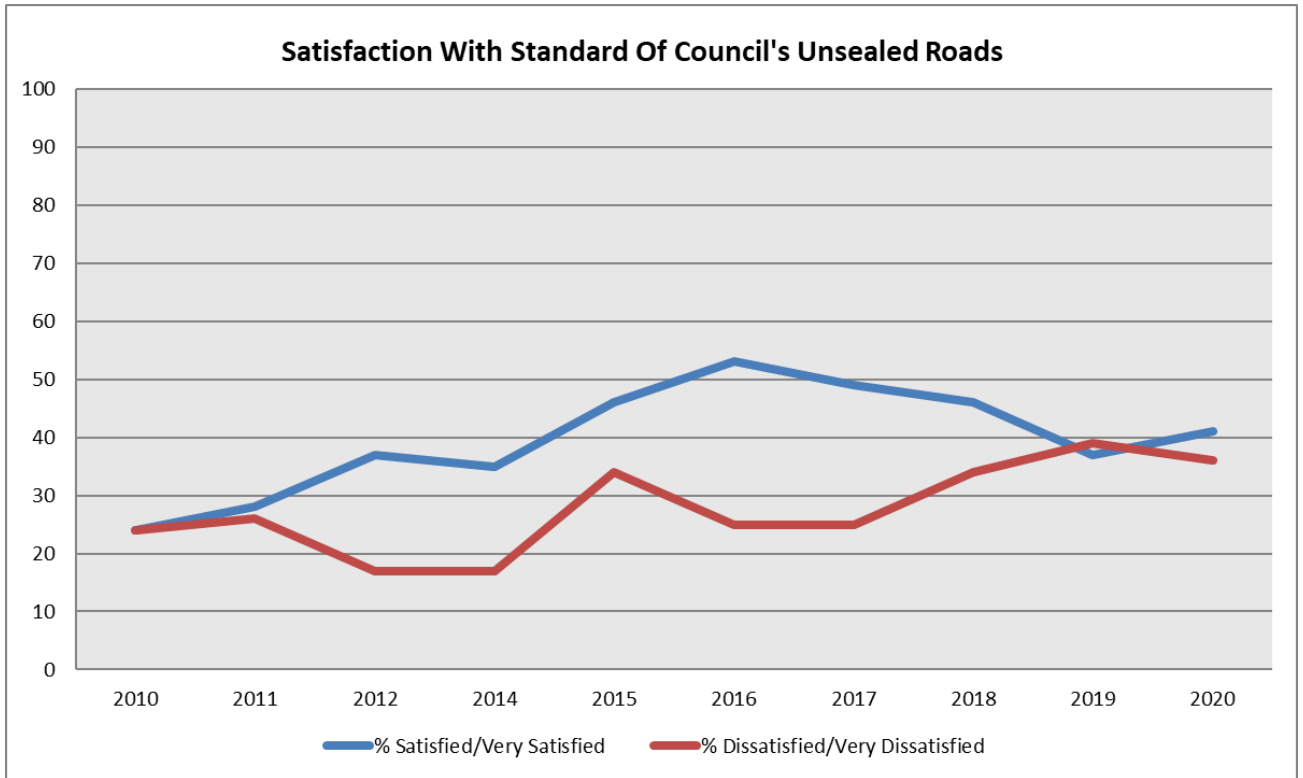
The percent who agree/strongly agree (53%) is similar to the Peer Group Average (53%) and above the National Average (44%).

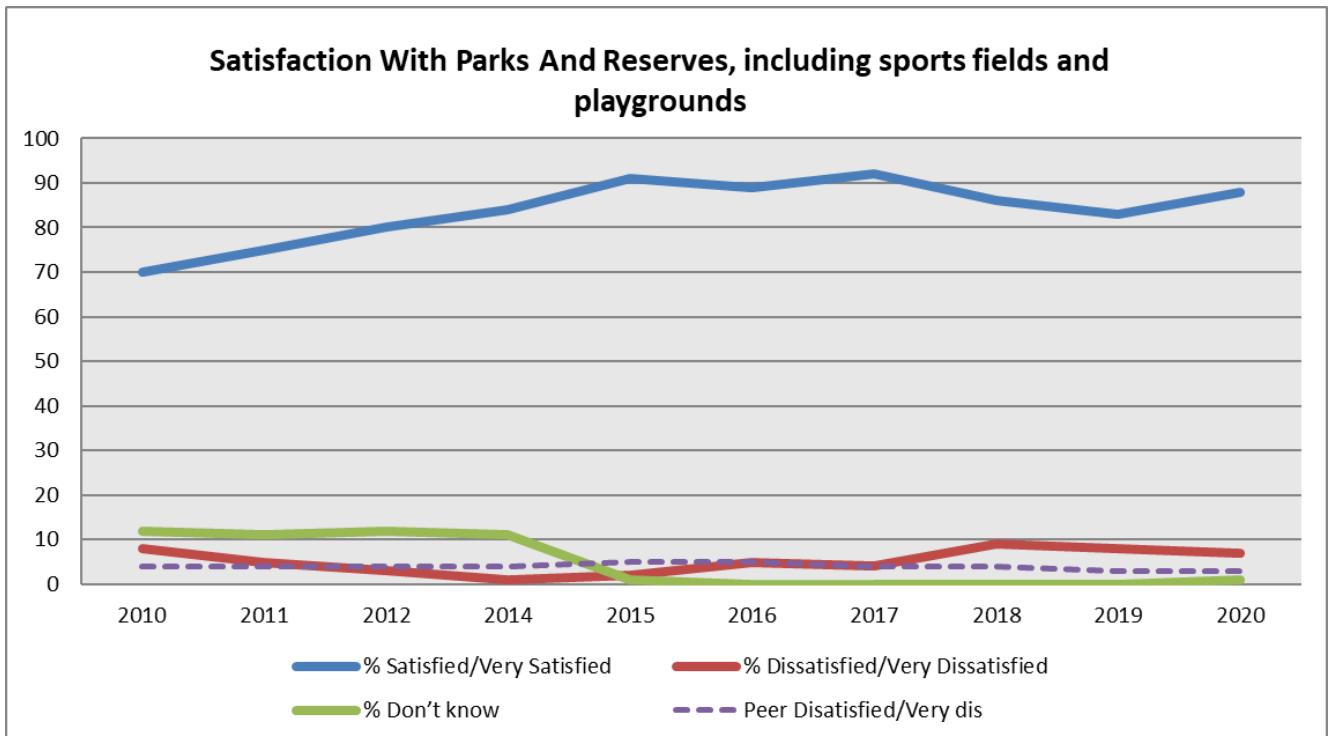
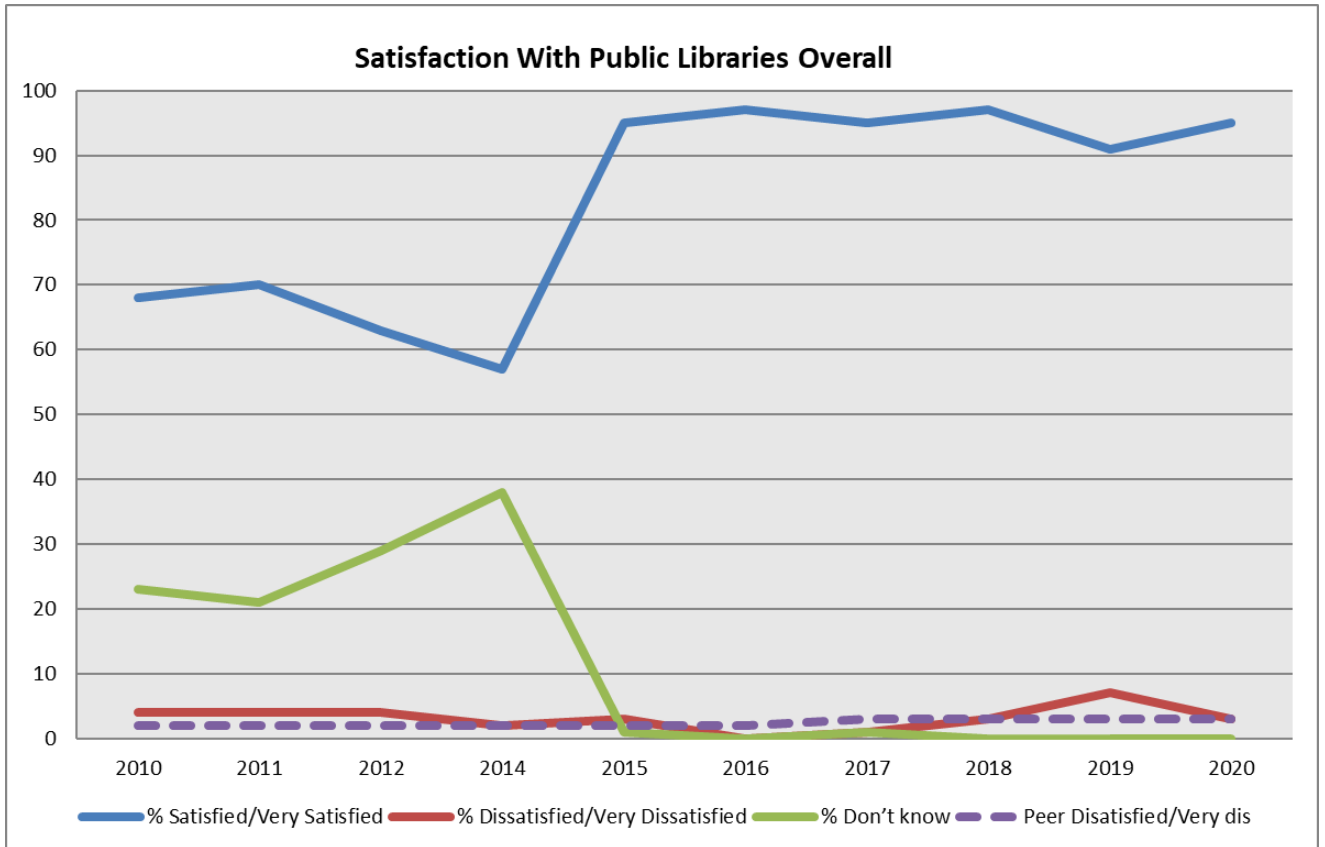
### Appendix 3 – Survey Trend Graphs 2020

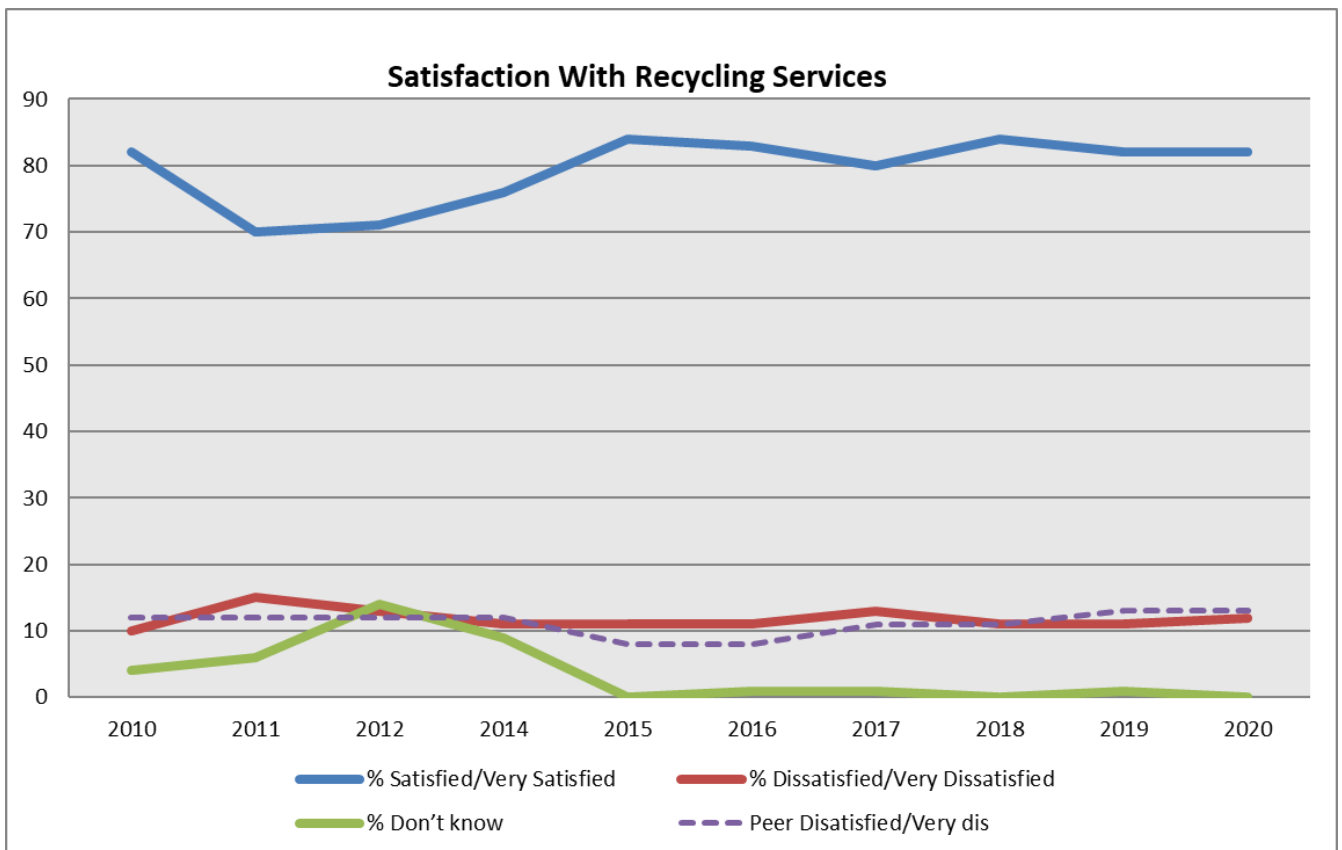
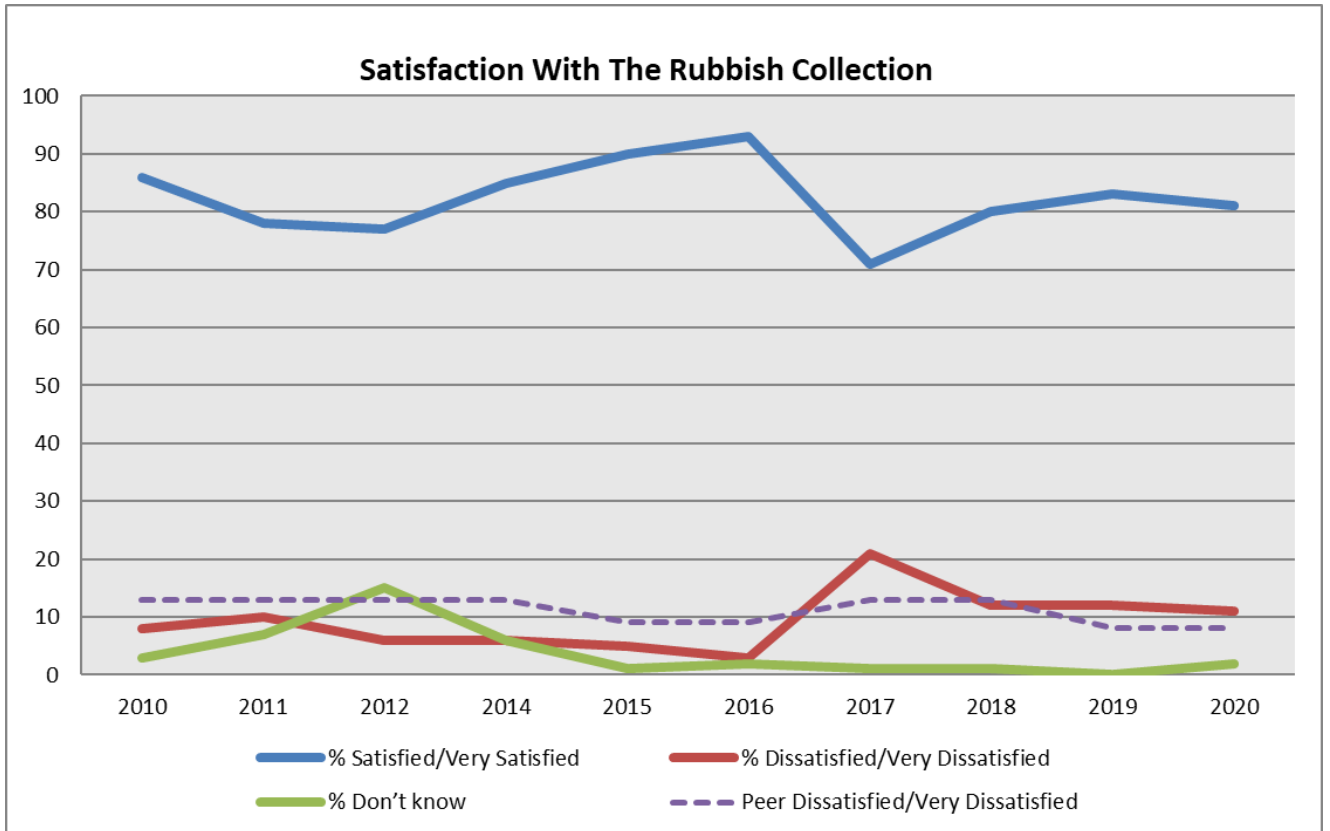


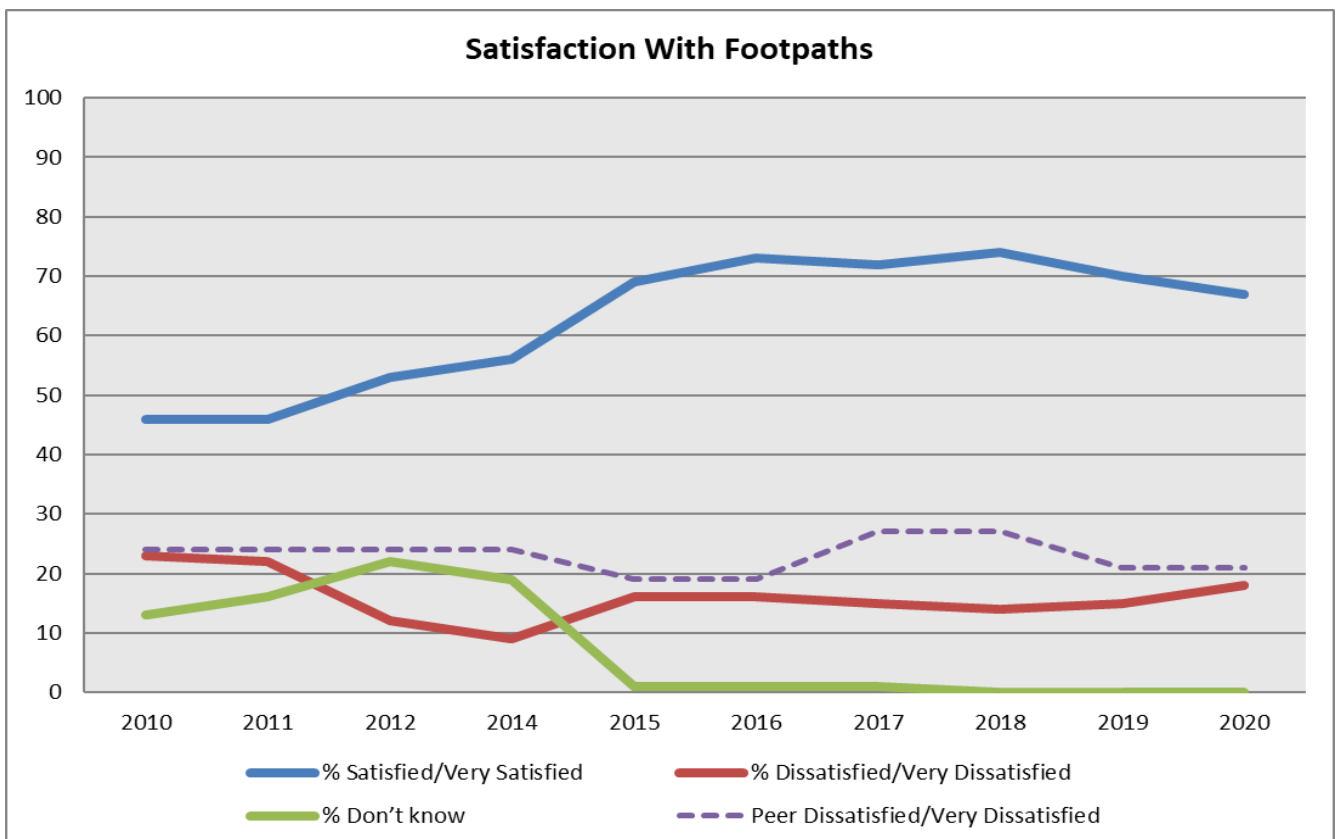
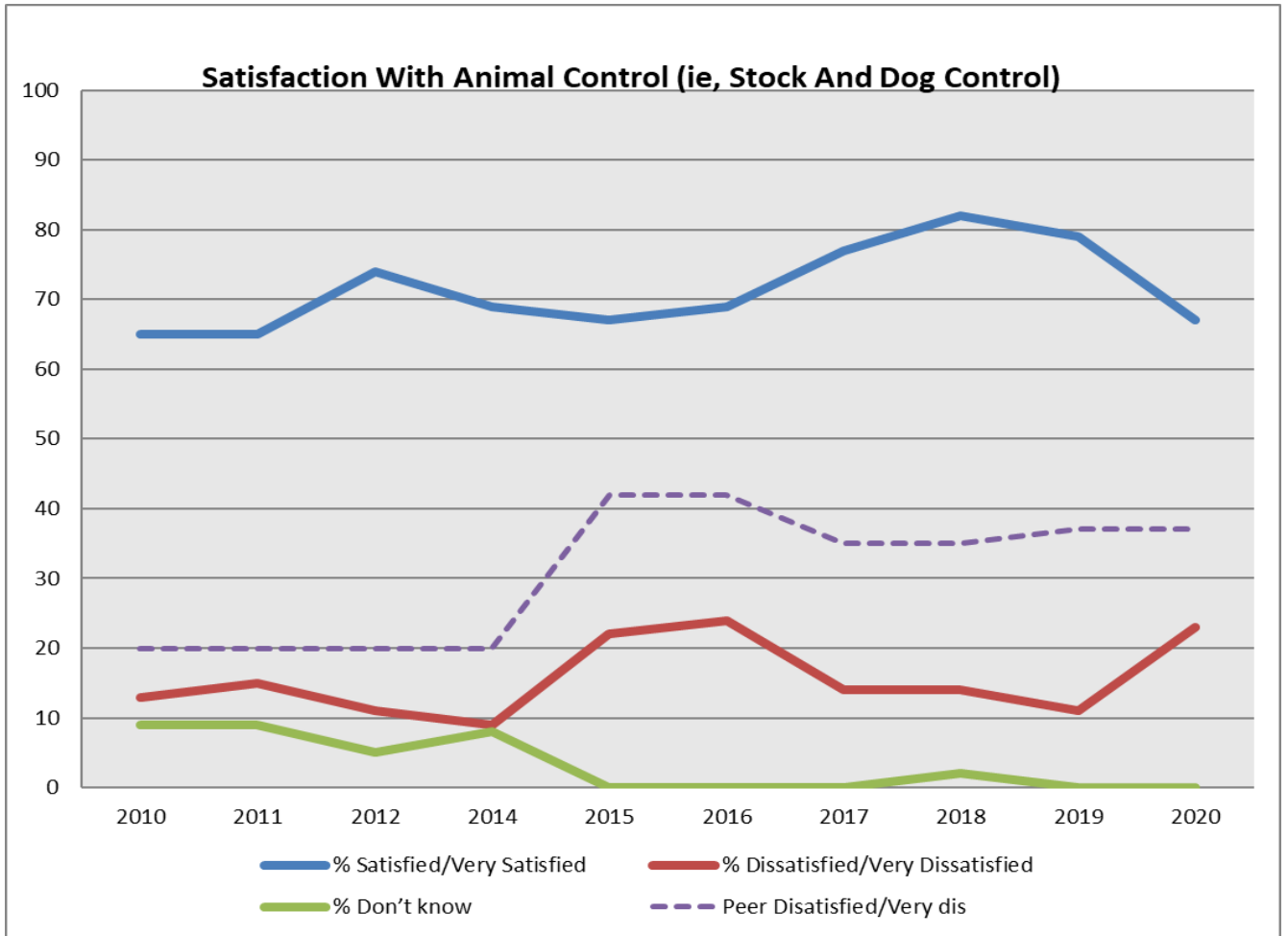


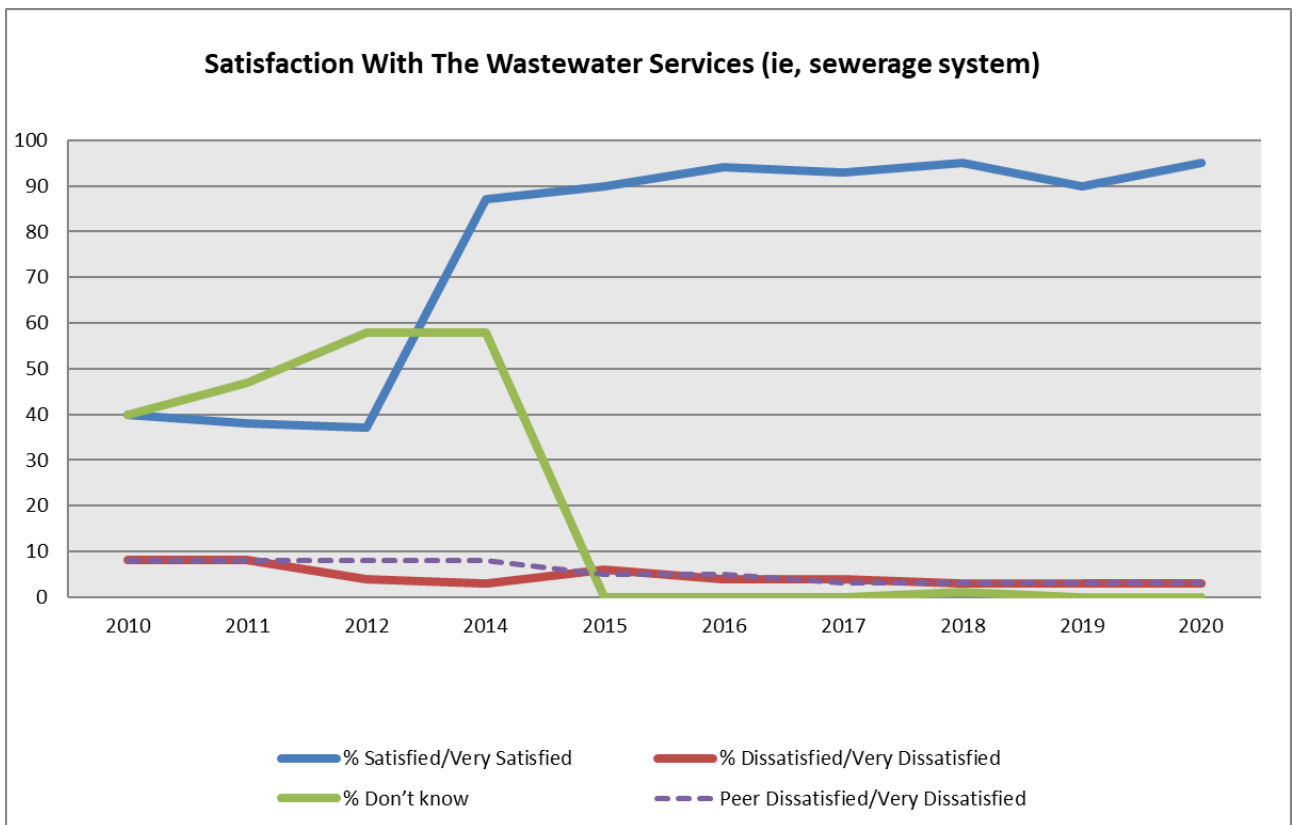
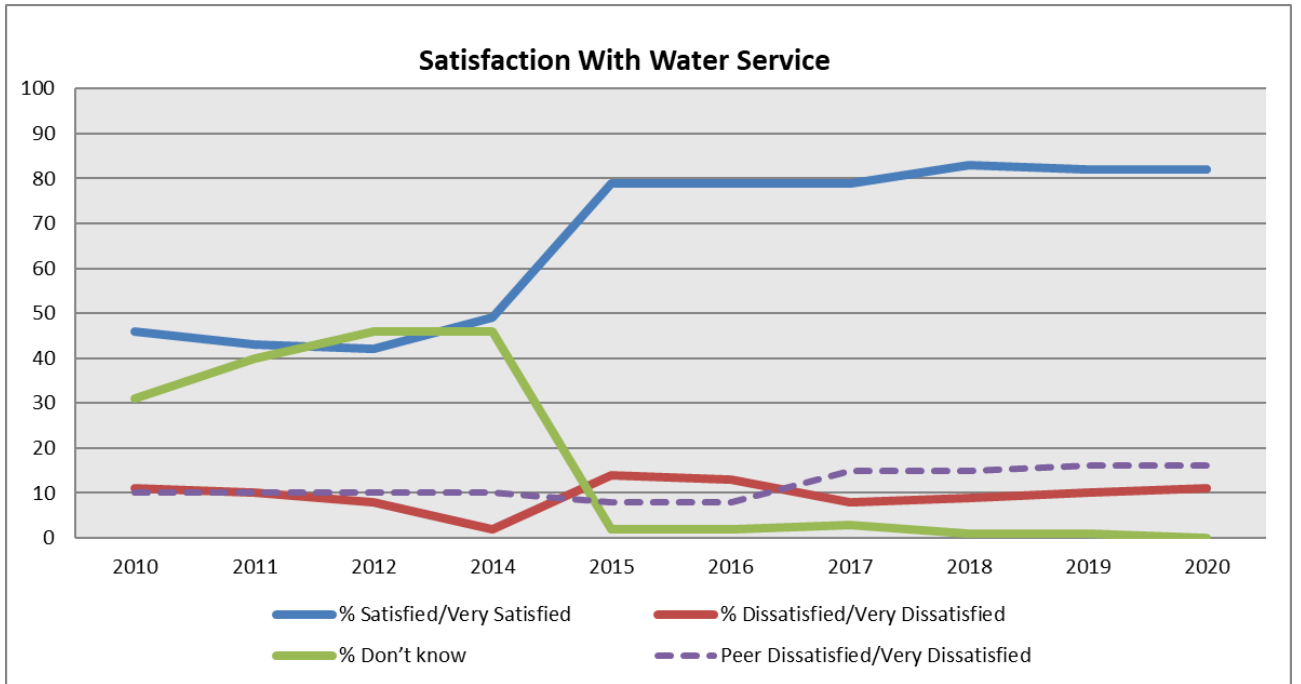


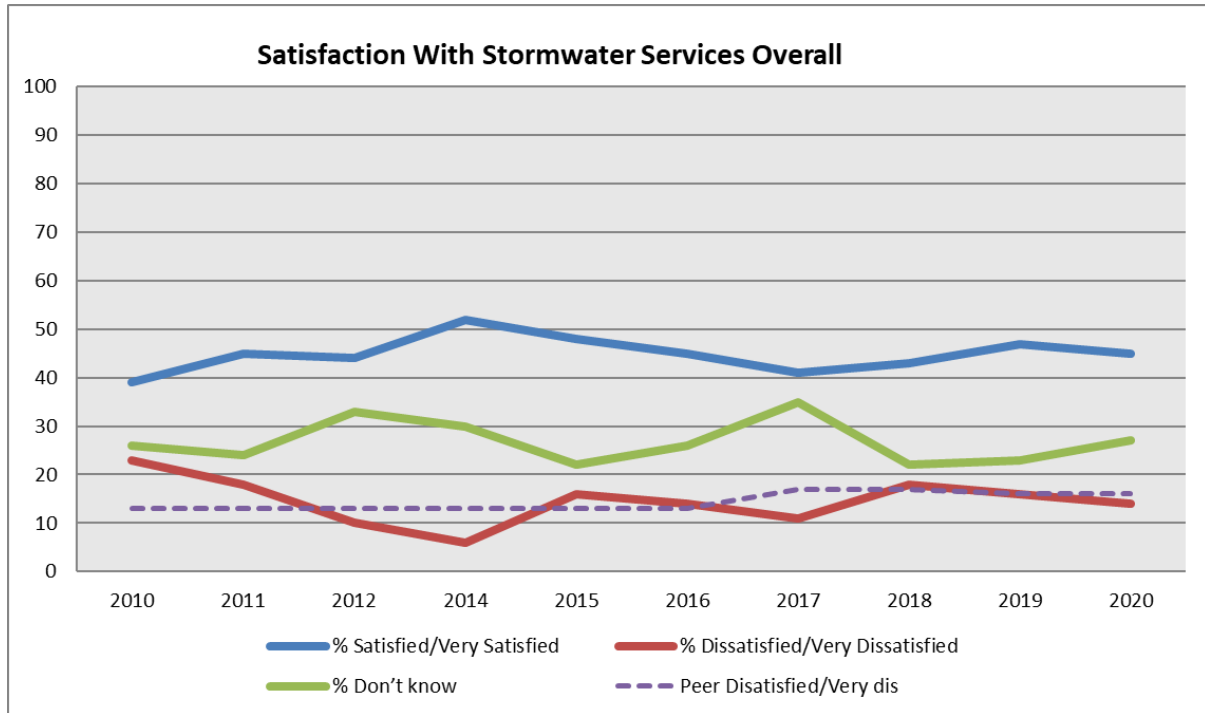




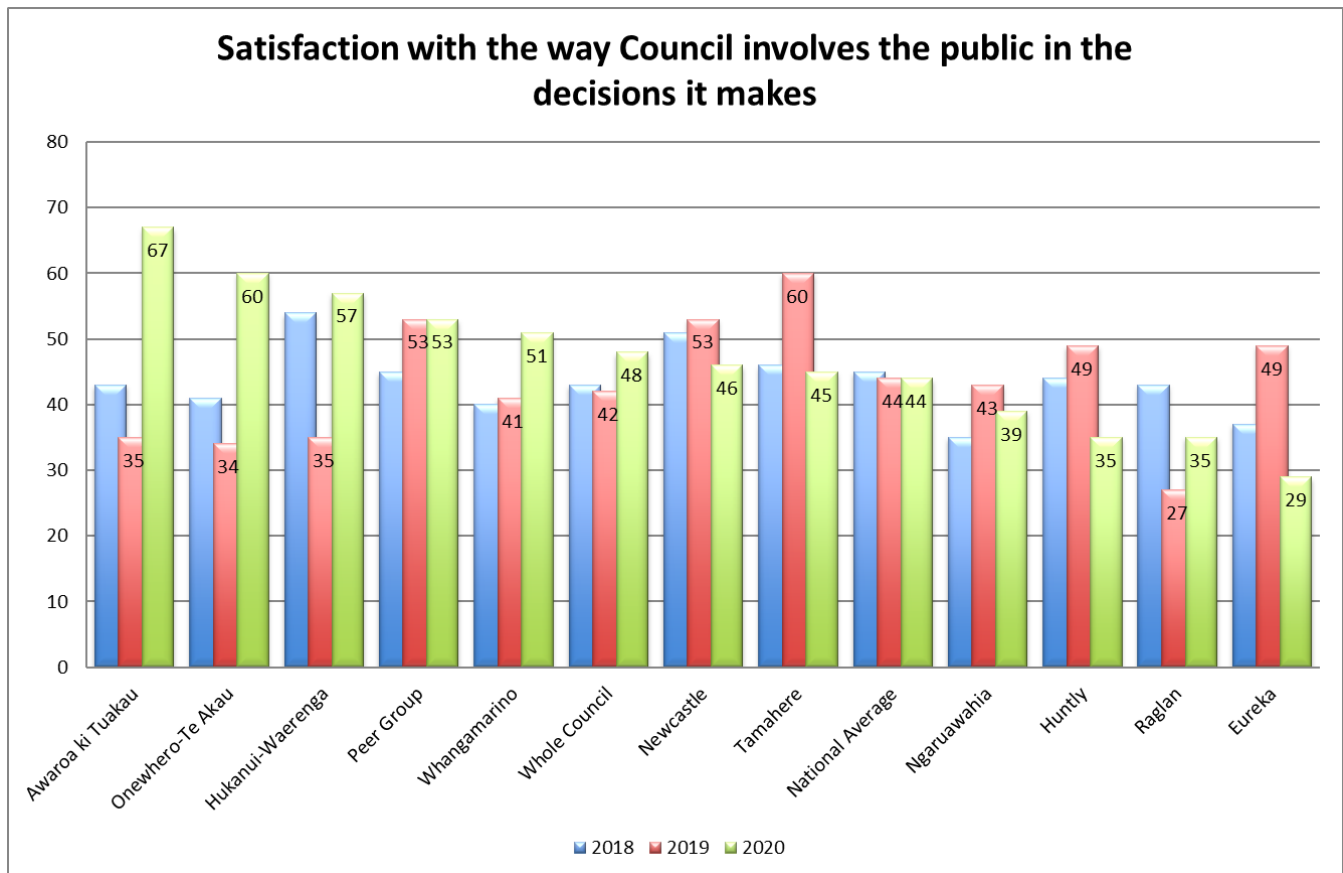
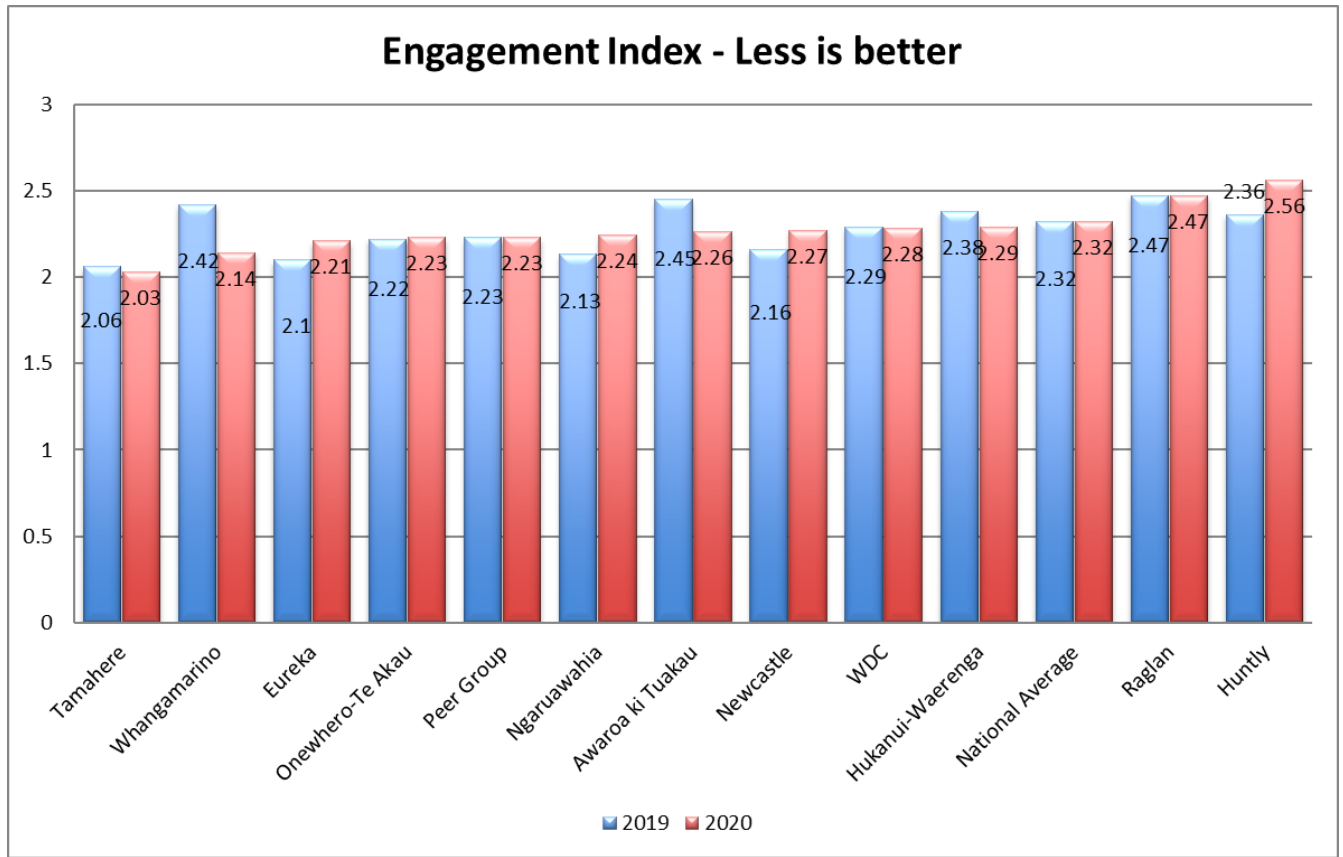




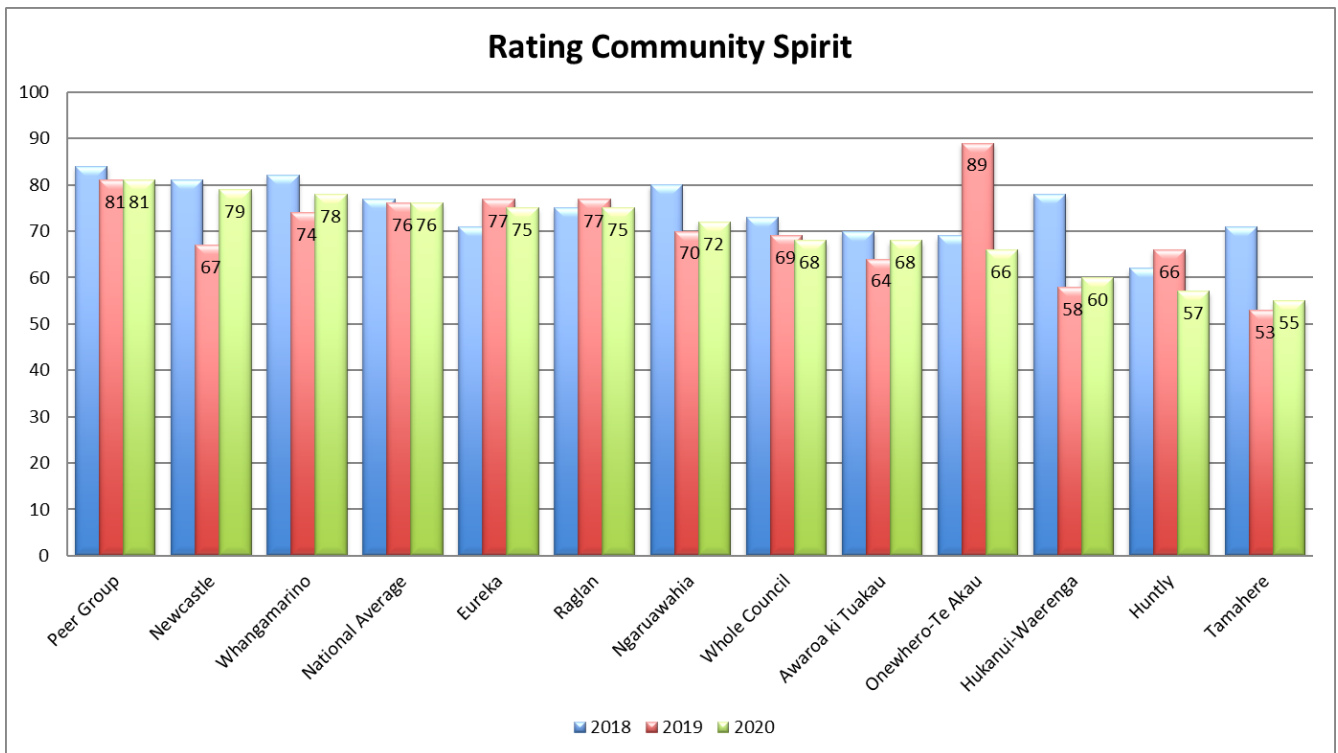
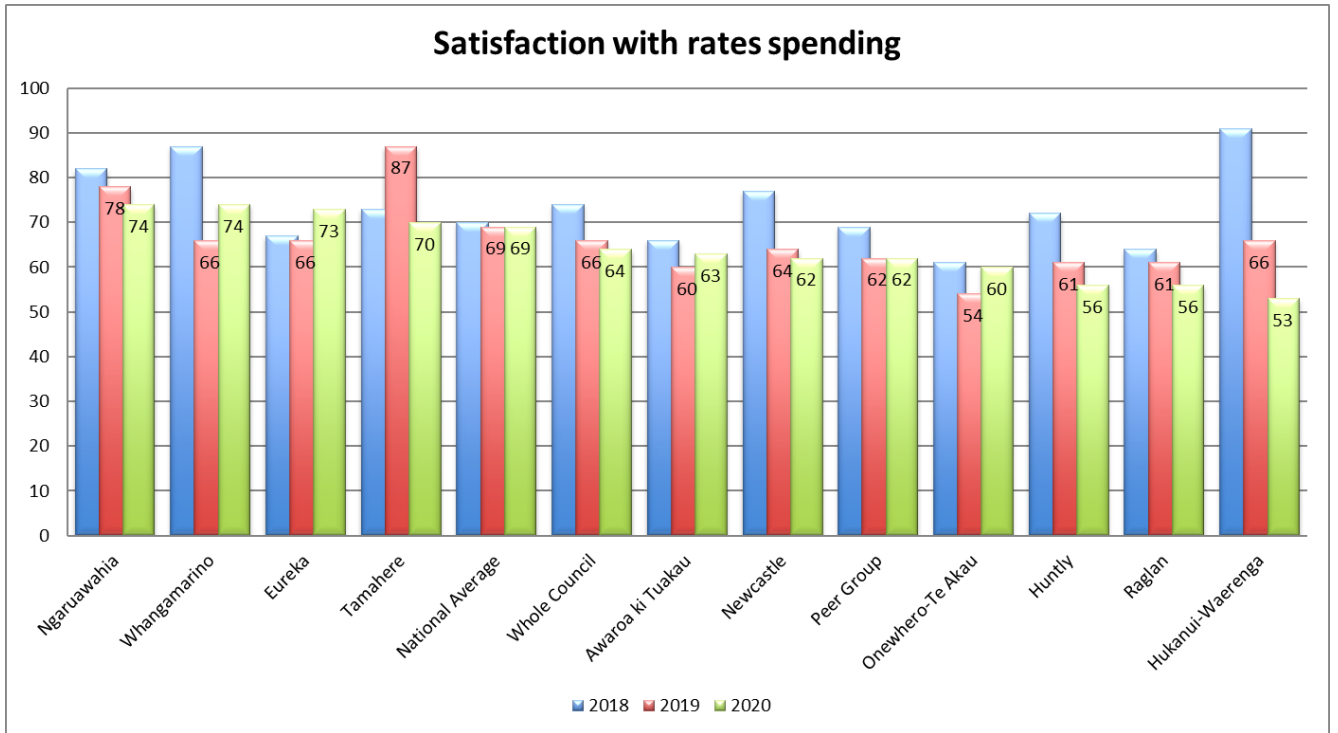


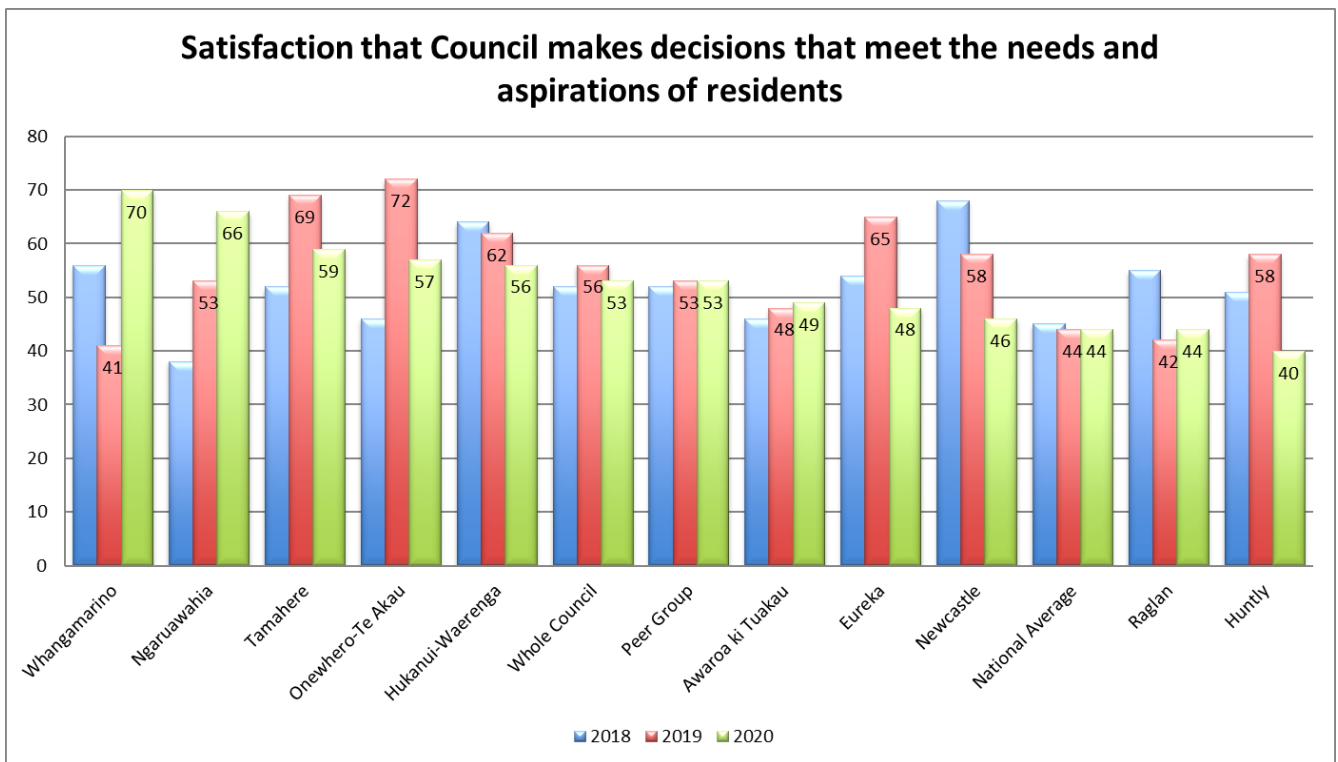
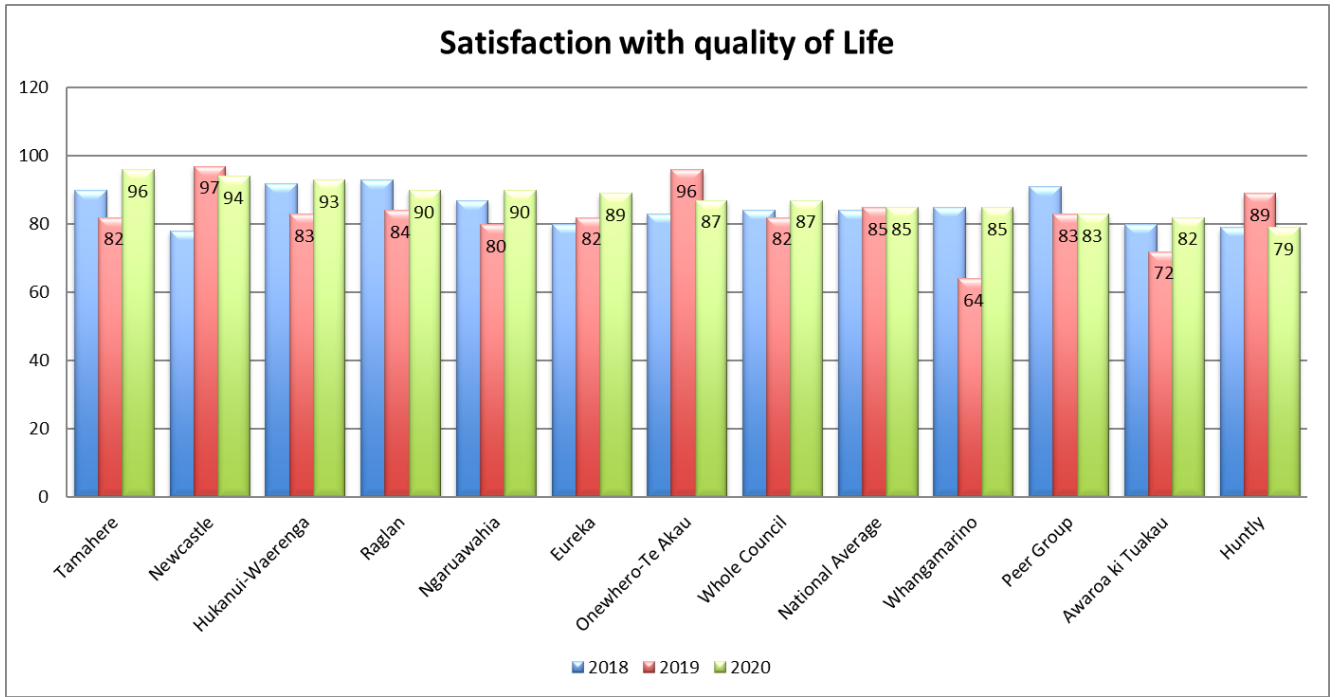


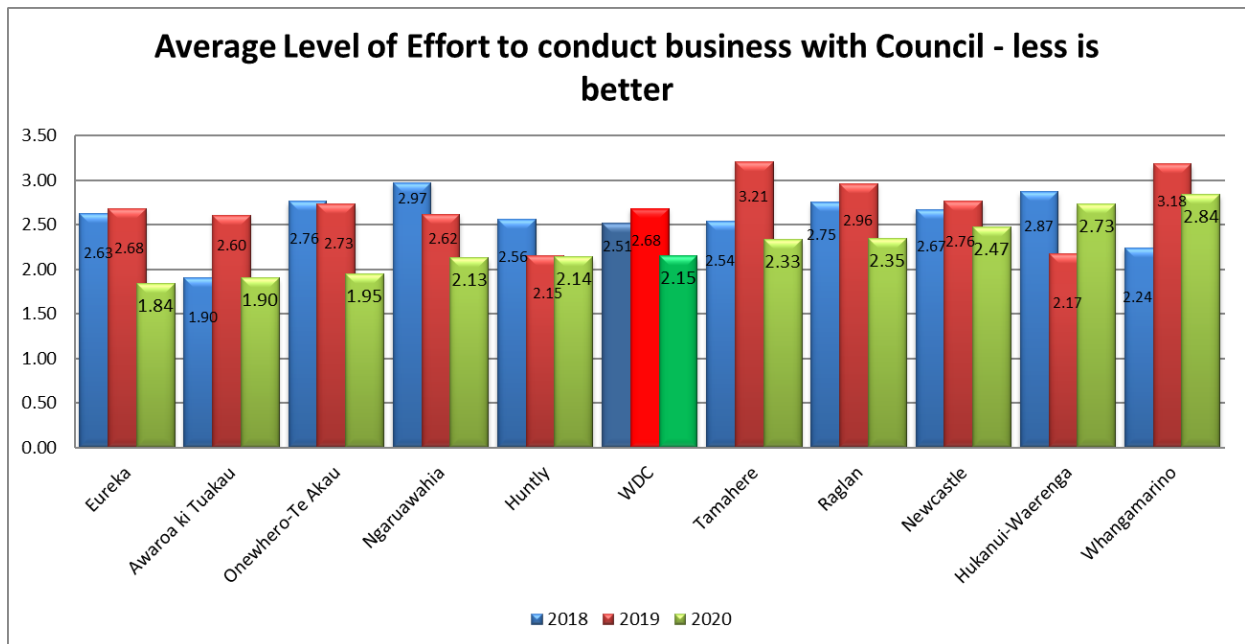
### Appendix 4 – Engagement Trend by Ward











### Open Meeting

<b>To</b>	Strategy & Finance Committee
<b>From</b>	A Diaz Chief Financial Officer
<b>Date</b>	18 August 2020
<b>Prepared by</b>	Colin Bailey Finance Manager
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV1318/
<b>Report Title</b>	Approved Counterparty Review

## I. EXECUTIVE SUMMARY

Treasury related transactions can only be entered into with organisations specifically allowed for under Council's Treasury Management Policy.

Counterparties and limits are approved on the basis of long-term and short-term credit ratings of A- and above and A2 or above respectively. Limits are spread across a number of Counterparties to manage credit exposure. Counterparty limits are reported quarterly, while credit ratings are reviewed on an ongoing basis with any material credit downgrades dealt with immediately. The Standard & Poors ratings are reported to the Committee every six months and any changes noted.

The current credit ratings (updated 25 May 2020) are shown in the table below:

	Long Term		Short Term		Within Policy?
	S&P	Policy	S&P	Policy	
ANZ Bank	AA-	A-	A-1+	A2	✓
ASB Bank	AA-	A-	A-1+	A2	✓
Bank of New Zealand	AA-	A-	A-1+	A2	✓
HSBC	AA-	A-	A-1+	A2	✓
Westpac	AA-	A-	A-1+	A2	✓

There has been no change since the ratings were last reported.

## 2. RECOMMENDATION

**THAT the report from the Chief Financial Officer be received.**

### **3. ATTACHMENTS**

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Nil

### Open Meeting

<b>To</b>	Strategy & Finance Committee
<b>From</b>	Alison Diaz Chief Financial Officer
<b>Date</b>	21 August 2020
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV1318 / 2722326
<b>Report Title</b>	General rate position for the year ended 30 June 2020

## 1. EXECUTIVE SUMMARY

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This report advises the general rate position for the financial year ending 30 June 2020 and seeks support for surplus funds to be set aside to support variances that may arise both in terms of council's ongoing recruitment drive and operational work programmes.

## 2. RECOMMENDATION

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**THAT** the report from the Chief Financial Officer be received;

**AND THAT** the Strategy & Finance Committee recommends to Council that the 2019/20 surplus of \$982,110 is transferred the general accounting reserve fund;

**AND FURTHER THAT** the Strategy & Finance Committee and Council note that \$614,000 of the 2019/20 surplus will be used to mitigate the general rate deficit in the current financial year (2020/21).

## 3. BACKGROUND

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Council has considered a number of budget adjustment requests during the year to address changes that occurred since the 2018-28 Long Term Plan was adopted. These budget adjustments include the approval of carry forwards from the prior financial year (moving remaining budget for projects not completed as at 30 June 2019 into 2019/20), along with amendments required as a result of tender processes and other ad-hoc funding requests that have arisen during the year. The comparison between this revised budget and actual expenditure and income determines whether the final general rate position is a surplus or a deficit.

## 4. DISCUSSION AND ANALYSIS OF OPTIONS

### 4.1 DISCUSSION

The difference between the revised budget and actual usage of general rate funding during the 2019/20 year has resulted in an overall surplus (after carry forward projects have been considered) of \$982,110.

The general rate surplus is calculated as follows, and is shown in the far-right column of the table below. Three prior year's results have also been provided.

The total general rate available (A) is the general rate income for 2019/20 combined with the general rate funding carried forward from 2018/19. Deducted from this amount (general rate available) is the general rate spent in 2019/20. The general rate required to be carried forward is then deducted which gives the net general rate surplus for the year.

<b>General Rate Breakdown</b>	<b>2016/17 Total \$</b>	<b>2017/18 Total \$</b>	<b>2018/19 Total \$</b>	<b>2019/20 Total \$</b>
General rate income for the year	50,910,839	53,480,823	57,952,509	62,220,207
Carried forward General Rate from the prior year	1,691,929	1,979,602	2,598,827	1,205,502
<b>Total Available (A)</b>	<b>52,602,768</b>	<b>55,460,425</b>	<b>60,551,336</b>	<b>63,425,709</b>
<b>Total General Rate spent (B)</b>	<b>(49,592,277)</b>	<b>(51,030,070)</b>	<b>(57,134,754)</b>	<b>(59,312,575)</b>
Surplus General Rate (A-B)	3,010,491	4,430,355	3,416,582	4,113,134
General Rate to be carried forward to the next year	(1,979,602)	(2,598,827)	(1,205,502)	(3,131,024)
<b>Total General Rate surplus</b>	<b>1,030,889</b>	<b>1,831,528</b>	<b>2,211,080</b>	<b>982,110</b>

### 4.2 SUMMARY OF MAJOR VARIANCES IMPACTING GENERAL RATE

The following variances explain the general rate surplus (rounded):

- General rate income was \$650,000 above expectations as further valuation updates from subdivision and building consents were processed during June 2019.
- Depreciation expense for parks and reserves was \$488,000 lower than anticipated.
- General rate funded staff costs were \$1,900,000 less than budget due to vacancies. \$864,000 of this was anticipated as salary savings in the LTP bringing the net surplus contribution to \$1,036,000.
- Consultant costs (mainly covering staff vacancies) were \$505,000 higher than budget (net of NZTA subsidy).

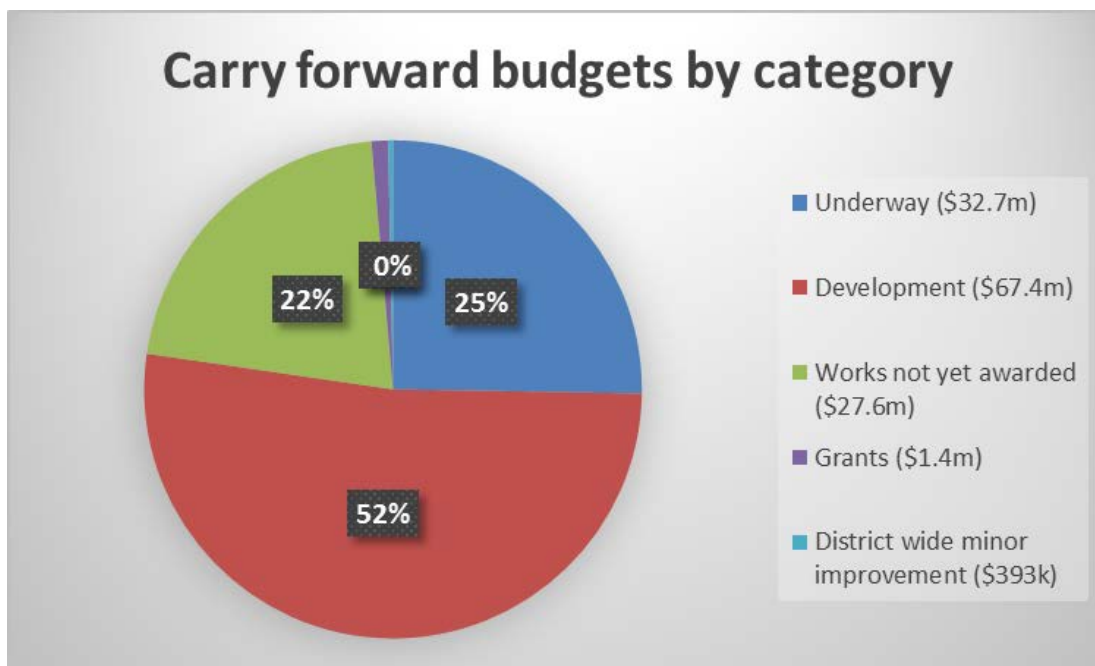
- External interest was \$310,000 above budgeted levels.
- District Plan costs in excess of budget of \$420,000 were absorbed, with a further \$2.3 million still to be recovered over future years (deficit reserve).

### 4.3 CARRY FORWARD OF BUDGET INTO 2020/21

Carry forwards arise when budgets are not fully expended by the end of the financial year.

The carry forward process for capital and one-off operational projects is transparent in that only budget legitimately associated with the same project is carried forward. Any remaining budget savings contribute to the general rate surplus.

Total capital and specific operational carry forwards (\$129 million, excluding vested assets) are summarised by category below:



Total carry forward requests have increased compared to the prior year, however, capital works projects not yet awarded have decreased from \$36.9 million in 2018/19 to \$27.6 million for 2019/20 (25%). Due to COVID-19 restrictions, the quantum of projects and routine work programmes to be carried forward is higher than would ordinarily be expected.

Development works have been presented as a gross amount in the graph above rather than net of development contribution income. Approximately half of the development works amount relates to water and wastewater projects in Te Kauwhata. These works form part of Council's Housing Infrastructure Facility Agreement (interest free loan) and will commence pending approval of the mid-Waikato Waters Servicing Strategy. Development contribution income that has been assessed but is not yet payable is approximately \$30 million.



#### **4.4 2020/21 GENERAL RATE DEFICIT**

Rating growth estimates for the 2020/21 Annual Plan have not been achieved. The rates strike was based on a capital value \$27 million lower than forecast, with the number of properties also below budgeted levels. As per the purpose/intent of the general accounting reserve fund, the \$614,000 general rate deficit will be covered via the surplus identified in this report.

Retaining the uncommitted surplus funds will help mitigate against unforeseen or difficult to quantify expenditure such as district plan appeals, liability claims, legislative change etc.

#### **4.5 OPTIONS**

The Council could decide to:

- (a) Transfer the general rate surplus in full to the General Accounting Reserve Fund, covering the 2020/21 general rate deficit, or
- (b) Allocate the surplus, in full or otherwise, to specific projects acknowledging the current general accounting reserve fund balance would likely remain in deficit.

Consideration should be given to the capacity of the organisation to undertake additional work over and above what has already been committed via the LTP and finalisation of prior year work programmes.

Option (a) is preferred in support of managing ratepayer funds prudently.

## **5. CONSIDERATION**

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### **5.1 FINANCIAL**

Changes to timing of projects affect reserve balances, therefore, there will be variances between the budgeted opening balances for 2019/20 and actual opening balances. The delays in capital works could create one-off positive variances in the new financial year for both debt repayment and depreciation expense.

### **5.2 STRATEGY, PLANS, POLICY AND PARTNERSHIP ALIGNMENT**

Any items recommended for funding from the General Accounting Reserve Fund should align with the Council's strategic direction of financial prudence as contained within the LTP and finance strategy.

### **5.3 ASSESSMENT OF SIGNIFICANCE AND ENGAGEMENT POLICY AND OF EXTERNAL STAKEHOLDERS**

Residents, ratepayers, Iwi partners and other key stakeholders are consulted with in order to set work programmes and levels of service for the LTP and associated Annual Plans. The Significance & Engagement policy is not triggered for the proposed transfer of surplus to Council reserves.

## **6. CONCLUSION**

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Carry forwards when coupled with net operational savings has resulted in a general rate surplus of \$982,110. However, the current year's rate strike is \$614,000 below anticipated levels. Council are being asked to transfer the surplus funds to the General Accounting Reserve Fund, noting that the current year's deficit would be funded from this source.

### Open Meeting

<b>To</b>	Strategy & Finance Committee
<b>From</b>	Gavin Ion Chief Executive
<b>Date</b>	24 August 2020
<b>Prepared by</b>	Grace Brady Democracy Advisor
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV1318
<b>Report Title</b>	Exclusion of the Public

## I. RECOMMENDATION

**THAT the public be excluded from the following parts of the proceedings of this meeting.**

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

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
Item 1.1 Confirmation of Public Excluded Minutes	Good reason to withhold exists under Section 6 or Section 7 Local Government Official Information and Meetings Act 1987	Section 48(1)(a)
Item 2.1 S&F PEX Action Register		

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public, as follows:

Item No.	Section	Interest
Item 1.1		Refer to the previous Public Excluded reason in the agenda for this meeting.
Item 2.1		Refer to the previous Public Excluded reason in the agenda for this meeting.