



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

Kaupapataka Agenda

NOTICE OF A MEETING OF COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE

Date: Wednesday 9 April 2025

Time: 9:30 am

Venue: Council Chamber

MEMBERSHIP

Chair

Cr Kai Fong

Members

Cr Brown (Deputy Chair)

Cr Waru (Deputy Chair)

Mayor Tapsell

Cr Kereopa

Cr Barker

Cr Maxwell

Cr Lee

Cr Paterson

Cr Wang

Cr O'Brien

Quorum

6

**Andrew Moraes
Chief Executive**

NGĀ TUKUNGA HAEPAPA TE KAUNIHERA
COUNCIL DELEGATIONS

COMMUNITY AND DISTRICT DEVELOPMENT

Type of Committee:	Whole of Council Committee
Subordinate to	N/A
Subordinate Committees	N/A
Legislative Basis	Schedule 7, clause 30 (1) (a), Local Government Act 2002.
Purpose	To oversee planning, monitoring, education and enforcement activities, and guide the economic and physical development and growth of the Rotorua District.
Membership	Mayor Deputy Mayor All Councillors
Quorum	6
Meeting frequency	Monthly
Delegations	<ul style="list-style-type: none"> • Oversee the management of council’s planning, monitoring, education and enforcement activities, including: <ul style="list-style-type: none"> ○ Community safety ○ Regulatory and compliance ○ Environmental health ○ Animal Control ○ Parking Enforcement ○ Noise control ○ Food Act ○ Building Control ○ Consents and inspections ○ Resource Consents ○ Subdivision, land use and development control ○ District Plan ○ Plan Changes ○ Arts and Culture ○ Community wellbeing • Lead and oversee District Plan reviews and associated plan changes • Encourage engagement with the business community, economic agencies and major economic sectors that enables and attracts smart investment • Monitor Council’s contribution to the Te Arawa Vision (specifically in relation to Community and District Development outcomes) • Development and implementation of Economic Development Strategy/Framework

	<ul style="list-style-type: none">• Development and implementation of a Destination Management Plan• Central business district - revitalised growth and development included focus on Fenton Street Corridor• District growth and development• Council controlled organisations (CCO's) - advising on the content of the annual Statement of Expectations, agreement on Statement of Intent, monitoring against the Statement of Intent the financial and non-financial performance of CCO's• Make appointments and authority to remove appointments to Council-Controlled Organisations (CCO's).
Relevant Statutes	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.

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1 KARAKIA WHAKAPUAKI – OPENING KARAKIA

Tūtawa Mai

Tūtawa mai i runga

Tūtawa mai i raro

Tūtawa mai i roto

Tūtawa mai i waho

Kia tau ai te mauri tū

Te mauri ora, ki te katoa

Hāumi e. Hui e. Tāiki e!

Tūtawa Mai

I summon from above

I summon from below

I summon from within

I summon the surrounding environment

The universal vitality and energy to infuse and enrich all present

Enriched, unified and blessed

2 NGĀ WHAKAPĀHA – APOLOGIES

The Chair invites notice from members of:

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

3 WHAKAPUAKITANGA WHAIPĀNGA – DECLARATIONS OF INTEREST

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

4 NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE - URGENT ITEMS NOT ON THE AGENDA

Items of business not on the agenda which cannot be delayed

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

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

The Chair shall state to the meeting.

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

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

s.46A (7), LGOIMA

Discussion of minor matters not on the agenda.

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

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

s.46A (7), LGOIMA

5 TE WHAKAŪ I NGĀ MENETI - CONFIRMATION OF MINUTES

**5.1 MINUTES OF THE COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE MEETING
HELD ON 12 MARCH 2025**

RECOMMENDATION

- 1. That the minutes of the Community and District Development Committee Meeting held 12 March 2025 be confirmed as a true and correct record.**

Minutes (Draft)

Community and District Development Committee meeting
held Wednesday 12 March 2025 at 9.30 am
Council Chamber, Rotorua Lakes Council

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

APOLOGIES: None

IN ATTENDANCE: H Ngawhika – Area Commander – Rotorua;
T Cossar, Chair – RotoruaNZ Ltd;
A Wilson, Chief Executive, RotoruaNZ.

STAFF PRESENT: A Moraes, Chief Executive;
T Collé, Group Manager, Organisational Performance & Innovation;
J-P Gaston, Group Manager, Destination Development;
S Michael, Group Manager, Infrastructure and Assets;
A Wilson, Group Manager, Community Experience;
P Warbrick, Manahautū Te Arawa Hourua;
D Jensen, Chief Financial Officer;
K Kennett, Inner City Safety Manager;
K-A Panapa, Director, Thriving Communities;
S Kelly, Development & Partnerships Manager;
G Kieck, Manager - Governance, Strategy & Compliance;
N Michael, Executive of Communications – Mayor's Office;
D Cossar, Governance & Democracy Lead;
G Konara, Governance & Democracy Advisor.

The meeting opened at 9.31am.

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

1 KARAKIA WHAKAPUAKI – OPENING KARAKIA

Cr Maxwell opened the meeting with a Karakia.

2	NGĀ WHAKAPĀHA – APOLOGIES
	Nil

Attendance: Cr Waru joined the meeting at 9.33am.

3 WHAKAPUAKITANGA WHAIPĀNGA – DECLARATIONS OF INTEREST

Nil

4 NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE – URGENT ITEMS NOT ON THE AGENDA

Nil

Minor Matters:

- Cr Paterson noted that “Stand Children’s Services” have requested Council’s support to continue to operate.

The Chair asked Cr Paterson to liaise with the Group Manager – Community Experience to arrange a meeting.

Mayor Tapsell noted that Stand Children’s Services reached out to her for support and they have managed to extend the time for few more months. A meeting is to be arranged.

Attendance: Cr Lee joined the meeting at 9.34am.

- Cr Wang reminded elected members about maintaining decorum when using social media and not targeting staff.
- Cr O’Brien requested that additional information relating to agenda items be received at the same time as the agenda.

The Chair noted that the agenda packs are uploaded 7 days prior to the meeting and sometimes staff are still working on the information after the agenda has been published.

5 TE WHAKAŪ I NGĀ MENETI - CONFIRMATION OF MINUTES

5.1 MINUTES OF THE COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE MEETING
HELD ON 12 FEBRUARY 2025

RESOLVED CDD 25/03-010

Moved: Cr O'Brien

Seconded: Mayor Tapsell

- 1. That the minutes of the Community and District Development Committee Meeting held 12 February 2025 be confirmed as a true and correct record with the correction noted in regards to voting recorded for item number 7.1 - Short-Term Accommodation Working Group Establishment.**

Cr Kai Fong noted that her voting should be correctly recorded as "for" and not as "against" as recorded in the draft minutes.

Voting recorded before correction was:

Resolution - CDD 25/02-005

- 2. That the Committee approve the terms of reference for the Short-term Accommodation Working Group.*
- 3. That the Chief Executive undertake the recruitment process for the group, in conjunction with the Council representatives made up of 3 from the Short-term rental accommodation sector, 1 from the commercial accommodation sector and 1 from the Rotorua tourism sector.*
- 4. That updates on the progress of the group be included in regular progress reports.*

In Favour: Cr Barker, Cr Lee, Cr Kereopa, Cr Maxwell, Cr Paterson and Cr O'Brien

Against: Cr Kai Fong, Cr Brown, Cr Waru and Cr Wang

CARRIED 6/4

Corrected record is as below:-

Resolution - CDD 25/02-005

Moved: Cr O'Brien

Seconded: Cr Paterson

- 2. That the Committee approve the terms of reference for the Short-term Accommodation Working Group.*
- 3. That the Chief Executive undertake the recruitment process for the group, in conjunction with the Council representatives made up of 3 from the Short-term rental accommodation sector, 1 from the commercial accommodation sector and 1 from the Rotorua tourism sector.*

4. That updates on the progress of the group be included in regular progress reports.

In Favour: Cr Kai Fong, Cr Barker, Cr Lee, Cr Kereopa, Cr Maxwell, Cr Paterson and
Cr O'Brien

Against: Cr Brown, Cr Waru and Cr Wang

CARRIED 7/3

CARRIED

6 NGĀ TĀPAETANGA - PRESENTATIONS

6.1 SUMMER COMMUNITY SAFETY UPDATE

Inspector Herby Ngawhika, Area Commandar – Rotorua, Jean-Paul Gaston and Kylie Kennett spoke to a presentation titled “Community Safety Update” (ECM -21188266).

Action Point

- Mayor Tapsell requested confirmation as to whether Council has resumed the funding for testing wasterwater for drugs and alcohol substances.

7 PŪRONGO KAIMAHI – STAFF REPORTS

7.1 ROTORUANZ LIMITED CCO QUARTERLY REPORT

RESOLVED CDD 25/03-011

Moved: Cr Brown

Seconded: Cr Paterson

1. That the report ‘RotoruaNZ Limited CCO Quarterly Report’ be received.

CARRIED

Tim Cossar, Chair – RotoruaNZ and Andrew Wilson, Chief Executive – RotoruaNZ overviewed the report and spoke to a presentation titled “RotoruaNZ - 2nd Quarter Report” (ECM - 21188263).

7.2 YOUTH COUNCIL 2025 UPDATE

RESOLVED CDD 25/03-012

Moved: Cr Maxwell

Seconded: Cr Wang

- 1. That the report 'Youth Council 2025 Update' be received.**

CARRIED

Alex Wilson and Kelly-Anne Panapa overviewed the report.

RESOLVED CDD 25/03-013

Moved: Cr Waru

Seconded: Cr Wang

- 2. That the Community and District Development Committee notes the Youth Council 2025 appointments.**

CARRIED

The meeting adjourned at 10.59am and resumed at 11.16am.

**8 HE WHAKATAUNGA KIA HOKI ATU TE ARONGA O TE HUI HAI HUI TŪMATAWHĀNUI –
RESOLUTION TO MOVE INTO PUBLIC EXCLUDED (TO CONSIDER AND ADOPT
CONFIDENTIAL ITEMS)**

RESOLVED CDD 25/03-014

Moved: Cr Brown

Seconded: Cr Wang

- 1. That Community and District Development Committee resolves to exclude the public on the grounds contained in Section 48(1) of the Local Government Official Information and Meetings Act:**

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
8.1 - Confidential Minutes of the Community and District Development Committee Meeting held on 12 February 2025	Please refer to the relevant clause/s in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).
8.2 - Rotorua Housing Plan Progress Update	s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
Plain English	Commercial Negotiations	
<p>Consideration has been given to public interest in these matters and officers' advice is that the above reasons for confidentiality outweigh the public interest in the matters.</p> <p style="text-align: right;">CARRIED</p>		

The meeting moved in to public excluded session at 11.16am.

CLOSED SESSION

The meeting moved out of public excluded session at 12.03pm.

OPEN SESSION

10 TE KARAKIA WHAKAMUTUNGA – CLOSING KARAKIA

Cr Maxwell closed the meeting with a Karakia.

The Meeting closed at 12.04pm.

To be confirmed at the Community and District Development Committee meeting on 9 April 2025.

Rotorua Lakes Council is the operating name of Rotorua District Council

6 NGĀ TĀPAETANGA - PRESENTATIONS

Nil

7 PŪRONGO KAIMAHI – STAFF REPORTS

7.1 STATEMENTS OF INTENT FOR COUNCIL CONTROLLED ORGANISATIONS FOR THE YEAR COMMENCING 1 JULY 2025 - ROTORUANZ AND ROTORUA REGIONAL AIRPORT LIMITED

Doc ID: 21207735

Prepared by: Jean-Paul Gaston, Group Manager, Destination Development

Approved by: Andrew Moraes, Chief Executive

Attachments: 1. RotoruaNZ Statement of Intent (under separate cover)
2. Rotorua Regional Airport Statement of Intent (under separate cover)

1. TE PŪTAKE PURPOSE

The purpose of this report is to consider the draft Statements of Intent (SOI) for two of the Council Controlled Organisations (CCOs) namely RotoruaNZ and Rotorua Regional Airport Limited and for the Rotorua Lakes Council (RLC) to provide feedback to each company before the companies provide their finalised Statement of Intent to RLC prior to 30 June 2025.

Officers have not identified any substantive alterations for consideration.

HE TŪTOHUNGA RECOMMENDATION

1. That the report 'Statements of Intent for Council Controlled Organisations for the year commencing 1 July 2025 - RotoruaNZ and Rotorua Regional Airport Limited' be received.

2. That the Committee resolves to submit [no comments] OR [the below comments] on the Draft Statements of Intent for RotoruaNZ Limited and Rotorua Regional Airport Limited as outlined in this report.

2. TE TĀHUHU BACKGROUND

Each CCO is required to have a SOI in place by 30 June of each year.

The purpose of the SOI is to:

- Publicly state the activities and intentions of a CCO for the year and the objectives to which those activities will contribute.
- Provide an opportunity for shareholders to influence the direction of the organisation.
- Provide a basis for the accountability of directors to the shareholders for the performance of the organisation.

The requirements for a SOI are stated in the 8th schedule of the Local Government Act.

Unless notified otherwise, the Board must submit a draft SOI to Council by 1 March.

RLC may make comments on the draft SOI and provide them to the board as a formal response.

The Board must consider any comments on the draft SOI and deliver the completed SOI on or before 30 June.

Section 60 of the Local Government Act requires that any decision made by the Board is consistent with the SOI and the company's constitution.

3. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS

In the following sections we provide a brief overview of each of the CCO's SOI's.

3.1 ROTORUANZ

3.1.1 Statement of Intent

The RotoruaNZ SOI is prepared in accordance with Section 64(1) of the Local Government Act 2002 and is a comprehensive document covering all items required in a SOI.

The SOI is structured into the following key sections:

- Introduction
- About RotoruaNZ Limited
- Our purpose
- Our strategic framework
- Our work plan
 - Strengthen place brand equity
 - Marketing and communications – *Promotion of Rotorua as world-class destination, and positioning of RotoruaNZ as a trusted partner*
 - Delivery of the Rotorua events strategy – strengthening Rotorua's reputation, enhancing vibrancy and delivering economic impact
 - Destination Sales – *Delivering sales across key commercial venues (Energy Events Centre and Sir Howard Morrison Centre), international, business events, education and groups*
 - Visitor services and venue operations: Providing high quality service delivery across operational teams
 - Business Growth, Insights, and Investment Attraction – Delivering economic development initiatives, with a focus on priority sectors– tourism and forestry – and facilitating broader business growth initiatives
- RotoruaNZ operating principles
- Performance outlook
 - Key Performance Measures
 - Monitoring Indicators
- Summary of Financials
 - Council Funding CCO Budget YE June 30 2026
 - Ratio of Shareholders Funds to Total Assets

- Accounting Policies
- Dividend Policy
- Acquisition and Divestment Policy
- Governance
 - Responsibilities of Directors
 - Expectations of Board members
 - Governance process policies
- Responsibility to Shareholder
 - Statement of Intent
 - Information flows and reporting
- Health and Safety

It should be noted that as the Regional Tourism Organisation (RTO) and Economic Development Agency (EDA), RotoruaNZ's SOI is likely to be the most publicly viewed of all of the CCOs and is set out accordingly.

Staff have provided the following informal feedback to improve the SOI:

- Note Council's outcomes from the Long-term Plan in the SOI.
- Fill in the major events measures for the final SOI.
- Note in section 10 that RLC will detail service level agreements for support services.

If Council wishes these or additional instructions to be detailed in the final SOI, these should be listed in the resolution.

The draft SOI is included as Attachment 1.

3.2 ROTORUA REGIONAL AIRPORT LIMITED (RRAL)

3.2.1 Statement of Intent

The RRAL SOI is prepared in accordance with Section 64(1) of the Local Government Act 2002 and is a comprehensive document covering all items required in a SOI.

The SOI is prepared with the following sections:

- Introduction
- Ownership & Governance
- About Us
- Current Operating Environment
- Relationship with Shareholder
- Relationship with Iwi
- Our Purpose and Vision
- Key Priorities and Objectives
- Capital Expenditure
- Performance Measures
- Signatories
- Appendix 1

Staff have provided the following informal feedback to improve the SOI:

- Note somewhere in the SOI that RRAL continues to seek new carriers/airport relationships.
- Detail the business park story and expected iwi engagement.

If Council wishes these or additional instructions to be detailed in the final SOI, these should be listed in the resolution.

The full draft SOI is included as Attachment 2.

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

The decisions or matters of this report are not considered significant in accordance with the Council's Significance and Engagement Policy. The process is dictated by requirement of the LGA 2002.

**5. NGĀ KŌRERA O TE HAPORI ME TE WHAKATAIRANGA
COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY**

Consultation on this matter is not required. It is important to note the final SOI needs to be publicly available.

**6. HE WHAIWHAKAARO
CONSIDERATIONS**

**6.1. Mahere Pūtea
Financial/Budget Considerations**

See financial sections of SOIs.

**6.2. Kaupapa Here Me Ngā Hiraunga Whakariterite
Policy and Planning Implications**

There are no policy implications. SOIs are expected to reflect Council's overall direction and priorities for delivery by the CCOs.

**6.3. Te Aromatawai Whakapātanga Ki Te Tāngata Whenua
Tāngata Whenua Impact Assessment**

No specific assessment has been undertaken outside of the Council's previous processes to establish CCOs and provide information on their direction and funding levels in the LTP.

**6.4. Tūraru
Risks**

Not applicable.

**6.5. Te Whaimana
Authority**

Feedback requirements on the draft SOIs is delegated to Council committees.

7.2 COUNCIL UPDATE - "ACCESSIBILITY FOR ALL" MANAGEMENT POLICY

Doc ID: 21146285
Prepared by: Kelly-Anne Panapa, Director, Thriving Communities
Approved by: Andrew Moraes, Chief Executive
Attachments: 1. 'Accessibility for All' management policy
2. Accessibility Policy - Implementation plan

**1. TE PŪTAKE
PURPOSE**

To present the inaugural RLC 'Accessibility for All' management policy to the Community and District Development Committee for noting.

**HE TŪTOHUNGA
RECOMMENDATION**

1. That the report 'Council Update - "Accessibility for All" - Management Policy' be received.

**2. TE TUHINGA WHAKARĀPOPOTOTANGA
EXECUTIVE SUMMARY**

In March, 2025 the Executive Leadership team adopted RLC's inaugural 'Accessibility for All' management policy. Development of the Policy saw a range of engagements with members of the disability community, disability sector, Council staff and elected members. The Council is committed to identifying, preventing and removing barriers to participation for all throughout the lifespan. The Council acknowledges that for disability and aged community, the lived reality is more acute. The insights of members of the local disability community have guided the development of this policy the following four 'community aspirations' were articulated and underpin the policy:

1. Council as local leaders
2. Provide for deliberate, thoughtful design that improves access
3. Aspire for our independence, dignity and joyful lives
4. Assure our visibility, inclusion and representation

The Policy applies to the following where they are new projects and renewals and fall within current budget levels

- Council owned and/or managed buildings and facilities
- public places including parks, reserves and walkways

- the Council roading network including footpaths and shared paths
- Council services, processes and projects
- Council communications and access to information
- Council run events
- Council employment and staffing policies

Longer-term initiatives, will form part of future LTP budgetary decisions.

3. TE TĀHUHU BACKGROUND

As a provider of public services and facilities, Rotorua Lakes Council (RLC) has a significant role to support access for all people.

In 2019 an audit report identified that whilst RLC was able to articulate adequate and good practices in respect of promoting a culture which prioritises accessibility – The following barriers have constrained further progress:

- Not yet a priority activity for elected officials
- Not yet a priority for managers and other employees
- The cost of retrofitting existing infrastructure
- Budget

There has been a marked shift in the context limiting progress at RLC since 2019. Whilst budgetary constraints remain as local and global economic forces exacerbate financial pressures, RLC has prioritised improving accessibility, contributing to the Council vision of “A Better Rotorua for All”.

An accessibility policy has been developed and adopted by the RLC executive leadership team that takes account of local, national and international standards in accessibility that is tailored to the distinctive Rotorua geographic, social and economic context. Next steps include a stocktake to identify current state and prioritise actions. Below is an overview of the process to the policy development.

High level overview of the process and approach to policy

1. Accessibility audit

2019

In 2019 the accessibility audit report identified that whilst RLC was able to articulate adequate and good practices in respect of promoting a culture which prioritises accessibility – The following barriers have constrained further progress:

- Not yet a priority activity for elected officials
- Not yet a priority for managers and other employees
- The cost of retrofitting existing infrastructure
- Budget

II. *Delegated responsibility*

2023

In quarter four of 2023, the Thriving Communities team was delegated the responsibility by the GM Community Wellbeing, to develop RLC's inaugural Accessibility Policy to unify and guide functions and staff on how to create liveable communities.

III. *Policy advice and guidance sought*

Advice was sought by the strategy and governance team regarding Council's obligations. The following advice and guidance was provided

- The policy will inform Council activities and behaviours, not members of the public. As a result is a management policy
- The decisions or matters of this report are not considered significant in accordance with the Council's Significance and Engagement Policy
- Formal public consultation is not required however engagement with members of the community and key stakeholders, the policy intends to serve is good practice
- Authority to adopt the policy technically sits with management
- Due to elected members taking a special interest, it might be appropriate to take guidance from Council and keep them informed about progress

IV. *Parameters established*

- Project plan and timelines developed
- Disability community involvement determined as a priority
- Council department and key staff involvement determined as a priority
- A high level, principles-based policy was determined as the objective
- Policy must show commitment and provide relevant guidance to the breadth and depth of Council functions – allow space for actions to be tailored to vastly different functions with varying degrees of capability and resources
- The policy will apply to new projects and renewals
- The policy must be both aspirational and feasible
- A preparatory phase after adoption will be necessary to ensure new initiatives and training are strategically optimised. Departments will need to review their current state and identify opportunities and priorities to plan for improvement.

V. *The inputs*

2024

Desktop research

- Desktop research conducted to investigate relevant legislature, exemplars and current accessibility discourses
- Consult other examples in research and literature signalling best practice
- Identify the impact of exclusion of the disability community on the social and economic wellbeing of the Rotorua district

Public participation

- Members of the local disability sector and accessibility reference group were engaged for their support in guidance in the design and development of engagements with disability community and sector

- Engagements were facilitated via 1-1 interviews, focus groups with semi-structured questions and an online survey (other methods of accessing and completing the survey were also offered)
- Data was analysed to find themes (valuable to inform work plans and priorities)
- Further analysis established insights as ‘super themes’
- Closed the loop - super themes were tested with and endorsed by disability community participants
- Super themes are included in the policy as ‘Disability Community Aspirations’

Staff participation

- In parallel to engaging with the disability community, an internal steering group was established made up of staff representatives from a range of Council departments with a vested interest in the outcome of a policy
- Feedback and advice was sought and integrated into the policy

Elected member participation

- In July 2024, a policy scope was tested with Council in a workshop. Elected members provided hard parameters to guide the policy development. The adopted policy (attached) has integrated that feedback.
- Council instructions
 - The approach to policy should be mindful of Council’s financial pressures
 - The policy should outline the principles of what good looks like
 - The policy should support departments to identify where action should/could begin within our current resourcing levels/ budget
 - The policy should build towards longer term business planning and budget pitches as part of future LTP budgetary decision process

VI. Additional influences to the policy

- The Council recognises that the aged and disability community experience a wide range of barriers enabling their access, full participation and contribution to community and civic life in Rotorua.
- The aged and Māori experience a higher prevalence of disability in their communities.
- Impacts of disability on a persons independence, opportunities, dignity and quality of life are exacerbated by
 - Material hardship
 - Limitations in familial support
 - Limitations to social inclusion
- Relevant legislative requirements in relation to accessibility include Human Rights Act 1993; Building Act 2004; NZS 4121:2001 – Design for access and mobility: Buildings and associated facilities; and Te Tiriti o Waitangi.
- Relevant strategies and plans for alignment include The United Nations Convention on the Rights of Persons with Disabilities (2007), Human Rights Act 1993, New Zealand Disability Strategy (2016-2026), He Korowai Oranga, the Māori Health Strategy, National Disability Action Plan (2019-2023) and Enabling Good Lives (EGL) by the Ministry for Disabled People.

VII. Preparing the document

2025

- A policy was drafted reconciling all the inputs
- Steering group representatives have reviewed and provided feedback on earlier versions of the policy
- Feedback sought and reconciled from executive sponsor
- September, 2024 - February, 2025 - multiple cycles of drafting, testing and revising
- March, 2025 Final version approved for adoption by ELT
- April, 2025 Final version received by the C&DD committee

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

There are no options for Council to deliberate as there is no decision required from Council.

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

The matter of this report is not considered significant in accordance with the Council's Significance and Engagement Policy.

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

Members of the disability community and disability sector were invited to participate in the policy development process. Included in engagements was an invitation specifically to local iwi and Māori members of the disability community to engage.

**7. HE WHAIWHAKAARO
CONSIDERATIONS**

**7.1 Mahere Pūtea
Financial/Budget Considerations**

Adoption of the 'Accessibility for All' policy does not require new resourcing during this LTP phase.

**7.2 Kaupapa Here Me Ngā Hiraunga Whakariterite
Policy and Planning Implications**

Adoption of the 'Accessibility for All' Policy supports the Council's vision of 'A Better Rotorua for All' and aligns with the following Council priorities:

- Connected and Resilient
- Tourism
- Housing
- Active
- Arts and Culture

**7.3 Te Aromatawai Whakapātanga Ki Te Tāngata Whenua
Tāngata Whenua Impact Assessment**

Nationally, Māori communities are disproportionately impacted by disability. The implementation of this policy supports the Te Arawa 2050 vision: Mauri Tū, Mauri Ora, Te Arawa E! and pertains specifically to their strategic pou of: Te Arawa Tangata and the aspiration for Te Arawa Uri to prosper and flourish across all measures of wellbeing.

**7.4 Tūraru
Risks**

There are no risks associated with the Accessibility for All Policy.

**7.5 Te Whaimana
Authority**

There is no decision required.



Management Policy

Te Ara Wātea | 'Accessibility For All'

Background

Most people will experience impairment at some stage in their lives that will impact their freedom to fully participate in social and civic life. Disability and various impairments affect people in different ways across the life-span, generally becoming more prevalent as people age. As an aging population we need to invest in the design and development of a built environment and services that enable good lives for everyone now and in the future¹.

The Council is committed to identifying, preventing and removing barriers to participation for all throughout the lifespan. The Council acknowledges that for disabled people², tāngata whaikaha Māori and aged persons, the lived reality is more acute. This policy directs attention to improving access, participation and experiences for the disability community especially and follows the lead of the National Disability Strategy 2016-2026.

By enabling greater access and participation for more of our community we also become more attractive to the growing number of domestic and international tourists with increasing 'access expectations' thus providing new opportunities to our local tourism industry.

It is widely accepted that a policy on its own is not effective in generating the shift in knowledge, understanding, attitudes and resourcing required to tackle some of the barriers to 'an accessible Rotorua for all'. This policy has been developed to provide a set of conditions that are useful in guiding a philosophy throughout the organisation and are intentionally generalisable enough to apply to diverse operations across Council. The Accessibility Policy will trigger subsequent planning and provisions to strengthen organisational capability to deliver.

As an internally focussed policy, the Council wants to ensure our actions, decisions and activities and those of our entities support the vision of a 'Better Rotorua for All'. Council understands the benefits of removing barriers and enabling good lives.

Members of the local disability sector and disability communities were engaged through development of this policy through a range of ways³ to provide insight into the experiences and aspirations of our local community. Their insights have led to the development of the four aspirations below that are woven throughout this policy.

Disability Community Aspirations

1. Council as local leaders
2. Provide for deliberate, thoughtful design that improves access
3. Aspire for our independence, dignity and joyful lives
4. Assure our visibility, inclusion and representation

¹ Disabled people make up a quarter of the Rotorua population, or close to 20,000 people¹. The number of over 60-year old residents is expected to grow about 24% in the next 30 years, and the number of over 75-year-old residents is expected to grow as much as 160% (Census, 2018 & the NZ disability survey, 2013, adjusted for current population growth)

² We use the term 'disabled people' throughout this policy. Disabled people is the preferred term used in the New Zealand Disability Strategy 2016-2026.

³ One to one interviews, semi-structured focus group sessions, survey (multi modal)

AGENDA



Policy Scope

The Policy applies to new and/or renewals of:

- all Council owned and/or managed buildings and facilities
- public places including parks, reserves and walkways
- the Council roading network including footpaths and shared paths
- Council services, processes and projects
- Council communications and access to information
- Council run events
- Council employment and staffing policies

Policy Objective

To position Rotorua Lakes Council as a local leader of inclusion through effective guidance, policies and strategies which ensures the mana motuhake (self-determination), participation and safety of all residents in the Rotorua Lakes district by:

- recognising that people with disabilities are experts on their experiences
- ensuring information is accessible
- ensuring new design and upgrades of facilities consider those with accessibility requirements⁴
- encouraging and supporting all people regardless of ability to participate in the democratic process
- encouraging and supporting all residents regardless of ability to enjoy use of council facilities including recreation, reserves, parks, lakes, and buildings
- acknowledge that Māori are disproportionately impacted in the disabled community⁵
- upholding and delivering on the stated intentions set out by strategic documents

Strategic Alignment

This policy is aligned to the Long Term Plan 2024-2034 and informs the Terms of Reference for the Accessibility Steering Group. This policy assists in the delivery of Council's vision of a 'Better Rotorua for All' and is designed to underpin all relevant strategic work programmes, guidelines or plans. This policy is informed by the following list of national and international standards. Where the policy does not provide guidance, deference to the following is advised. The United Nations Convention on the Rights of Persons with Disabilities (2007)

- New Zealand Disability Strategy
- National Disability Action Plan
- He Korowai Oranga, the Māori Health Strategy
- Rotorua Lakes Council Elderly Policy
- Te Tiriti o Waitangi

⁴ This policy applies to new and renewals projects, programmes and work streams.

⁵ Both Māori and non-Māori are impacted by disability and work is required to provide support for both groups. However, there are wide disparities between the Māori and non-Māori experience of impairments and disability, the impact on Māori being more severe as an outcome of having limited whānau resources and capacity to provide necessary care and support (Ratima & Ratima, 2007)

AGENDA**Policies**

Rotorua Lakes Council will ensure the following:

1. Participation

1.1. Council will encourage participation by disabled people and access needs by:

- Supporting Accessible Rotorua advisory mechanisms⁶ to champion the needs and concerns of members of the access-needs communities
- Giving effect to the principle of participation from Te Tiriti o Waitangi to ensure Māori participation in issues of significance to Māori and the access-needs community
- Commitment to engaging with representatives of the disability sector through forums, Access Rotorua, and with other relevant stakeholders to seek early and ongoing input into council projects and seek recommendations on courses of action that involved disabled people.
- Ensure the disability community are included and encouraged to be involved in decision-making and problem solving.

2. Consideration

2.2 Accessibility is a key driver in all facets of Council operations and strategic thinking by:

- Ensuring that the design, development and operation of council services, facilities, renewals programme and events demonstrates that this policy has been considered.
- Council will consider the needs of the disability and access-needs community in the development and resourcing of the Long-Term Plan and any other strategies or plans.
- Establish a cross-functional accessibility steering group to advise, capture, and monitor needs and effectiveness of accessibility initiatives and investment

3. Education, Understanding and Communication

3.3 Council will support people with disabilities and those with access need to understand communications by Council by:

- Growing the provision of information in a variety of formats such as easy-read, pictorial, video, audio and written as appropriate
- Recognising that the disability community are experts in their experiences
- Ensuring that every practicable effort is made to improve accessibility of public consultation

⁶ This refers to advisory mechanisms external to Council



4. Facilities, Services and Access

4.4 As a provider of public facilities, amenities, programmes and services, the Council will seek to improve access by:

- Improving signage conventions that support wayfinding towards accessible amenities.
- Providing suitable focus on the accessibility requirements through capital works spending including upgrading and retrofitting of existing facilities through the renewals programme providing suitable focus on the design and development of new facilities and services
- Incorporating applicable universal design principles and/or accessibility standards for all new infrastructure to be accessible and meet best practice standards.

5. Staff

5.5 As an employer, Council will provide all staff with support and guidance to promote safe inclusion and participation of people with disabilities by:

- Providing disability and access training to all people leaders
 - i. Where people leaders identify accessibility training as vital to the role of their team, training will be provided; and
 - ii. Making available this training for all other staff.
- Providing this policy to all new staff as part of their induction
- Creating and reinforcing a culture that respects the diversity and individual needs of people who reside in the Rotorua Lakes District; and,
- Ensuring that disability is not a barrier to the democratic process, participation, or inclusion in Council-led initiatives.

AGENDA



Definitions

Term	Definition
access/ accessibility/ barrier-free	These terms all refer to the removal of barriers, whether they are attitudinal or environmental, which increases the opportunity for disabled people to participate in the community.
disability	The loss or limitation of opportunities to take part in society on an equal level with others due to social and environmental barriers. Disabled people include: "...those who have long term physical, mental intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others..."
disabled person/people	A person, group or community of people with impairments.
impairment	An injury, illness, or congenital condition that causes or is likely to cause a loss or difference of physiological or psychological function. impairments can be both physically apparent and 'hidden'
non-disabling	Removing the barriers in society that disable people with impairments. This is more meaningful than eliminating
tangata/tāngata whaikaha (Māori)	disabled people with emphasis on gaining strength and ability
universal design	"...good design that works for everyone. It is about making sure everything is accessible to, understood by and used to greatest extent possible by everyone without adaptation or requiring little adaptation..." (New Zealand Disability Strategy 2016-2026)

Monitoring and Implementation

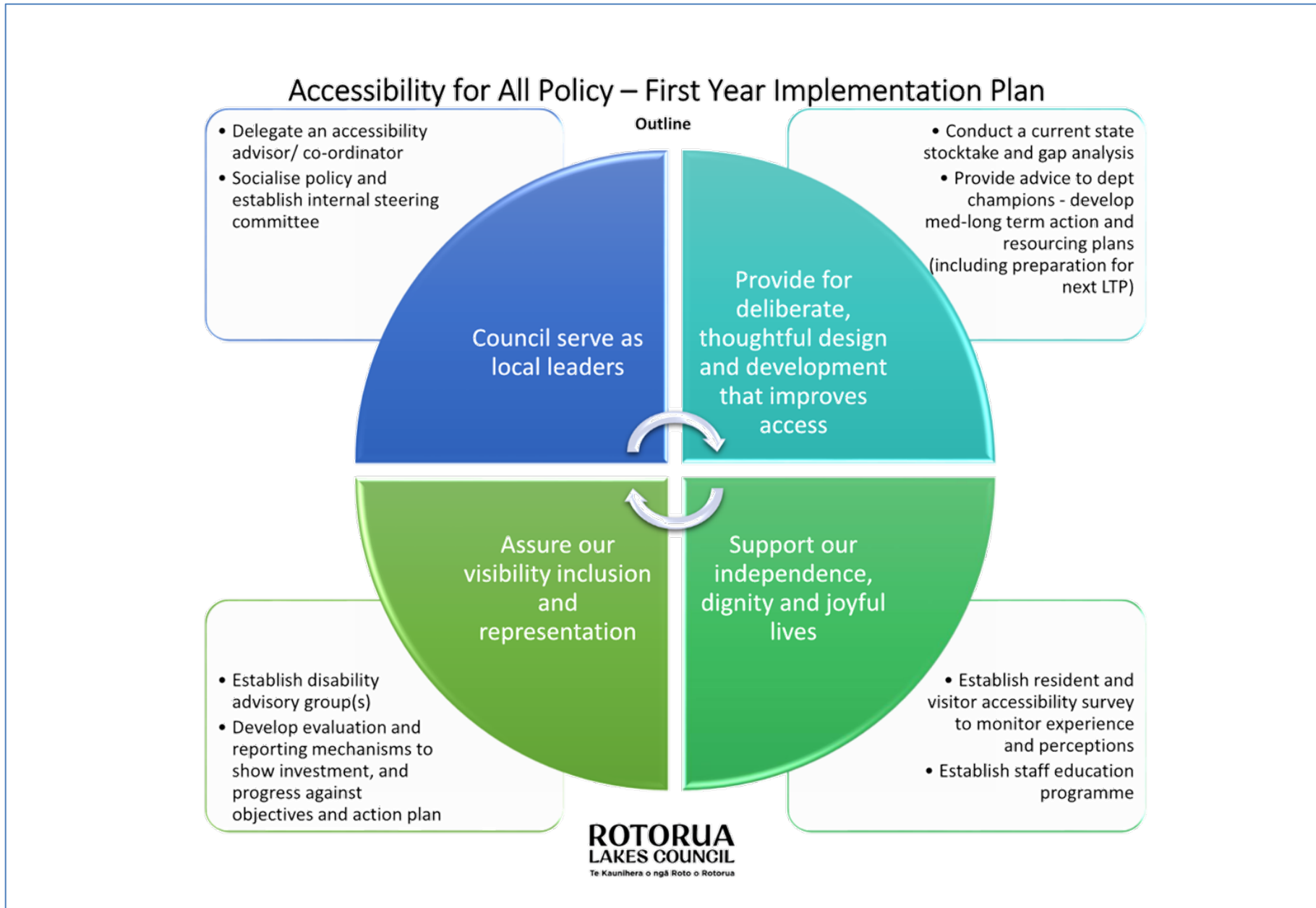
Accountability: General Manager Community Experience

Responsibility: The Accessibility Steering Group Chair

Effective date: 21 March 2025

Policy review period: In line with the council's long term planning process

Next review Date: March 2027



Accessibility for All Policy – First Year Implementation Plan

	Action	Responsible	Q1, 25	Q2, 25	Q3, 25	Q4, 25	Status	Comment
Council as local leaders	1. Delegate accessibility advisory/ co-ordination responsibility	GM Community Experience						Opportunity through phase II of the organisational reset to create a responsibility portfolio.
	2. Socialise policy and establish internal steering committee	Accessibility advisor						Comms plan under development. Steering group ToR under development.
Deliberate, thoughtful design and development that improves access	3. Conduct a current state stocktake and gap analysis	GM Community Experience						Survey in development.
	4. Provide advice to dept champions - develop med-long term action and resourcing plans (including preparation for next LTP)	Accessibility Advisor						Not yet started.
Independent, dignified and joyful lives	5. Establish resident and visitor accessibility survey to monitor experience and perceptions	Accessibility Advisor						Not yet started.
	6. Establish staff education programme	Accessibility Advisor						Not yet started.
Visibility, inclusion and representation	7. Establish disability advisory group(s)	Accessibility Advisor						Not yet started. Sector and community relationship strong.
	8. Develop evaluation and reporting mechanisms to show investment, and progress against objectives and action plan	Accessibility Advisor						Not yet started.



7.3 PROGRESS REPORT - HOUSING, CONSENTING AND PLANNING

Doc ID: 21206886
Prepared by: Jean-Paul Gaston, Group Manager, Destination Development
Approved by: Andrew Moraes, Chief Executive
Attachments: Nil

**1. TE PŪTAKE
PURPOSE**

This report provides the quarterly update on housing, consenting and development.

These quarterly reports are intended to traverse Council's strategic/statutory planning and growth requirements and consenting delivery and monitoring.

**HE TŪTOHUNGA
RECOMMENDATION**

- 1. That the report 'Progress Report - Housing, Consenting and Planning' be received.**

**2. TE TĀHUHU
BACKGROUND**

The 2021 HBA identified housing capacity requirements and provided growth projections for different areas of the city. This information, in conjunction with the Future Development Strategy (FDS), is important for infrastructure planning and to ensure Council District Plan policies enable the supply of homes of the correct size and location. The FDS also supported applications to Government (CIP and IAF) to support storm water improvements.

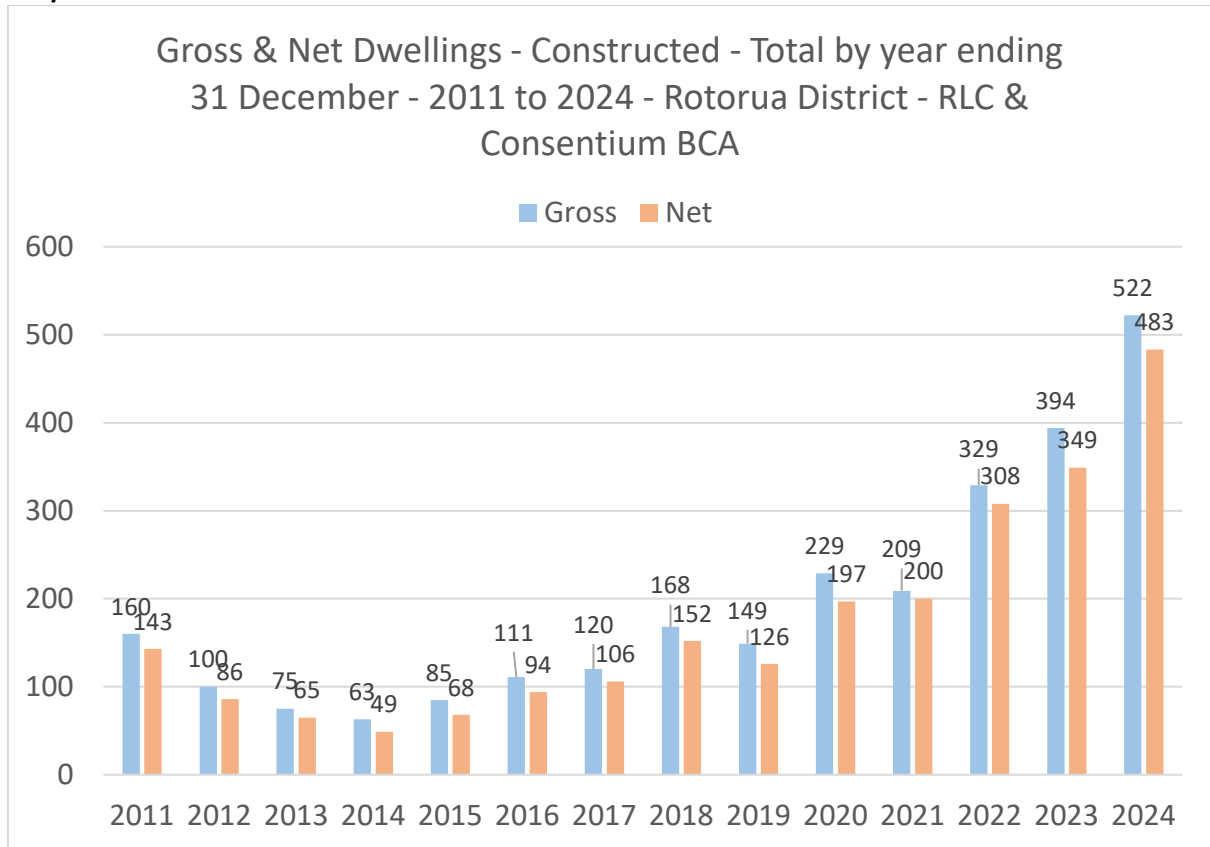
Information in this report details progress on the Community Housing Plan and identifies policy projects and consenting service delivery.

**3. TE MATAPAKI ME NGĀ KŌWHIRINGA
DISCUSSION AND OPTIONS**

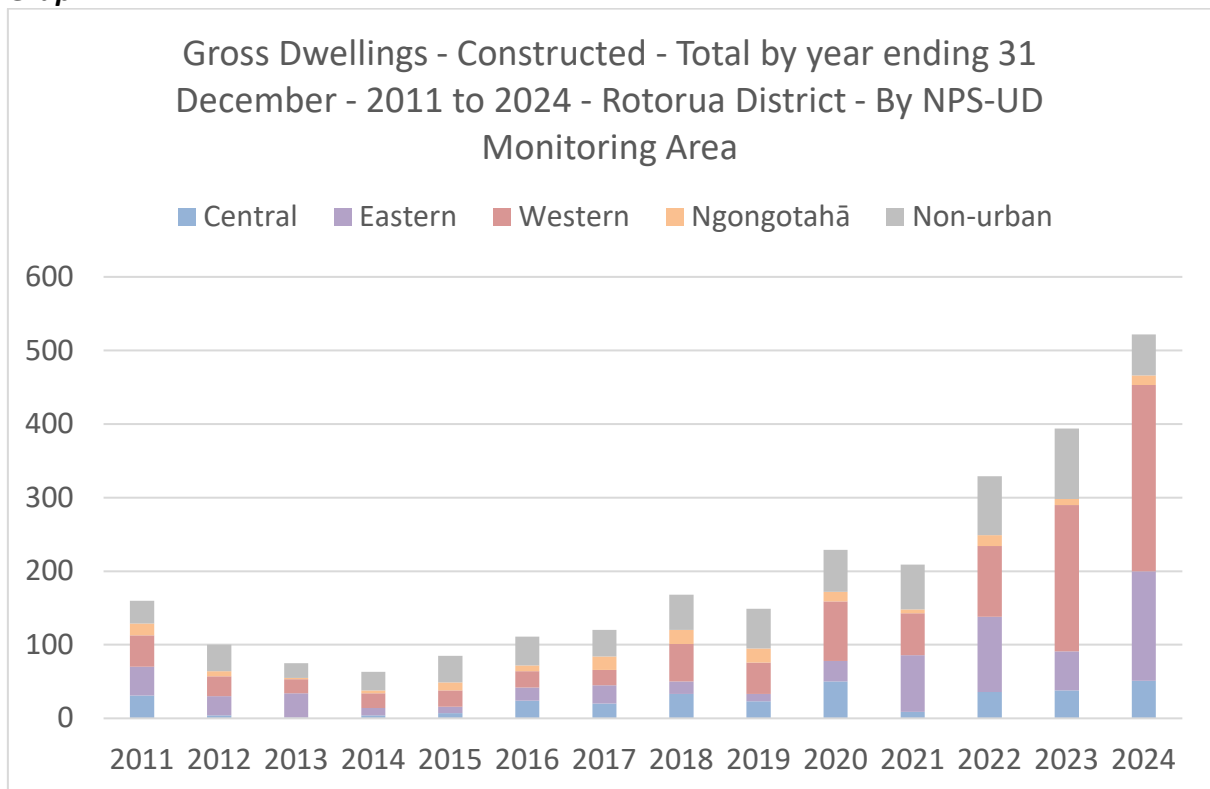
3.1 KEY HOUSING DEVELOPMENT INFORMATION

Gross and net dwelling (house) completion is at its highest level for the last 15 years (graph 1). Location information identifies that most homes are being built in the western area of the city with the next most significant development area being in the eastern area (graph 2). It is important to note a steady number of new homes are being built in the rural areas of the district.

Graph 1

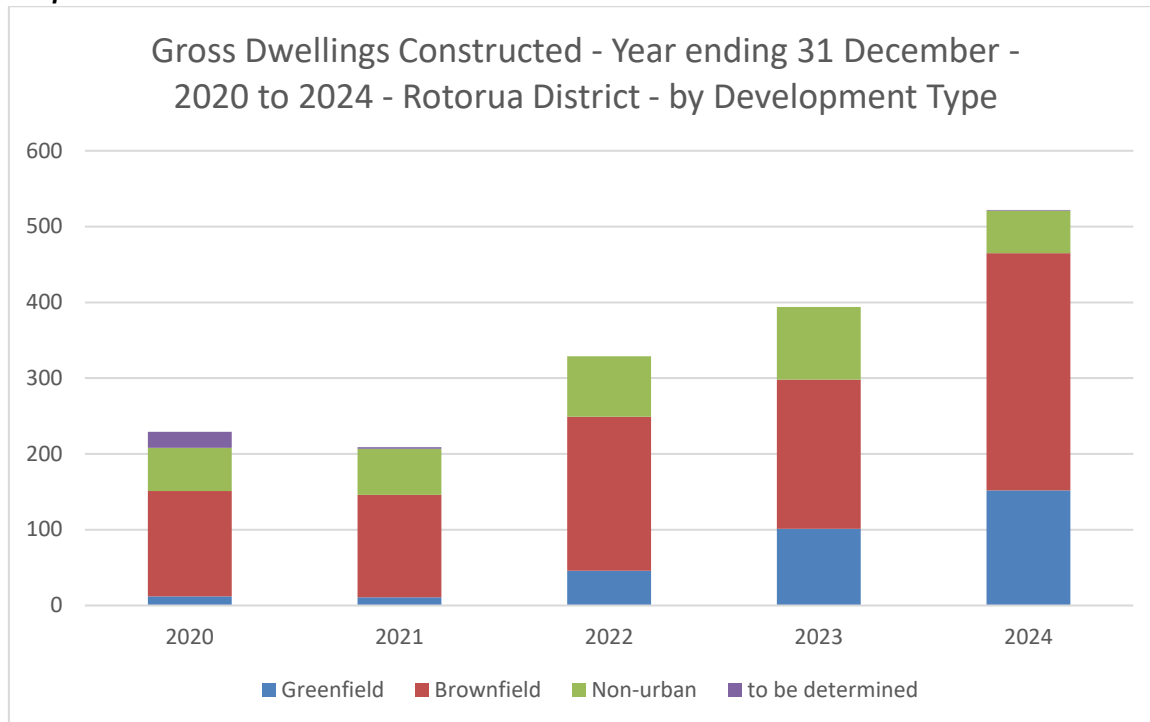


Graph 2



Of the properties built across the 12 months to 31 December the largest number were considered brownfield development (redeveloping of an existing used site) (graph 3). This activity supports the outcomes of the Future Development Strategy (FDS) and aligns with the national direction expressed in the National Policy Statement on Urban Development (NPS-UD).

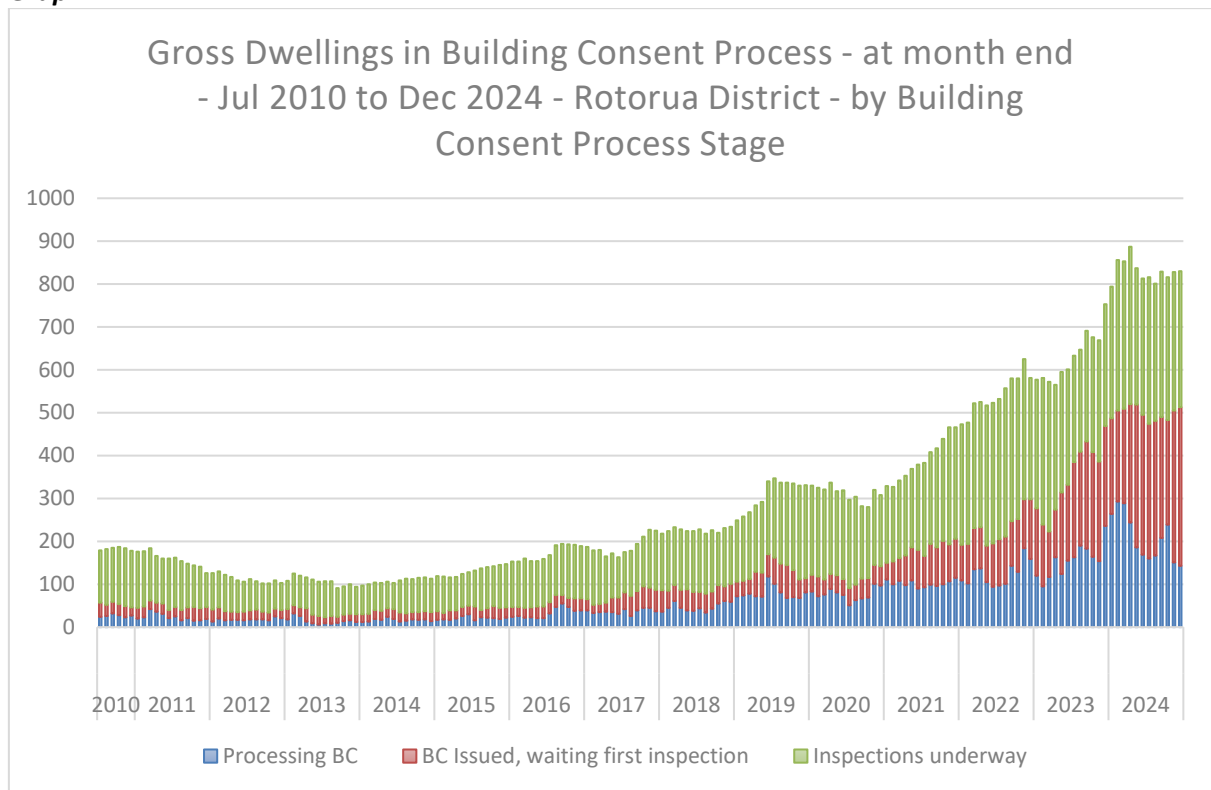
Graph 3



The current pipeline of building consent numbers remain strong with the total building consents being processed, issued or with inspections underway remaining stable at slightly above 800 homes (graph 4). Rotorua has deviated from the national decline in building numbers because of the multi-year investment of Kainga Ora, Ministry of Housing and Urban Development (HUD) support for Māori affordable rental development and significant stage developments such as Freedom Village. The recent fast-track decision on Summerset provides additional future certainty of 260 housing units within the short/medium-term.

Overall, there has been a slight decrease in in the number of building consents being processed, but inspection workloads for the Council’s Building Inspectors remain high.

Graph 4



3.2 PLANNING & BUILDING

LIMs (issued in 3 months to 31 December)

- January – 73
- February – 97
- To 20 March 2025 – 63

Code of Compliance Certificates (CCC)

- January - 52
- February - 45
- March to 20 March - 33

Consent Planning

- January – 25 resource consents granted (8 subdivision; 9 s223/224(c) (survey plan/approval and certification); 17 land use)
- February – 30 resource consents granted (6 subdivision; 8 s223/224(c) (survey plan/approval and certification); 16 land use)
- March (to today 20/03/25) – 21 resource consents granted (7 subdivision; 6 (survey plan/approval and certification); 8 land use).

Consent Processing Improvements

- While still not fully resourced, for the first time in a number of years the consenting team is in a better position in terms of staffing levels. This will enable Council to reduce its reliance on external contractors processing resource consents.
- Additionally, a series of workshops are planned in the next few months to seek improvements in process times and communications with consent applicants.

Building Process Improvements

- Staff are currently anticipating the biannual BCA audit due the 2nd week in April. The audit will review the documented continuous improvement procedure that is a key area of the quality system maintained by the BCA.
- Work on refining the electronic business processed is continuing to realise efficiencies in both time and cost.

3.3 ROTORUA HOUSING PLAN

- The Rotorua Housing Plan was endorsed by Council in December 2024 and support for the Plan was subsequently received from Minister Bishop.
- A confidential update was provided to the Committee in March on progress against the objectives in the Plan and actions underway.

3.4 POLICY PLANNING

- 2024 HBA has been completed and is included in the April Council meeting agenda
- A detailed review of consenting information will be provided to the Committee in May. This information provides a 'check' of expected or planned housing developments between the 2021 and 2024 HBAs
- Natural hazards plan change work has been slowed while we wait to understand national policy changes and their impacts.
- We continue to work closely with the BOPRC on improving storm water outcomes for the urban area. Joint action under the FDS is needed to better align the two councils. A recent field trip in the city catchment to look and stream channel limitations and the significant 'community storm water storage' created at Lynton Park. From this meeting the BOPRC have agreed to review and update the existing MOU for operations and have provided a letter of support for a variation of the IAF. This will allow for clearer discussions about potential misalignments on policy or project provisions.
- While there is a pause on the Natural Hazard plan change we are scoping a minor/miscellaneous plan change to address issues in the District Plan where un-necessary requirements are in place or definitions/rules create complexity or ambiguity. It is likely that a report will be presented to Council in May/June to define the issues for this plan change.
- Frustrating an integrated approach is BOPRC's suggestions that on-site detention be required for infill housing as part of discussions on the Natural Hazards plan change, currently being scoped. Apart from the lack of numerical rationale for this, in terms of any effectiveness in the high risk event, it imposes another cost to housing efforts with negligible cost/benefit effects.
- Efforts are currently underway at the officer level to align efforts for Upper Kaituna catchment scheme investment, policy (plan changes and development contribution funded network and community storage improvements) and the reconciliation of flood modelling.
- The Papakainga toolkit preparation continues and is expected to be completed by June 2025.
- A district wide Māori land spatial plan has been proposed consideration by the joint TTOTA/Council committee. This proposal will build off feedback and information collated as part of the FDS process and PC9 and enable council to capture district wide aspirations for housing development. Undertaken using a similar assessment process as the FDS will mean development sites can be effectively joined to potential Government housing funding processes. Council will also seek to include the BOPRC in the process. This joint project will enable Council to promote the papakainga toolkit and support TTOTA to encourage consideration of the well-being compass in development planning.
- An Industrial Land Assessment and Strategy has been prepared and will be presented to elected members next month as a draft for wider community input. This document is intended to build on work completed as part of the FDS and assist with the preparation of an industrial land plan change in the future. Additional actions will be considered by RotoruaNZ as Council's EDA.

- The remaining proposed plan change in Council’s programme relates to commercial centres. This work will follow work on an inner city blueprint being undertaken initially by RotoruaNZ and similar engagement around the future of Ngongotaha village set to commence shortly. The Ngongotaha Development Framework is intended to build on the direction set in the Future Development Strategy for Ngongotaha to:
 - Create a shared, future-focused vision for Ngongotaha Town Centre based on feedback and research and;
 - A high-level structure plan that outlines the town centre’s future layout, including zoning, land uses and development opportunities, transportation networks, and public spaces.
- The completion of the 2024 HBA will provide important baseline information to assist Council in responses to RMA reforms and updates to the NPS-UD intended to support the Government’s Going for Housing Growth agenda. At this stage we have not projected a start date for any further or higher priority plan changes.

3.5 COUNCIL DEVELOPMENT PROJECTS

- Final negotiations for the development and disposal of the Council owned land at 61 Kawaha Road are underway. It is anticipated that final approval for the disposal of the land will be sought at the April Council meeting.
- Work continues with Council’s preferred CHP partner to develop a full proposal for the future of the Pensioner Housing portfolio. A workshop with Councillors is scheduled for early June for discussion.
- Development support continues to support approximately 24 large developments (development of 10 or more dwellings) which includes 12 Māori housing developments.

7.4 PROGRESS REPORT - COMMUNITY EXPERIENCE

Doc ID: 21209221
Prepared by: Alex Wilson, Group Manager Community Experience
Approved by: Andrew Moraes, Chief Executive
Attachments: Nil

**1. TE PŪTAKE
PURPOSE**

This report provides updates from across the Community Experience Group.

**HE TŪTOHUNGA
RECOMMENDATION**

- 1. That the report 'Progress Report - Community Experience' be received.**

**2. TE TĀHUHU
BACKGROUND**

The Community Experience Group was established in November 2024. Regular progress reporting was paused until the Group Manager role was filled.

**3. TE MATAPAKI ME NGĀ KŌWHIRINGA
DISCUSSION AND OPTIONS**

3.1 Group Purpose

The Community Experience Group helps Council deliver excellent customer experiences across our programmes, parks, reserves and sports facilities, museum, library and customer centre.

For this 2-month reporting period, the Community Experience Group report covers the Library, Museum and Customer Solutions updates. Active and Engaged Communities and Community Engagement updates have been captured in separate updates (Infrastructure and Environment Committee and Youth Council, Accessibility Policy) but will be included in this report for the next 2-month reporting period.

The outcome areas for this group include:

1. Library: Provide Equitable and inclusive access to a diverse range of library services to connect and strengthen our people through improved literacy, knowledge, cultural enrichment, health, employment, wellbeing and creativity.
2. Customer Solutions: Provide contact centre and front of house service with the best possible customer experience every time, any time, and anywhere.
3. Rotorua Museum and Heritage: Connecting residents and visitors to Rotorua's history, stories and culture through exhibitions, education and events. Ensure the collection of public art is preserved.

3.2 Long Term Plan Measures tracking against full year performance of previous year

Key On track Minor off track Off track

Team	Measures	Target	YE Result 2024	YTD (Feb) Actual	Status	Comments
Library	Number of customer interactions with Library Core Services	440000 +1% each year	435,382	285,819		e-book and research request metrics are increasing, but there is a decline in issuing of physical books and computer logins.
	Number of people participating in Library and Partnership Programmes and Events	31,000 +2.5% each year	30,017	17,399		Tracking behind metrics as at last year, but expect target to be reached by year-end with vacancies now filled. Over 300 children and their whanau participated in Harikoa – Rotorua Children’s Day at the Library.
Museum	Museum Exhibition Funding	Estimated target \$10M		Raised to date \$1.1m		\$50k application submitted to One Foundation, decision expected end of April.
	Master plan for the Museum exhibition is complete	Decisions on concept design; decision on progressing to developed design planned before FY-end.		Concept design is complete and will be reviewed by the PSG with recommendations provided in late April.		Planning for the Museum Exhibition Project is underway with the establishment of the Project Steering Group. The first meeting is scheduled for late March. Fundraising planning is underway.

3.3 Non-LTP Measures comparing YTD performance across FYs

Team	Measure	YTD Result 2024	YTD Result 2025	Status	Comments
Customer Solutions	Total number of calls	50254	43185		Tracking below level of calls for the same period last year, we anticipate a further reduction in the coming months as self-service portal is introduced.
	Total number of emails	39114	42713		
	Payments processed	13765	10970		We have supported 10,400 ratepayers in transitioning to email for their rates invoicing, which has likely contributed to this decrease as more customers choose online banking.

Team	Measure	YTD Result 2024	YTD Result 2025	Status	Comments
	Rate of resolution	36%	52%		Data showing percentage of query resolution at first point of contact, reducing escalations to the rest of the business. A year to date increase compared to this time last year, driven by first year of new CLM system (OneCouncil) and staff training.
Museum	Museum Education Programme	School year ending 2023: 7250	School year ending 2024: 5,592		There was a significant drop in local school attendance due to staff shortages and an increase in transport costs which reduced the number of available trips. However, 1554 students from out-of-town schools grew by 6% on the previous year.
Library	Door count	190,329	178,522		6.5% below the same time last year. This could be attributed to the reduction in programmes, an increasing trend in favour of e-books and more customers accessing wi-fi from home.

3.4 Challenges and Risks

- Museum Exhibition Concept Design: Securing funding for the museum exhibition project. We are working with the Rotorua Museum Centennial Trust and the Friends of the Museum on fundraising initiatives. An application for \$50k has been submitted to One Foundation with outcome expected at the end of April. We are also at risk of needing to hand back funding secured in 2024 if the exhibition project does not recommence by mid-2025. The museum team are working through other fundraising initiatives as part of the museum exhibition project.
- Staff retention: Both the library and customer solutions teams have experienced high turnover of staff over recent months. The library roles are expected to be filled by April. High rates of turnover with Customer Solutions is not unusual with staff often transitioning to new roles within the organisation, however it does add workload pressure to existing staff. Ongoing efforts are underway to support customers to self-service and improve our data catalogue to streamline responses. A different recruitment strategy is also being explored.
- Continued decline in the issue of physical books and computer use at the library. Investigation into contributing factors is underway.
- A discussion with Ngāti Whakaue Tribal Authority is planned to discuss the impact of increased transport costs for local residents.

3.5 Achievements

- Museum exhibition external consultants approved for the Project Steering Group (PSG) by relevant councillors, the Executive and the Pukenga Koeke Te Whare Taonga o Te Arawa. The first meeting for the exhibition PSG was scheduled for 31 March.
- Pakiaka – Rotorua Heritage Online, Library website had it's one year anniversary in February. Active users have increased by 34% on average since launch date, with approximately 660 active users as at end of February, accessing newly digitised community archive collections.
- New debt recovery processes at the library is having a positive impact on the overall debt level. This consists mainly of books being returned that would otherwise have incurred a lost book fee being charged.

- Customer Solutions has relaunched daily updates 'Kia Mohio' with a new look and feel, providing our Customer Advisor team with the latest hot topic updates for the day and week. This ensures we continue to deliver excellent customer satisfaction and empowers our team with up-to-date information, enhancing their ability to address customer enquiries effectively and confidently.

4. FORWARD FOCUS

The forward plan for delivery across the outcome areas are:

4.1 Library

- Equitable and Inclusive Access: Ongoing library services training with the Customer Solutions team to improve first point of contact customer experience.
- Diverse range of library services: Analysis of event programme participation; with a reset of event, partnership and promotion strategies in June.
- Improved Literacy, knowledge, wellbeing: Review effectiveness and participation in Adult and Youth programmes.

4.2 Customer Solutions

- Providing customers with the best customer experience, anywhere, anytime: New online portal for customers launching in April; building knowledge base; reporting call and complaint data to business units; trialling a kiosk to help customers access Council's new portal system.

4.3 Museum

- Connecting Rotorua Residents and visitors with our history and culture: A hui with 28th Māori Battalion B Company whanau is being organised for May to reconstitute and mandate the 28th Māori Battalion B Company History Trust to make decisions on behalf of whanau.
- Ensuring our public taonga are preserved: External audit of collection completed; a new collections loans policy is being developed to allow for a more strategic approach to collection management.

4.4 Customer Sentiment – Snapshot of Customer Feedback Received by the Teams

Feedback to the Library from a couple from the US *"We have been touring NZ over the past 4 months and always stop and spend time in the towns' Libraries we visit. We came in to watch Te Matatini on the big screen and loved the openness of the building, the well laid out collections, the carvings and great staff! It is one of the best Library's we have visited."*

Mrs Richard, 87, from Lara Lodge who receives book deliveries *"After nearly dying and being unable to do almost anything I have now taught myself to knit. I knit for charity, so please send me more knitting books. I am eternally grateful that I get books each week, thank you for your help over the last three years."*

Helen Creagh about Hakikoa - Children's Day at the Library *"This was an absolutely fantastic event. Thank you so much to all the staff who put in the effort to make it so - the library was buzzing! "*



Sri Lankan dance - Children's Day at the Library 2 March 2025

Customer called through to call centre end of February who could only speak French. One of our Customer Advisors who spoke French as her first language was able to provide an excellent customer experience on guiding her through to register her dog.

**8 HE WHAKATAUNGA KIA HOKI ATU TE ARONGA O TE HUI HAI HUI
TŪMATAWHĀNUI – RESOLUTION TO MOVE INTO PUBLIC EXCLUDED (TO
CONSIDER AND ADOPT CONFIDENTIAL ITEMS)**

PUBLIC EXCLUDED

1. Exclusion of the Public
2. 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:

RECOMMENDATION		
1. That Community and District Development Committee resolves to exclude the public on the grounds contained in Section 48(1) of the Local Government Official Information and Meetings Act:		
General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
8.1 - Confidential Minutes of the Community and District Development Committee Meeting held on 12 March 2025	Please refer to the relevant clause/s in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).
8.2 - Appointment of Members to the Short-term Rental Accommodation Working Group	s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
8.3 - Re-Appointment of Board Members of the Council Controlled Organisation (CCO) Rotorua Regional Airport Limited	s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
Plain English	Protect privacy of persons	
Consideration has been given to public interest in these matters and officers' advice is that the above reasons for confidentiality outweigh the public interest in the matters.		

9 TE KARAKIA WHAKAMUTUNGA – CLOSING KARAKIA

Kia whakairia te tapu
Kia wātea ai te ara
Kia turuki whakataha ai
Kia turuki whakataha ai
Hāumi e. Hui e. Tāiki e!

Restrictions are moved aside
So the pathway is clear
To return to every day activities
To return to every day activities
Allied, enriched, unified, and blessed