

CENTRAL HAWKE'S BAY



ATTACHMENTS

UNDER SEPARATE COVER

Council Meeting

10 April 2025

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LGNZ four-monthly report for member councils

// November 2024 – February 2025





Ko Tātou LGNZ.

This report summarises LGNZ's work on behalf of member councils and is produced three times a year. It's structured around LGNZ's purpose: to serve local government by **championing**, **connecting** and **supporting** members.

Please consider putting this report on the agenda for your next council meeting so that all councillors can review it and provide feedback. Sam, Susan or other National Council members are very happy to join council meetings online to discuss the report or any aspect of it – just let us know.

This report complements our regular communication channels, including *Keeping it Local* (our fortnightly e-newsletter), providing a more in-depth look at what we do.

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Introduction

This four-monthly report covers the summer holiday period when you hopefully had a well-deserved break. LGNZ continued to work hard on your behalf, delivering two All-of-local government events, meeting with Ministers, making submissions and producing resources for members.

January's Cabinet reshuffle meant a new Minister for Local Government, Simon Watts. LGNZ had dinner with the Minister on his first official day in the job, hosted him at February's All-of-local-government event and had our first formal meeting of the year on 6 March. As the Minister said at our February event, we have a positive relationship and want to work together. He acknowledged local government was fatigued by waves of reform and that a lot of the cost and burden that falls on local government is because of central government legislation (as LGNZ's research last year demonstrated). We're looking forward to working constructively with the Minister.

The political year unofficially starts at Waitangi, which offers many opportunities to mix formally and informally with Ministers, MPs and Iwi leaders. This year LGNZ stepped up our involvement and had a strong presence, including a number of National Council members, who were part of an official pōwhiri and delivered a prayer for the nation at the Dawn Service.

In the advocacy and policy space, in November we launched a set of [funding and financing tools](#) that could make a difference for local government. These tools, which include things like sharing GST on new builds, congestion charging and value capture from growth, gained strong media coverage. We also highlighted to media the potential negative implications of rates capping, with Australian guest speakers at both our November and February All-of-local-government events underlining the negative fiscal impacts for Australian councils and communities.

Other highlights of this period included:

- A range of quality submissions shared with members, including on resource management and water services reform.
- The launch of our Electoral Reform Issues paper, with the draft position paper launching 13 March. As well as four-year terms this covers the inevitable decline of post and how to respond.
- Members can now access for free more than \$1.2 million worth of professional development assets via our Ākona professional development platform (this is what it would cost councils to commercially develop the 15 Ako hours and 22 courses available).
- We distributed a free Vote 25 toolkit to all member councils just before Christmas – which you can use and adapt to promote voter registration, standing and voting.

We always welcome your comments and feedback.

Ngā mihi
Sam and Susan

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Champion

Government relations

In January a reshuffled Cabinet meant a new Minister for Local Government along with other portfolio shifts relevant to local government, including a new Transport Minister. We have seized on the reshuffle and our already-strong relationship with incoming Local Government Minister Simon Watts to reset the relationship between central and local government. Sam and Susan had dinner with Minister Watts on his first official day in the job, we've locked in regular ongoing meetings, and the Minister spoke at our All-of-local-government meeting on 27 February. As well as staying as long as he could to answer questions, the Minister joined Mayors, Chairs and Chief Executives for morning tea ahead of his session.

As well as sending the Minister [an immediate letter](#) on key issues, we have developed a briefing for the Minister that sets out the state of play of local government issues, including where there are opportunities to work together in support of New Zealand's economic development. [Read the Briefing to the Incoming Minister.](#)

We have confirmed quarterly meetings with the Prime Minister throughout 2025. We also meet regularly with Infrastructure and Resource Management Reform Minister Chris Bishop, who now holds the Transport portfolio as well, with Regional Development Minister Shane Jones, and of course Minister Watts. During this four-month period, we met with Minister for Building and Construction Chris Penk and got a good insight into what he would like to achieve in the portfolio. He is keen to make changes work on the ground and, as he put it, "make life easier for councils not harder". We are in conversation with MBIE as to how options for the building consents regime might be received by councils and how they might work in practice.

We secured a strong line up of Ministers and representation from the Opposition at both the November and February All-of-local-government meetings and individual sector meetings.

Waitangi Day kicks off the political year and this year LGNZ had a strong delegation that included a number of National Council members. We held formal and informal meetings with local MPs and iwi leaders, and had the opportunity for conversations with a range of Ministers we would not normally meet with, like Education Minister Erica Stanford. Sam, Campbell and Susan attended the Waitangi Trust's dinner alongside with political leaders, including Minister Watts and the Leader of the Opposition. We had a particularly useful meeting with Northland MP Grant McCallum, who was sympathetic to our safety concerns relating for Māori elected members given the tenor of debate around Māori Wards referenda. He was action-focused and was keen to support neutral messaging that promoted safe and informed local elections. He was also interested in looking into working with us to brief National MPs on other local government issues such as funding and financing.

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Media

Our media engagement means balancing standing up for councils with being seen as a constructive partner of the Government. LGNZ has gained proactive media coverage of our perspective on rates capping, and our launch of funding and financing tools, and the closure of regional newspapers. Our advocacy positions on all three topics tied into our wider strategy to make local government feel more relevant and improve ratepayers' understanding of issues faced by councils.

Over the past 12 months, the media landscape has shifted significantly with the closure of major platforms, key newsrooms and culling of experienced journalists. These shifts made it harder to place proactive stories but we have intensified our efforts and continue to gain traction on major advocacy issues important to councils and our communities.

An example of these efforts coming to fruition was the coverage of LGNZ's All-of-local-government meeting, which drew the attention of media outlets from across the country on a range of topics, from rates capping and four-year terms to a new stalking bill and housing growth.

We got coverage on our position on [rates capping](#), including [Newsroom](#) leading with a well-written piece alongside stories on [NBR](#), [BusinessDesk](#), [RNZ](#), [The Press](#) and [The Post](#). [Four-year terms](#) for local government was also a hot topic, with Sam Broughton appearing on the [Mike Hosking breakfast](#) on [Newstalk ZB](#) to discuss the issue, with his comments included in [The Post](#).

LGNZ's CE Susan Freeman-Greene and Invercargill Councillor Alex Crackett also spoke with [Stuff/ThreeNews](#) and [RNZ](#) about the Government's proposed [stalking legislation](#) and the need to increase safety for elected members.

On Friday, Minister Bishop's announcement around new and improved funding and financing tools to reduce the disincentives for housing growth for councils made headlines. Analysis articles ran on [Stuff](#), [NZ Herald](#) and the [Gisborne Herald](#), with Stuff's Luke Malpass penning an insightful piece on the financial conundrum facing councils that appeared in [The Press](#), [The Post](#) and the [Waikato Times](#).

Some other specific media highlights in the past four months include:

- LGNZ's rollout of [a funding and finance toolkit](#) for councils got plenty of traction.
- We urged caution around central government's proposed [rates capping](#) introduction in New Zealand.
- We advocated to the Government [to share IVL funding](#) with councils to reduce pressure on ratepayers.
- We [welcomed the new Minister of Local Government](#) and presented the reshuffle as an opportunity to collaborate more.
- Sam penned an [op-ed](#) for Stuff, talking about the benefits of a true partnership between local and central government.
- LGNZ spoke out about the proposed Government changes to the [water and waste levies](#).

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- We [welcomed the move](#) towards benchmarking and more transparency, but pushed the Government to ensure any report card provides a 'full and accurate picture'

Local government funding and financing

In late November we launched a [set of 25 tools](#) to help councils better fund infrastructure and services – from sharing GST on new builds to value capture to improving councils' ability to recover costs.

It's a pragmatic list with three distinct tiers:

1. Tools that are on the Government's agenda
2. Tools the Government has shown an interest in
3. Tools councils want but the Government isn't interested in, so need longer-term advocacy.

While rates will always be local government's primary funding tool, these tools could make a real difference to the challenges councils face. We are starting to see the fruits of this work with the Government's announcement at our February All-of-local-government meeting on new tools that will see development contributions replaced with a development levy system, allowing councils to charge developers a share of long-term infrastructure costs – more on this below.

As well as the [set of tools](#), we developed some resources to support councils' conversations with communities and central government:

- [A set of key messages](#) explaining why we need new tools
- [Slides](#) with key messages and data
- [A draft op ed](#) that you can repurpose
- [A draft letter to your MP](#)

Treasury has released advice to the Minister of Finance on funding tools available to councils. The Minister is seeking to reduce funding calls on the Crown. Treasury considers that council funding tools are generally fit for purpose. Their view is that the barriers to the full use of these tools relate to political economy, such as a general resistance to increasing rates. This is a valid point, but LGNZ believes these tools need improvement to allocate costs better, address affordability, improve efficiency, and align government objectives with local incentives.

The Government's stance against rates increases and its consideration of rates caps risks deepening public resistance to existing funding tools and increasing pressure on Crown funding. LGNZ will continue to engage with Ministers on this issue and work to enhance public discourse on the relationship between the costs of services and infrastructure and rate rises.

Ratepayer Assistance Scheme (RAS)

The new Local Government Minister has expressed interest in progressing the RAS. The RAS would allow ratepayers to cheaply borrow for specific improvements or ratepayer charges and in support of local and central government priorities. By leveraging the high credit quality of local government



rates, it accesses efficient capital market financing, passing savings to ratepayers. The RAS lends directly to ratepayers, keeping councils financially whole.

We are looking to capitalise on the Minister's interest and secure the necessary financial commitment and legislative changes. Minister Watts is positive about the scheme and has identified potential alignment with his energy portfolio if the RAS could foster investment in rooftop solar generation. We are working with Rewiring Aotearoa, an electrification advocacy group, to develop this element of the scheme.

Infrastructure funding and financing

In November, the Government released an [infrastructure funding and financing framework](#). This framework outlines the principles and processes underpinning the Crown's funding and financing decisions. It will have implications across water, energy, housing, climate adaptation, and transport. The framework makes it clear that the Government intends to only fund or finance projects as a last resort (and in minimal viable quantities). The Government also expects user pays and private financing to play a greater role in infrastructure funding and financing. Local government is not mentioned in this framework.

LGNZ will engage with new government agency *Infrastructure Funding and Financing Ltd (NIFFCo)* to ensure this framework is operationalised with councils in mind. Operationalising the framework will be challenging, given the substantial investment required for future infrastructure and the limitations of user-pays models in some sectors, as highlighted by the Infrastructure Commission.

We are also engaging with DIA and MHUD on their current work on changes to the development contributions system.

The Minister for Infrastructure announced changes to New Zealand's infrastructure funding and financing settings at February's All of Local Government meeting. The Government will replace development contributions with a development levy system, allowing councils to charge developers a share of long-term infrastructure costs. There will be regulatory oversight of development levies to ensure charges are fair and appropriate. Councils will also have more flexibility to set targeted rates that apply to new developments. Finally, the Infrastructure Funding and Financing (IFF) Act will be improved for developer-led projects and expanded to support major transport projects like those led by NZTA.

LGNZ has welcomed these changes, which were in our funding and financing toolkit. We will await further detail and work to ensure these reforms work effectively on the ground for councils.

Regional deals

Instead of the initially announced approach of inviting five regions to participate, all councils were eligible to express interest in a Regional Deal by 18 December 2024.

The Minister was clear that councils should work together across a region when submitting an expression of interest. This meant providing a light-touch proposal with an outline of the drivers of economic growth in a region, what the region will do to unlock growth, and what the region needs

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from central government to assist. These expressions of interest will be assessed, and the Infrastructure and Investment Ministerial Group will decide which regional deals proceed to the next steps, which involve a MoU process and final negotiation.

Our understanding is that new Minister may be interested in seeing more than one deal agreed by the end of 2025 (we will certainly be encouraging this), with more agreed by the end of 2026.

Rates capping

Rates capping was a significant topic at both the November and February All-of-local-government meetings. This included presentations on the operationalisation and impacts of rates capping from local government representatives from New South Wales and Victoria (in November); and on transparency as an alternative from South Australia (in February).

In Australia, while rates capping has been effective in terms of constraining rates increases, it has failed to deliver an optimal mix of local services and rates. It has degraded council delivery and left councils increasingly financially unstable. In every overseas jurisdiction that has implemented rates capping, councils are advising us to oppose it as strongly as we can because of its negative impacts on councils' ability to deliver for communities.

We raised concerns about rates capping in meetings with numerous ministers, highlighting this policy's risks for communities and advocating for alternative measures. We are suggesting performance reporting and benchmarking should be prioritised instead – and that these would better achieve the Government's aims.

Water services reform

The Local Government Water Services Bill was introduced in December, with submissions closing in late February. This piece of legislation will establish enduring settings for the new water services system and is expected to be enacted in mid-2025. The bill sets out arrangements for the new water services delivery system, a new economic regulation and consumer protection regime for water services, and changes to the water quality regulatory framework and the water services regulator (Taumata Arowai). To help members prepare their submissions, in December LGNZ shared an [explainer on the stage three legislation](#) with members, based on [proactively released decisions](#) on the future system. In January, we circulated a draft submission on the Local Government (Water Services) Bill for member input, and we expect to present our oral submission in March.

The Water Services Authority – Taumata Arowai and the Ministry of Business, Innovation and Employment (MBIE) carried out a short consultation on levies to fund water services regulation, with submissions closing in late January. These levies will be collected from councils or their water organisations, and will fund or part fund the water services regulatory functions of Taumata Arowai and the Commerce Commission. These agencies are already empowered by legislation to charge levies in this way. Taumata Arowai proposes to recover \$20.658 million per annum for the next three years from local government through this levy, around 84% of its operating costs. The Commerce

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Commission is seeking to recover \$6.5m per annum for the next two years from local government (or their water organisations) from their levy. They both propose to allocate these on a population basis, resulting in a total for both levies of \$5.44 per person per year.

Councils will soon start consulting on aspects of their Water Service Delivery Plans (WSDPs), which must be finalised by 3 September 2025. As councils consult their communities, for some councils it will become obvious how difficult it is for water services to be financially sustainable, especially if charges to consumers are kept low. We will support member councils by providing information, connecting members to support from DIA, and advocating for DIA to increase this support. The Minister was also clear when speaking at LGNZ's All-of-local-government event on 27 February that councils should reach out for help now rather than wait till September.

Resource management reform

We are awaiting Cabinet decisions on the "blueprint" for new legislation to replace the Resource Management Act (RMA), which we understand was presented to the Minister Responsible for RM Reform last month.

In the meantime, the Resource Management (Freshwater and Other Matters) Amendment Act, and the Fast Track Approvals Act were both passed by Parliament.

In February, we submitted on the Resource Management (Consenting and Other System Changes) Amendment Bill. This legislation progresses targeted amendments to the Resource Management Act to improve its performance while work on replacing the RMA continues. We are still awaiting the accompanying changes to National Direction, which LGNZ will also submit on.

Some councils have approached LGNZ seeking support for removing specific projects from the Fast Track process. For example, Waimate District Council has written to Ministers raising concerns about the inclusion of the proposed Waste to Energy Plant at Glenavy, primarily on the basis of environmental, health and economic impacts. While LGNZ can't lobby central government about specific projects for individual councils, this serves as another illustration of the tension between central and local government decision making. The Fast Track Approvals Bill aims to speed up consenting for major infrastructure, but the inevitable trade-off is less input from local communities on significant proposals that affect their area. We will continue to reflect this broader concern in our advocacy work.

We are currently working on a plan for how LGNZ will respond to the significant volume of consultations expected in the RM space over the next 12-18 months.

Transport

We have surveyed Transport Forum members to get an idea of the cost of implementing the Government's new policy of variable speed limits in school areas. While councils are at varying stages in terms of quantifying the impact of this policy, early indications are that this is having a



significant fiscal impact on councils that are already facing significant fiscal pressure as a result of funding decisions made in the NLTP 24-27.

Transport Forum meeting dates have been locked in for 2025, and following the letter from Sam and Neil to Simon Bridges, NZTA board members Paul Dougherty and Warwick Isaacs attended the Transport Forum meeting in February.

In November, the New Zealand Transport Agency Waka Kotahi released a discussion document on increasing the private share (i.e. the portion of fares not subsidised by central or local government) of public transport operating expenditure, and wrote to regional councils suggesting specific targets for this share. This had been signalled in both the Government Policy Statement on Land Transport and the National Land Transport Programme, both of which were released earlier in 2024. The Regional Sector and LGNZ have raised concerns about the impact on passenger fares in the media and with Ministers.

The new Transport Minister also holds the Housing, Infrastructure, and RM Reform portfolios, presenting significant opportunities for alignment. We have secured a meeting with Minister Bishop in March and also have briefed him in writing on the LGNZ Transport Forum, which met on 10 February and discussed how best to work with the new Minister.

The Government's 2025 Q1 action plan commits to passing the first reading of the Land Transport Management (Time of Use Charging) Bill. This bill, which was introduced last year, would enable time of use charging (aka congestion charging). This is one of our tier one funding and financing tools and LGNZ will be submitting on this legislation: the model adopted needs to give councils as much flexibility as possible.

Climate change

In November, the Office of the Auditor General has released a report [How well four councils are responding to a changing climate](#). The report highlights that climate change poses significant challenges for councils, requiring long-term strategies, governance clarity, and collaboration. While the four councils audited have taken steps to prioritise climate action, gaps remain in embedding these priorities into planning and resourcing. Recommendations include enhancing collaboration, setting clear climate objectives, strengthening performance measures, ensuring governance clarity, and improving public reporting. The Auditor-General encouraged all councils to consider these recommendations.

On 29 January, the Government published its [response](#) to the Finance and Expenditure Committee's inquiry into climate adaptation (which outlined high-level objectives and principles to guide development of New Zealand's climate change adaptation policy framework). The response signalled the Government intends to adopt a decentralised approach to climate adaptation, with decision-making and resource allocation occurring at the most-local level possible. This suggests residents and councils will generally bear the cost of adaptation. LGNZ will keep advocating for councils to be provided with adequate funding and policy tools to meet adaptation obligations. The Government has said it will consider the committee's recommendations as it finalises the adaptation framework and associated legislation, which is expected to be introduced this year.

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Electoral Reform Working Group

Thank you for all your feedback on the Working Group's issues paper, which has been taken into account by the group in developing a draft position.

Mayor Nick Smith will be launching the Electoral Reform Working Group's draft position paper in March, including presenting to all zone meetings to get your feedback. As well as looking at a four-year parliamentary term, the group has also been looking at the unsustainability of postal voting and considering alternatives.

Other policy issues

Earthquake prone buildings

The steering group set up by MBIE to inform its comprehensive review of the seismic strengthening system has had its first meeting, with Nigel Bowen, Helen Craig, and Liam Hodgetts (all put forward by LGNZ) providing a local government voice at the table.

LGNZ has also set up our own informal Seismic Strengthening Group, chaired by Manawātū deputy mayor Michael Ford, which met for the first time in late November. This was a positive meeting that underscored what members want from the Government's comprehensive review of the seismic strengthening regime. This group will meet on an as-needed basis to help guide LGNZ's response to the Government's review, and to support wider advocacy for the remit from Manawātū District Council passed in 2023.

Stalking

We produced [a submission](#) on the Crimes Legislation (Stalking and Harassment) Amendment Bill, which introduces a new stalking and harassment offence and other measures to reduce the harm that victims experience. In our 2022 survey of elected members, 43% had experienced harassment, prejudice, threatening or derogatory behaviours in their role. Aggressive and abusive behaviours can constitute stalking – or be a precursor to it – and we want to see elected members better protected.

Update on 2024 remits

Remit	Progress update
Appropriate funding models for central government initiatives That LGNZ proactively promote and lobby for the development of a more equitable and appropriate funding model for central government initiatives.	This remit is being progressed as part of the wider funding and financing work programme (and is a core objective of this work).
GST revenue sharing with local Government That LGNZ be proactive in lobbying central government on sharing GST revenue with local	This remit is being progressed as part of the wider funding and financing work programme. We understand the Government is looking at

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government, derived from local government rates and service fees related flood protection mitigation, roading, and three waters, for investment in these areas.	alternatives to this policy (such as more enabling changes) and will consider advice on this later this year.
Local Government Māori Wards and Constituencies should not be subject to a referendum That LGNZ lobbies central government to ensure that Māori wards and constituencies are treated the same as all other wards in that they should not be subject to a referendum. We oppose the idea that Māori wards should be singled out and forced to suffer a public referendum.	Now that legislation has been passed, we know that 42 councils will be holding a referendum on Māori wards. See the separate National Council paper on Māori wards, which discusses how LGNZ will support Te Maruata and the wider membership around the referendums and elections broadly.
Proactive lever to mitigate the deterioration of unoccupied buildings That LGNZ advocate to Government: <ul style="list-style-type: none"> • For legislative change enabling local authorities to compel building owners to remediate unoccupied derelict buildings and sites that have deteriorated to a state where they negatively impact the amenity of the surrounding area. • To incentivise repurposing vacant buildings to meet region-specific needs, for example, accommodation conversion. 	Late last year we had an initial discussion with Gisborne District Council to determine the work programme for progressing this remit, which was also discussed at the first meeting of the LGNZ Seismic Strengthening Group. Information from GDC is currently being used to develop a work programme.
Representation Reviews That LGNZ advocate for changes that support the provision of timely and accurate regional and sub-regional population data to councils for use in council representation reviews.	Statistics NZ is reviewing the methodology for the 2028 census. We are monitoring this process in case it provides an opportunity to progress this remit. A move to a four-year term, which we are actively lobbying for, would require a change in the timings of representation reviews so this remit is also informing the thinking of the Electoral Reform Working Group.
Community Services Card That LGNZ advocate to Central Government to amend the Health Entitlement Cards Regulations 1993 so that the cardholder can use the Community Services Card as evidence for the purposes of accessing Council services which would otherwise rely on a form of means testing.	We wrote to relevant Ministers asking that councils be allowed to make use of the Community Services Card when offering discounts to council facilities. We have yet to receive a response. We also put out a media release, which got good coverage, and engaged via social media.
Graduated Licensing System That LGNZ advocate for changes to the fee structure for driver licensing, better preparing young people for driver licence testing, and greater testing	MTFJ has agreed to progress this remit because it relates to its work with the Driving Change Network.

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capacity in key locations throughout New Zealand, in order to relieve pressure on the driver licensing system and ensure testing can be conducted in a quick and efficient manner.	
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Connect

2025 calendar

We released a [final version of the 2025 calendar](#) in early December (though this remains subject to change if the need arises).

Vote25

In December, we shared our [free Vote25 toolkit](#) with member councils. This includes a set of creative assets that councils can customise, such as posters and social media tiles. The campaign covers all three phases: register to vote; stand for election; and vote.

All-of-local-government meetings

The November meeting, with a strong programme that focused on local government reform, drew more than 170 members. It was an opportunity to lay the foundations for stronger advocacy on key parts of reform in local government, such as rates capping. At that event we also launched the funding and financing toolkit discussed above, which gained strong media coverage.

February's All-of-local-government meeting focused on accountability and demonstrating value, with more than 180 members attending. Government speakers included Local Government and Climate Change Minister Simon Watts; Infrastructure, Transport, RMA Reform and Housing Minister Chris Bishop; and RMA Reform and Infrastructure Parliamentary Under-Secretary Simon Court. This was Minister Watt's first chance to address a large local government gathering in this role, and he set out his intention to work in partnership with local government while delivering on the reform agenda. Our guest speaker from South Australia's local government association shared how they managed to convince their government to not implement rates capping by implementing greater transparency; an advocacy approach that LGNZ is also taking.

The theme of the 1 May meeting is delivering infrastructure for growth. Confirmed speakers so far include Minister Chris Bishop and former Minister Steven Joyce – we'll be releasing the programme and inviting registrations in March. As usual, individual Regional, Metro and Rural & Provincial Sector meetings will happen on the following day.

Metro Sector

The Metro Sector meetings on 22 November and 28 February confirmed the group's focus areas for the remainder of the current electoral term, as follows:

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1. Enabling and supporting economic development and growth by showcasing the role of cities as engines of the national economy and driving regional collaboration.
2. Lift LGNZ governance and accountability in order to improve LGNZ's impact.
3. Improve alignment of central and local government investment cycles to reduce inefficiencies and encourage more bipartisan agreement on key infrastructure decisions.

Regional Sector and Te Uru Kahika

The final meeting of the Regional Sector for the year included engagement with Hon Mark Mitchell, the Minister for Emergency Management, a discussion with Hon Simon Upton, Parliamentary Commissioner for the Environment on water and land use roles, and discussions on Taumata Arowai's stormwater performance standards and phase 3 of resource management system reforms.

LGNZ has met new Te Uru Kahika Executive Director Iain Maxwell to welcome him on board and build on the positive relationship we enjoyed with his predecessor Liz Lambert. We work closely to coordinate Regional Sector meetings and collaborate on policy work.

February's Regional Sector meeting included new Transport Minister Chris Bishop, Taumata Arowai on wastewater performance standards, and the Department of Prime Minister and Cabinet on significant natural hazard events and recovery settings. This meeting also welcomed new Taranaki Regional Council Chair Craig Williamson, with Cr Charlotte Littlewood recently standing down from the Chair position.

Rural & Provincial

February's R&P meeting canvassed a number of areas impacting rural and provincial councils, with Local Water Done Well a key topic on people's minds, as well as new wastewater standards. The Department of Internal Affairs and Taumata Arowai spoke at the first R&P event of the year and took questions. Rural health was also a big topic so we had speakers address growing concerns over access to health in our rural communities and provided some examples of the hands-on role some councils are playing to bridge the gap. The Roadway Efficiency Group also delivered a presentation.

Minister Chris Bishop used our February event as a platform to announce some major changes to local government funding and financing as part of his Going for Housing Growth programme. The event wrapped up with a session with KPMG's infrastructure financing expert Karen Mitchell on infrastructure funding and financing options such as using debt and PPPs.

SuperLocal25

Planning for SuperLocal25, which is from 16-17 July at the Te Pae Convention Centre, is well underway: the conference's theme will be Brilliant Basics and Beyond. We are currently finalising the programme and will open registrations in April.

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Based on feedback from SuperLocal24, we have compressed the programme so that the event starts much earlier on the first day (the AGM will be at 8.30am on the Wednesday) and wraps up with the awards dinner on the Thursday night. This leaves Friday for visits to the wider region or travel home. Te Maruata and Young Elected Member hui will be held on Tuesday, before the conference, and there will be a breakfast for Women in Local Government at 7am on the Wednesday morning before the AGM.

Te Ao Māori

Iwi engagement

Waitangi presented new opportunities for engagement, thanks to LGNZ's representation by National Council. The Iwi Chairs Forum held one of their conferences ahead of the Waitangi commemorations at Waitangi, which allowed us to continue building that relationship as well as with Northland Iwi, hapū and whanau. It was the first year we were formally included in a pōwhiri at Waitangi, alongside the legislature, diplomats and the Waitangi Tribunal.

Te Maruata

Te Maruata met early in November to reflect on 2024 and look forward to 2025. The Treaty Principles Bill and broader election-related issues, including how to support members, were also a hot topic. Te Maruata also provided support to LGNZ's participation at Waitangi.

Te Maruata Rōpū whakahaere will hold its first official meeting of the year at the beginning of March. The focus will be on fleshing out plans for Elections 2025, preparations for Te huinga o ngā roma – the in-person whānui hui in April – and plans for the Te Maruata hui at SuperLocal25.

Te huinga o ngā roma will be held from 3-4 April in Taupo. Te huinga o ngā roma acknowledges the tributaries of Lake Taupō and the role of water in the revitalisation and connection of people and place, which will ground the event. There will be a range of inspiring speakers, workshops and discussions to equip, support and inspire members.

Young Elected Members Network

The annual YEM Hui took place in Christchurch from 16-18 October. It was held there despite Christchurch City Council's decision to withdraw from LGNZ, because the YEM Committee had decided earlier this year to shift away from having a host council, with the Committee taking on full responsibility for hosting. We worked closely with Cr Deon Swiggs (Environment Canterbury and member of the YEM Committee) on planning for the event. Former Christchurch Mayor Lianne Dalziel delivered the keynote address, with the theme of the hui being "mā mua kite a muri, mā muri ka ora a mua" – driving change through community leadership. The programme was about councils empowering community leaders to make real change and equipping YEM with the key skills needed to make good decisions around council tables. We also had former YEM Lan Pham from the Greens and Cameron Luxton from the ACT Party give their perspectives on how to deliver for communities.

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Tikanga sessions were organised to support members to prepare for the whakatau at the commencement of their hui.

Planning is now underway to work through how the YEM network want to address voter turnout and get more young people to stand in the next local election.

The YEM Committee met at the end of February to develop a plan for the elections – this includes how to get more young people to stand and vote, as well as induction material specific to supporting YEMs. We will also be holding a three-hour YEM hui before SuperLocal25.

Community Boards

The Community Board Executive Committee met in early November and again in February. The committee welcomed a new member, Ross Munro from Pleasant Point community board (who replaces Simon Britten who stepped down due to Christchurch City withdrawing from LGNZ).

The meeting reflected on discussions with the Remuneration Authority on the formula for setting community board remuneration and an option for recognising and compensating boards which have additional responsibilities.

CBEC is keen to strengthen alignment with both YEM and Te Maruata, and also discussed using Ākona for community board members and community board induction, and the impact of representation reviews and on community boards

CBEC is continuing to work on its Relationship Agreement guide for councils and community boards, with a draft available soon for consultation. CBEC is also working on a community board workshop session for SuperLocal25; providing support to boards going through representation reviews; and liaising with the Remuneration Authority ahead of its review of elected members' remuneration.

Women in Local Government

Last year we brought women elected members together online and in person at SuperLocal24 (at a pre-conference lunch with keynote speaker Nicola Willis). We've had a lot of feedback that this work is valuable and should continue. As a result, we've developed a plan for this work that includes creating opportunities to connect; advocacy for system change that improves all elected members' safety (like submitting in support of the stalking legislation currently before Parliament); and championing this work.

Member visits

Susan and Sam are on track to have visited all councils since Sam became President, with the last visits scheduled in early 2025. For the remainder of the triennium, we will have a structured programme of calling Mayors and CEs (by Susan and Scott) as well as ad hoc visits/calls as needed.

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Support

Ākona

We are seeing an increase in users as members realise how comprehensive it is, and that they can use it to suit their needs. Ākona has about 500 active users, with 42 users choosing to engage with the platform over the summer break. Over 200 users have made use of the skills analysis tool and 483 members have enjoyed the top five e-modules.

Between November and February, we held six Ako hours attracting a total of 184 registrations – and many individual registrations were for groups attending together.

The value of Ākona to councils continues to grow. An interactive professional development platform with 15 Ako hours and 22 courses would cost about \$1.2 million if you paid for it commercially.

The Induction 2025 pre-elected package of learning is on track for release at the end of March. This package teaches people about what it means to be an elected member, including what councils actually do, and will include a series of animated videos, along with interactive e-modules. You'll be able to share this pre-elected package with anyone interested in standing for council (they don't have to be members).

The Mayor Induction Hui and EM Induction hui around the country have been booked and details released to councils, which have welcomed the early communication. We'll also be holding a Chair Induction Hui after regional councils have elected their chairs.

The Ako Hour Academy, which will provide post-induction learning for all elected members, is being built collaboratively with members, in our governance bi-monthly hui. The response has been very positive, with everyone we have spoken to committing to weaving Ākona into local induction activities. Our Learning and Development Manager is meeting with each council in turn to discuss what materials they could upload into the new Ākona platform so it's a one-stop shop for all elected member learning.

Te Korowai – CouncilMARK

Te Korowai has progressed from three successful trials to a soft launch.

We are now seeking registrations of interest for participation in Te Korowai in 2025. There are multiple ways to engage with the programme:

- **Full programme cycle:** This includes an independent assessment by external assessors, an evaluation by the independent evaluation panel, and a development workshop following the evaluation report.
- **Integrity survey:** This serves as a stepping stone for councils wanting to assess their ability to function with integrity. Similar to an engagement survey, it involves an organisation-wide

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rollout — including elected members — followed by an in-person workshop to discuss the findings.

Roading Efficiency Group

LGNZ is a founding partner of the Road Efficiency Group Te Ringa Maimoa (REG) sector partnership, which is entering its 12th year. We welcome the continued collaboration with RCAs and support REG in rolling out a number of exciting initiatives:

- A new governance dashboard in the Transport Insights web portal that provides elected members with valuable insight into the performance and benchmarking of their road network and RCA – www.transportinsights.nz
- An extensive learning and development programme to continue to raise capability.
- Delivering the Consistent Condition Data Collection project, which captures surface condition data for all sealed roads for local authorities.

Learn more at www.nzta.govt.nz/reg

Governance support

The 2025-2028 edition of the LGNZ standing orders template was [published in late December](#). This version has been updated to include recent legislation and additional principles. It's also been redrafted in plain English. As we have done previously, three templates have been developed, one for city and district councils, one for regional councils and one for community boards.

The 2025-2028 Guide to Standing Orders will be published in March. It has been updated and expanded with additional guidance, including:

- Advice on implementing the Ombudsman's Guidance on public access to workshops;
- More information on delegations and setting agendas;
- Guidance on issues that emerged in the last term, such as using co-chairs and vacating the chair;
- Protocols for webcasting and people joining meetings remotely; and
- Templates for parental leave and childcare policies.

LGNZ continues to provide support to a number of councils experiencing tension between elected members and/or between elected members and CEs.

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Organisation Performance Report

Quarter Three
1 January – 31 March 2025

Together we thrive! E ora ngātahi ana!

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Chief Executive Update

Kia ora!

This quarter's Organisation Performance Report reflects a quarter of major delivery on all fronts – delivery, delivery, delivery is the key outcome across our key urgent priorities of Land Transport, Critical Three Waters Investment and Recovery set in the Three Year Plan 2024 – 2027.

We've hit some major milestones this quarter, on top of our day to day delivery. Additionally, there are significant Government Policy changes and decisions ahead of us, including Local Water Done Well and the completion of the Annual Plan 2025/26 ahead of us.

The key highlights for this quarter include:

Land Transport

Alongside the Transport Committee our teams have set a cracking pace, seeing the uplift in performance, procurement of professional services and road maintenance contracts, and operational delivery on multiple fronts.

To date this team have achieved 26.7km of surface water channel reprofiling addressing the major drainage issues experienced across our networks in 2022. We have completed 610m of pavement rehabilitation with a further 650m currently under design for construction next year, and a further 2.5km under investigation for construction in 2025/26 and 2026/27. The reseal program was completed in February 2025, ahead of any timetable in at least the last five years, with a total of 23.2km resealed equating to 3.2% of the network (by area). Pre-seal repairs for next season's reseal sites are currently underway.

A major milestone was achieving approval of a 10 year period for our new maintenance contract from the New Zealand Transport Agency.

Transport – we're on it!



Quarter 3 at a glance!

ROADING

2759 potholes repaired ^{YTD}
 26.7km surface water reprofiling ^{YTD}
 610m pavement rehab ^{YTD}
 23.2km reseals completed ^{YTD}

Community Grants Awarded ^{Quarter 3} \$16,116.12

Work Procured

The Project Delivery Team have awarded \$12m worth of physical work contracts!
 Over \$11m in Road Recovery and the balance in 3 Waters.

31,315 Library Visitors

100% Occupancy Retirement Housing

1726 Requests For Service

19 LGOIMA's

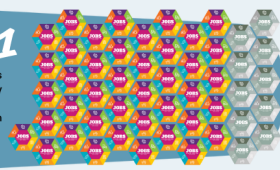
64 Building Consents

Park Bookings 129

Resource Consents 42

MTFJ 41/51

set a goal to help 51+ jobseekers under 25 into work for the July 2024 to June 2025 year. With 3 months left, we're well on our way to achieving this goal!



Roading Recovery Projects

We've made significant progress across the programme in the last quarter three out of four phase 1 recovery projects funded by the North Island Weather Event fund have started construction. In addition, contracts for the majority of physical works in recovery phases 2 and 3, funded by the New Zealand Transport Agency (NZTA), are secured with construction started on some sites and all scheduled for completion before June. Planning for next year's programme continues with NZTA, including endorsement of repair solutions and procurement of suppliers.

We'll also be in this quarter closing the loop on our recovery community conversations on recovery, returning to our local community to provide updates on our recovery progress, the work we will still have to achieve, and some of the trade offs we've already had to make, and further trade-off decisions that we have ahead of us.

Annual Plan 2025-2026

The 2025-2026 Annual Plan remains in development, with the Council agenda of 10 April seeking endorsement of the Annual Plan 2025/26 for Officers to develop the Annual Plan document.

The Three Year Plan forecast that an average rates increase of 14.9% pa would be required for 2025-2026 with a significant focus being on four key areas including right sizing the organisation to deliver on the key urgent priorities. The current forecast projection has average rating increases at 7.9%, with rating increases for connected three waters residents reiterating the need for change to how Three Waters services are delivered.

Local Water Done Well

In December 2024, the Local Government (Water Services) Bill was introduced with the intention of ensuring water services are safe, reliable, environmentally resilient, customer-responsive, and provided at the lowest possible cost to consumers and businesses. The bill outlines essential aspects related to the water services delivery system, economic regulation, consumer protection framework, and amendments to the water quality regulatory mechanism.

The region continues to work through Local Water Done Well, with Council to confirm the

consultation options and a preferred option in April. This will see community consultation through May and early June led out as a roadshow, with roading recovery as outlined earlier. Council has until 3 August to seek an extension and until 3 September to have Water Service Delivery Plan ready for submission to the Department of Internal Affairs.

Rightsized for now, right sized for the future - Organisational Change

A major focus across the organisation has been an organisational change focussed on ensuring the right sizing of Council, now for the future, to ensure we remain focussed on the key priorities of the Three Year Plan, can scale up in the future, and that our resourcing reflects the economic pressures and priorities we have in the short and medium term.

At the time of writing some changes had been confirmed and a second round of consultation on key areas with staff was being completed. A further update will be provided to Council on this change.

Revaluation of the District

Every three years Council engages Quotable Value to revalue the land value and capital value of every property in the district. This value is then used to distribute the rates across the district.

It is important to note that the rating requirement of Council is not impacted by the valuation. The valuation only determines what percentage of the general rate each property is levied. In other words, the valuation is used to work out the share of the total rates allocated across ratepayers. It does not influence the total amount budgeted for rates. (The rates budget dictates the size of the pie and the valuation decides how many slices and what size each one is.)

The last valuation in 2021 was undertaken at the height of the property market boom. On average the 2024 valuation is approximately 8% lower than these 2021 figures. Property owners will be notified of the intended new valuations in April 2025 and have a month to provide feedback to Quotable Value if they disagree with the proposed valuation. The new valuations will be applied to the July 2025 rates notices, which is the start of the new rating year.

Performance Reporting

Quarter 3 has seen a significant amount of infrastructure works procured with our regional and local contractors. The road recovery works programmed to be delivered this financial year have been awarded to contractors who are now progressing with construction on site.

Further to the above we have awarded two significant water supply renewal projects in Waipawa and Waipukurau which are due to be completed in Quarter 4.

Our maintenance and operations teams continue to deliver on reactive and planned works across the road and water services networks including completion of the annual sealing programme and significant drainage works in the rural areas.

Reports to Elected Members are providing increasing levels of transparency on infrastructure delivery performance. The information table included in this executive update provides an insight on the volume of contracts awarded in Q3 and delivery output.

Value for Money

Council has been focussing on lifting capability and capacity to deliver on its Three Year Plan, which has a significant level of investment in road recovery and water services works.

As we strengthen our 'smart buyer' and contract and project management capabilities, we continue to identify value for money opportunities across the delivery of our activities. This has included strengthening our procurement practices and in-house capability, which has resulted in some exceptional value across transport and water services.

The Project Delivery Team have in the last quarter awarded \$12 million worth of physical work contracts. Over \$11 million in the Road Recovery and the balance in 3 Waters.

Further to this, our increased emphasis on contract management and working closely with our suppliers is resulting in tangible results and better value for our community. We'll be providing greater visibility to Council on these outcomes in Committee meetings in this next quarter.

The hard work across Council, its committees and the wider team of Council will further come to fruition in this next quarter, as we see the hard work of strategy, planning and

procurement come to life as we look to achieve our biggest ever year of capital delivery.

We've got a big quarter ahead and if you needed reminding of what this quarter is about – reading through the report outlines the major work we'll see underway or delivered in this quarter.

Ngā mihi






Doug Tate
Chief Executive

Elected Member Priorities

The foundations of Project Thrive remain at the heart of the future of Central Hawke's Bay. For the 2022 – 2025 triennium, Elected Members have identified the following focus areas and big moves to continue to deliver on the outcomes of Project Thrive.

Our Focus Areas

We've identified three focus areas as Elected Members that will be our specific focus across all of our activities for this Triennium:

 #1 – Partnership and Localism	 #2 – Right sized for the future	 #3 – Climate Change and Resilience
<p>We continue to grow our emerging partnership with Mana whenua through all that we do as well as the local voice of community in all of our activities.</p> <p>We'll achieve this focus area by:</p> <ul style="list-style-type: none"> Establishing the Tamatea Partnerships Committee. Complete a representation review, including opportunities to devolve local decision making to communities. Continue to promote the implementation of Tūhono mai Tūhono atū – Councils Māori Engagement Strategy. Continue to support our network of networks by implementing the Social Development Strategic Framework. 	<p>Despite our ambition, we need to ensure the level of expectation reflects the ability of our community to afford and sustainably deliver on that ambition.</p> <p>We'll achieve this focus area by:</p> <ul style="list-style-type: none"> Completing an Assessment of Future Affordability for our District as part of the Long Term Plan 2024. Reviewing the Financial Strategy and associated financial tools available as part of the Long Term Plan 2024. Completing a substantial Levels of Service review, as part of the Long Term Plan 2024. Retain oversight of Councils Section 17a Review Programme and approve reviews as they fall due. Continuing to implement the External Funding Strategy. 	<p>Having taken away lessons from Cyclone Gabrielle, we've applied a future focussed climate change and resilience focus to our decision making and future planning.</p> <p>We'll achieve this focus area by:</p> <ul style="list-style-type: none"> Developing a local understanding of climate change and resilience, the priorities and its impacts across our networks and infrastructure. Supporting the development of the Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning. Working with the Regional Climate Action Committee to understand the local opportunities for the reduction and adaptation to climate change.

Our Big Moves

Council have identified five big moves, following the impacts of Cyclone Gabrielle, to deliver on the long term future of Central Hawke's Bay:

1. Accountable Delivery	2. Resilient Rooding	3. Community Activation	4. Social Infrastructure	5. Secure Water
<p>We have delivered a new approach to accountability across our community and council, that focusses on our Thrive DNA and results in a tangible uplift in community outcomes.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> Complete a review of our Contract Management Policy, specifically focussing on its successful cultural and leadership mobilisation across Council and its contractors. Reinvigorate Community Action and Care Groups, for community clean ups and beautification. Establish and improve organisational reporting, including key outcome data to demonstrate assurance in our services. 	<p>We have developed a prioritised approach and plan for investment in our roading networks, including a hierarchy of priority roads and routes for delivery in the Long Term Plan.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> Complete a substantial review of the Land Transport Strategic Framework, focussing on establishing key routes of resilience and levels of service. Strategically plan, fund and deliver on our Roading Recovery Programme following the effects of Cyclone Gabrielle. Reposition the Transport activity in the widest sense to including the relationship to the Regional Land Transport Committee, Roading Efficiency Group and other forums. 	<p>We have developed a plan to address the challenges and opportunities we have in our Waipukurau and Waipawa Town Centres, including addressing issues like the Waipukurau Library, and have enabled community ownership of our great place.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> Deliver on our Better off Funding Community Property and Civics Project. Continue to identify opportunities through our External Funding Strategy that will accelerate our ability to deliver the 'nice to have' projects. Deliver the Waipawa Main Street Streets for People project. 	<p>We have enabled the social infrastructure that our community needs for long term housing and economic outcomes, through the delivery of our Better off Funding Projects.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> Deliver on the Better off Funding Housing Project. Continue to focus on the long-term implementation of the Economic Action Plan. Continue to facilitate the Waipukurau South Growth Precinct. Continue to support the Tamatea Housing Taskforce. Deliver the Thriving Places and Spaces Quick Wins Project. Continue with the development and implementation of Community Plans. 	<p>We have successfully navigated through three waters reform, including continuing to progress with our #bigwaterstory and #bigwastewaterstory, have developed a Long Term Plan for stormwater and continued to improve water security for Central Hawke's Bay.</p> <p>We'll achieve this big move by delivering on:</p> <ul style="list-style-type: none"> Prioritising the Hawke's Bay/ Tairāwhiti Affordable Water Reform Programme. #thebigwastewaterstory and #bigwaterstory are delivered to provide long term improvements. Develop a #bigstormwaterstory in response to Cyclone Gabrielle, to be supported for future funding and delivery. Work with HBRC on the rollout of the Regional Water Assessment. Work with Water Holdings HB and Heretaunga Tamatea Settlement Trust on ownership and sponsorship opportunities for Water Security.



Organisational Performance Focus

As an organisation, to enable the wider culture that we need to successfully deliver on Project Thrive for the future and Councils priorities for this Triennium, we will be focussing on:

High Performing Local Government Organisation

We are delivering on a plan to retain our AA CouncilMARK rating and to continue to lift the overall performance and maturity of the organisation.

Community outcome led and responsive

We will work to be known as an organisation that enables local outcomes, by supporting and enabling local voice, knowledge and remaining responsive to community need.

Embedding Value for Citizens

Through a refreshed approach to accountable delivery, community will see a visible step change in the value from the services we deliver.

Enabling Local Success to occur

While we'll be an active national and regional contributor to initiatives and activities, our primary focus will be on securing and enabling the success of Central Hawke's Bay.

Focus Areas

This section highlights the achievements and progress we’ve made in this quarter on the Elected Members’ three focus areas for this Triennium.

#1 - PARTNERSHIP AND LOCALISM

Our partnership with Manawhenua is emerging through all that we do as well as the local voice of community in all of our activities. We are achieving this focus area by:

Focus Area	Summary	Update
Tamatea Partnership Committee	The Tamatea Partnerships Committee aims to provide guidance to Central Hawke’s Bay District Council and mana whenua partners – Tamatea Pokai Whenua and Ngā Hapū o Tamatea (via mārae and Te Taiwhenua o Tamatea) – on effective partnership in Tamatea Central Hawke’s Bay that reflects Te Tiriti o Waitangi and associated Acts and responsibilities of Local Government to that effect.	<p>Following feedback from Mana whenua, the Tamatea Partnership Committee was not progressed in the revised Governance Structure in 2024. Regular Kahui meetings with Manawhenua continue.</p> <p>Officers however continue to develop alongside Tamatea Pokai Whenua the post settlement group for Heretaunga Tamatea and Te Taiwhenua o Tamatea a Memorandum of Understanding. The aim of the MOU is to outline the shared partnership aspirations and priorities between the two partners. No timeline is confirmed for this to be completed.</p>
Tūhono mai Tūhono ātu - Māori Engagement Strategy	<p>Implement the Tūhono mai Tūhono ātu - Māori Engagement Strategy.</p> <p>Key priorities are:</p> <p>1. Pou Tahi – Whiriwhiria –</p>	<p>A Pou hui including the Pou Whirinaki, Pou Whātua and Mayor Alex occurs regularly every two weeks to ensure that the appropriate tikanga, and training is facilitated across Council.</p> <p>The Kahui meeting held in February addressed the elections process in particular Māori representation, provided an update on local water done well and the partnership agreements.</p>

	<p>Council & iwi relationships</p> <ol style="list-style-type: none"> 2. Pou Rua - Tikanga – Language, Culture & Place 3. Pou Toru - Oranga – People & Prosperity 4. Pou Wha - Rauemi – Infrastructure & Resources 	<p>Tamatea Pokai Whenua settlement group have set up an office at Mataweka marae (once a week) which will assist to improve relationships and engagement strategies moving forward.</p>
Social Development Strategic Framework	<p>Continue to support our Network of Networks by implementing the Social Development Strategy.</p>	<p>All Central Hawke's Bay Network of Networks have met to develop their priority areas and workplans for 2025.</p> <p>CHB Older Persons Network- Supporting the Central Hawke's Bay Active Ageing Expo being held on 27 March 2025.</p> <p>CHB Disability Network – Working group formed to gather and provide information on proposed Total Mobility Scheme/public transport changes to the network and interested agencies.</p> <p>CHB Food Secure Network – survey of members completed.</p> <p>CHB Youth Development Network – Review of local CHB Youth Support card completed.</p> <p>Safer CHB – Held free Electric Blanket check event, planning Road Safety week activities.</p> <p>Tamatea/CHB Health and Localities Network –local health provider resource has been developed</p>

#2 – RIGHT SIZED FOR THE FUTURE

Despite our ambition, we need to ensure our level of expectation reflects the ability of our community to afford and sustainably deliver on that ambition. We'll achieve this focus area by:

Focus Area	Summary	Update
Assessment of Future Affordability	Completing an Assessment of Future Affordability for our District as part of the Long Term Plan (LTP) 2024.	Complete. Morrison Low provided a report to Council in December 2023 on affordability, which was factored into the Financial Strategy for the Three Year Plan 2024 – 2027.
Financial Strategy and associated financial tools	Reviewing the Financial Strategy and associated financial tools available as part of the Three Year Plan 2024-2027 (LTP 2024).	Complete. The Financial Strategy was adopted, along with the Three Year Plan 2024–2027 by Elected Members on 13 June 2024. Unless there is a significant change in Council's circumstances that requires a LTP Amendment, this strategy will be next reviewed in 2027.
Levels of Service review	Complete a substantial Levels of Service review, as part of the Three Year Plan 2024-2027 (LTP 2024).	Complete. Morrison Low provided a report to Council in December 2023 on the proposed levels of service for the Three Year Plan 2024-2027, and elected members also provided feedback. The final levels of service were adopted, along with the Three Year Plan 2024–2027 by Elected Members on 13 June 2024.
Councils Section 17a Review Programme	Retain oversight of Councils Section 17a Review Programme and approve reviews when due.	The Executive Leadership Team are tracking when S17a reviews are being undertaken and when they are next due. A review of Solid Waste is currently underway.
External Funding Strategy	Implementing the External Funding Strategy.	Officers continue to attract and leverage external funding, to support the delivery of projects and services. This ranges from Infrastructure Acceleration Fund to assist with the development Waipukurau South Growth Precinct, Ministry for the Environment funding for a weighbridge at the transfer station, and Red Cross and Ministry of Business, Innovation and Employment Ministry for the funding of the Cyclone Gabrielle community wellbeing and resilience work programme and the development of a Homelessness Scoping Paper for the Tamatea Housing Taskforce.

#3 – CLIMATE CHANGE AND RESILIENCE

Having taken away lessons from Cyclone Gabrielle, we've applied a future focussed climate change and resilience focus to our decision making and future planning. We'll achieve this focus area by:

Focus Area	Summary	Update
Climate change and resilience	Developing a local understanding of climate change and resilience, the priorities and its impacts across our networks and infrastructure.	This work is progressing at a regional level, through the Climate Action Joint Committee and the Climate Action Technical Advisory Group. The Technical Advisory Group (TAG) is working on the first draft of the regional climate change risk assessment. The aim of this initiative, driven by the Climate Action Joint Committee, is to understand the main climate-related risks for Hawke's Bay communities and assets. The TAG is collaborating with independent consultants Urban Intelligence to prepare this assessment. Officers from each territorial authority provided available data to populate the model used across different asset classes to underpin the report. The Joint Committee will consider the draft report in Q4.
Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning	Supporting the development of the Hawke's Bay Regional Spatial Plan and integrated hazard and risk planning.	The current Government is progressing with resource management reform and has recently announced two new bills to replace the RMA will be introduced to parliament by the end of 2025. Spatial planning will feature in the new system and there will be one regulatory plan per region, jointly prepared by regional and district councils but guided by new national standards for great consistency across the country. Reform of the resource management system will include new and updated national direction (national environmental standards and national policy statements). Of interest to our district is new national direction on natural hazards and renewable energy. Officers are keeping abreast of these changes as they are released for public consultation. Regional Spatial Planning remains a priority for the region, as indicated in regional feedback on the Regional Deals framework.
Regional Climate Action Committee (RCAC)	Working with the RCAC to understand the local opportunities for the reduction and adaptation to climate change.	As per the update above on the "climate change and resilience" focus area.

Big Moves

Council have identified five big moves, refocused following the impacts of Cyclone Gabrielle, to deliver on the long-term future of Central Hawke’s Bay. We have delivered a new approach to accountability across our community and council, that focusses on our Thrive DNA and results in a tangible uplift in community outcomes.

1. ACCOUNTABLE DELIVERY

We have delivered a new approach to accountability across our community and council, that focussed on our Thrive DNA and results in a tangible uplift in community outcomes. We’ll achieve this big move by delivering on:

Focus Area	Summary	Update
Contract Management	<p>Create and implement robust contract management control processes.</p> <p>Complete a review of our Contract Management and Procurement Policy focusing on successfully mobilising this across Council and its contractors</p>	<p>The development and use of an internal contract management guidance document has established a consistent method for information management and provided a ‘single source of truth’ for our contracts register. The development of a standardised approach to scoring and reporting contract performance, which now aligns with our organisational Key Result Area’s, has enhanced accuracy and value. This new system allows for consistent comparisons and maintains a strong focus on accountable delivery. We aim to provide more visibility to Elected Members in this Calendar year, the tangible benefits being realised.</p> <p>A review is underway of our Contract Management and Procurement Policy and an update will be provided at the upcoming Finance, Infrastructure and Performance Committee.</p>
Improve organisational reporting	<p>Establish and improve organisational reporting, including key outcome data to demonstrate assurance in our services.</p>	<p>Efforts are currently underway to enhance organisational reporting, ensuring transparency and assurance in meeting the levels of service outlined in our Three-Year Plan 2024-2027. We are presenting greater visibility of planned and actual achievements to Committees to demonstrate our progress.</p> <p>Concurrently, we are working closely with our contractors to deliver on agreed levels of service and identify areas for improved value for money and community satisfaction and confidence.</p>

Reinvigorate Community Action and Care Groups	<p>Reinvigorate Community Action and Care Groups, for community clean ups and beautification.</p>	<p>Efforts were made to formalise the CHB Proud Fund within the current policy through an update in the Community Funding Policy.</p> <p>Officers have entered the SH2 clean-up event for the Taituara Awards in the Excellence in Environmental Leadership category.</p> <p>Two clean up events are currently in planning for completion by the end of this financial year, to coincide with community events planned.</p> <p>Preliminary planning is underway to identify potential sites for this year's clean-up event, which traditionally is held in conjunction with Keep New Zealand Beautiful week.</p>
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2. RESILIENT ROADING

We have re-affirmed our approach to the prioritisation of roadworks and investment plan, including a network hierarchy approach that determines levels of service, distribution of expenditure across the 1265Km of road and recovery priorities. We'll achieve this big move by delivering on:

Focus Area	Summary	Update
Land Transport Strategic Framework	Land Transport Improvement Plan	<p>Delivery of the Land Transport improvement plan has continued in this quarter with Committee workshops and reports covering the ongoing recovery programmes and the procurement of key asset management and delivery contracts for the next 5-10 years.</p> <p>The focus has continued on contract and relationship management with key suppliers to identify improvements and continue to deliver value for money for the community which is yielding positive results. The 2025-2027 Land Transport Procurement Strategy has been approved by NZTA, including approval to procure a 10-year road maintenance contract, which will drive economies of scale and investment in growing local capability and capacity. A procurement plan for this contract is being drafted for council approval next quarter. Additionally, planning for the renewal of the professional services contract has also started to ensure that a new contract is fully mobilised by December 1, 2025.</p>
Roading Recovery Programme	Strategically plan, fund, and deliver on our Rooding Recovery Programme following the impacts of Cyclone Gabrielle.	<p>Significant progress on the Rooding Recovery Programmes has been made in Q3. On the Recovery Programme 1, Stage 2 of Fletchers Crossing is complete with planning for the final Stage 3 well underway. Construction on Wimbledon Road RP1.3 is on schedule and work has started on Elsthorpe Road RP14.9. The design for Wimbledon Road RP9.5 is advancing well with construction expected to start later in 2025. Contracts for all Recovery Programmes 2 and 3 physical works, except Burnside Bridge, are secured and scheduled for completion before June 2025. Planning for next year's programme continues with NZTA, including endorsement of solutions and cost estimates for the remaining sites. There is currently a forecasted underspend of circa \$3.7 million due to project scope changes and competitive tender prices, \$250k of which will be allocated to planning for next year with the remaining being allocated to sites already endorsed by NZTA. A letter has been sent to the NZTA Board requesting continuation of an enhanced FAR for 2025/2026. Engagement for community engagement is currently underway to provide an update on progress and share Council's direction for completion of the recovery works.</p>

Regional Land Transport Committee	Reposition the Transport activity in the widest sense including the relationship with the Regional Land Transport Committee (RTC) and the Roothing Efficiency Group (REG) and other forums.	The District is well-represented with the Regional Transport Committee (RTC). Despite limited funding, the public transport trial in CHB is still a topic of discussion. Our involvement in the Road Efficiency Group continues, with representation as a Regional Champion and as a member of the Strategic Work Group. The Standards group mentioned in previous updates is no longer operational.
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3. COMMUNITY ACTIVATION

We have developed a plan to address the challenges and opportunities we have in our Waipukurau and Waipawa Town Centres, including addressing issues like the Waipukurau Library and have enabled community ownership of our great place. We'll achieve this big move by delivering on:

Focus Area	Summary	Update
Better off Funding Community Property and Civic Project	Deliver on our Better off Funding Community Property and Civics Project.	The upgrade of the Waipawa Museum forecourt has been completed, with fencing improvements and planters and seats installed. (noting that the seats have been removed to remedy the issue with leaching). Next steps are to progress with the other Waipawa Town Centre Plan actions.
External Funding Strategy	Continue to identify opportunities through our External Funding Strategy that will accelerate our ability to deliver the 'nice to have' projects.	Council officers have continued to explore opportunities with external funders (e.g., Government agencies, Eastern Community Trust etc.) to fund projects that are not planned to be funded through the Three-Year Plan.
Waipawa Main Street Streets for People project	Deliver the Waipawa Main Street "Streets for People" project. This project aims to create a safer, healthier and more people-friendly main street that gives people in Waipawa centre a safe and easy access to both sides of the road.	The Streets for People programme was closed off at the Strategy, Community and Growth Committee meeting on 17 October 2024.

4. SOCIAL INFRASTRUCTURE

We have enabled the social infrastructure that our community needs for long term housing and economic outcomes, through the delivery of our Better off Funding Projects. We'll achieve this big move by delivering on:

Focus Area	Summary	Update
Better off Funding Housing Project.	Deliver on the Better off Funding Housing Project. This project is to identify and explore the most appropriate structure to co-ordinate and deliver housing outcomes in the widest sense in Tamatea – Central Hawke's Bay.	<p>The 'Our Homes' Strategy forms the basis for this body of work.</p> <p>An implementation plan for Council actions under the strategy has been developed to prioritise the actions based on the reassignment of available funding. A further update on housing is provided below.</p>
Economic Action Plan	<p>Continue to focus on the long-term implementation of the Economic Action Plan (EAP).</p> <p>Key priorities from the EAP include:</p> <ul style="list-style-type: none"> • Land use diversification and climate resilience • Growth & Development • Water • Better off Funding • Town Centre Plans 	<p>An update was given in December showing that most actions from the Economic Action Plan (adopted in 2019) have been achieved. The scope of an Economic Action Plan strategy refresh is being considered.</p> <p>Land Use Diversification: Nick Pyke of Leftfield Innovation has been engaged to conduct studies into land-use diversification, with a particular focus on what type of crops can/could be grown in Central Hawke's Bay and dried if needed at Kaikora Seeds, based on the unique climate and soil conditions in the district. A first draft of this study has been received and is with Kaikora Seeds for consideration & local input.</p> <p>Growth & Development: We have completed an in-house industrial land study. The conclusion is that there is enough land zoned for these activities, but it is underutilised or contains residential living. The goal was to understand what is available and how we can position ourselves for future industrial and commercial growth within the district.</p>

Thriving Places & Open Spaces Quick Wins	<p>Deliver the Thriving Places & Open Spaces Quick Wins. BOF project 5 – this project has identified quick-win projects for implementation including:</p> <p>Implementation of Places & Spaces Reserve Signage, Green Space Activation Projects and Accelerating Russell Park Master Planning</p>	<p>Work has progressed on preparing the Reserve Management Plan review including external advice on Reserves Act status for a number of reserves and drafting the scope for the review. Following this we will be ready to engage with stakeholders and wider community on the RMP and RPMP.</p> <p>Better off funding for Russell Park quick wins: proposed options to be developed – considering lighting upgrade and completion of perimeter pathway (both contemplated in the Reserve Management Plan).</p> <p>An update on quick wins will be provided to the next Strategy, Growth and Community Committee meeting.</p>
Tamatea Housing Taskforce	<p>The Tamatea Housing Taskforce was established to provide strategic leadership and guidance and provide a place to land housing initiatives in Tamatea – Central Hawke’s Bay.</p> <p>The Taskforce provides a consistent and coordinated approach to housing and its related areas to enhance the wellbeing of mana of our people.</p>	<p>At the Taskforce meeting of 27 November 2024, the Taskforce agreed to focus on providing strategic leadership and guidance on the following housing matters in 2025.</p> <ul style="list-style-type: none"> • Affordable rentals • Growing cohort of single people requiring housing (including kaumatua) • Papakainga • Residential growth <p>The Housing Lead is now working to prioritise each of the focus areas and link them back to existing actions and priorities in the Our Homes Strategy.</p>
Community Plans	<p>Continue with the development and implementation of Community Plans which includes Ongaonga, Tikokino, Takapau, Ōtāne, Pōrangahau/Te Paerahi and Elsthorpe/Kairakau.</p>	<p>There are three current Community Plans for Takapau, Ongaonga and Tikokino.</p> <p>Work on the Ōtāne Community Plan has resumed with the second public community hui held with residents on Wednesday 26 February 2025. Feedback received is being incorporated into the draft plan and next steps are for this to be taken to the working group for their input.</p>

Waipukurau South Growth Precinct	<p>Continue to facilitate the Waipukurau South Growth Precinct.</p>	<p>Since securing funding from Central Government’s Infrastructure Acceleration Fund in late 2022, significant progress has been made in the planning and coordination of the Waipukurau South Growth Precinct. Despite setbacks caused by Cyclone Gabrielle and financial constraints during the preparation of the Council's Three-Year Plan, an amended Delivery Plan was successfully negotiated with Government officials in August 2024.</p> <p>The contract for the construction of stormwater attenuation basins at 83 Porangahau Road was awarded prior to Christmas and is on track for completion by May 2025.</p> <p>Additionally, a structure plan is being formulated to provide clear infrastructure guidelines for future developers within the site. The next stage is to prepare a Plan Change so the Structure Plan can be included in the District Plan and engage with the community on these plans.</p> <p>Various other infrastructure projects across the wider network are at different stages of planning and implementation, ensuring a coordinated approach to the precinct's development.</p>
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5. SECURE WATER

We have successfully navigated through three waters reform, including continuing to progress with our #bigwaterstory and #bigwastewater story, have developed a long-term plan for stormwater and continued to improve water security for Central Hawke's Bay. We'll achieve this big move by delivering on:

Focus Area	Summary	Update
Regional AssessmentWater	Work with HBRC on the rollout of the Regional Water Assessment	<p>No local work has significantly progressed in the quarter on this activity.</p> <p>The importance of Water Security remains a regional matter of significance continues to grow. It was one of the regional priorities identified in the briefing to the Incoming Government and following the Regional Water Assessment being also considered as part of wider security challenges now being faced across the Heretaunga Plains also.</p>
Water Security	Work with Water Holdings HB and Tamatea Pokai Whenua Settlement Trust on ownership and sponsorship opportunities for Water Security.	<p>Council formally endorsed the establishment of the Hawke's Bay Community Water Trust at its meeting of 31 October 2024. In endorsing the Trust Deed, Council also noted that its responsibility in the Trust Deed extended to the appointment of a Trustee only. The other trustees will be appointed by Tamatea Pokai Whenua (2 trustees) and Water Holdings Hawke's Bay Ltd (1 initial trustee), demonstrating the partnership approach between the 3 parties in seeking opportunities on the ownership and sponsorship of water security opportunities in Central Hawke's Bay and the wider Hawke's Bay region. Council is currently seeking expressions of interest for this appointment.</p>
Affordable Water Reform Programme	Prioritising the Hawke's Bay/ Tairāwhiti Affordable Water Reform Programme	<p>In the third quarter, work focused on the refinement of a business case for the Hawke's Bay Councils, which is currently being reviewed by the region's Council officers. Further late guidance from the Local Government Funding Authority was also provided in late 2024, which have seen some of the numbers associated with the project being re-run.</p> <p>Council can expect further updates on the Local Water Done Well Framework throughout the fourth quarter including confirmation of key options for consultation with community.</p>

#thebigwastewaterstory and #bigwaterstory	#thebigwastewaterstory and #bigwaterstory are delivered to provide long term improvements	<p>The focus remains on the delivery of key drinking water and wastewater projects to improve network resilience, reliability and support growth as prioritised in the Three Year Plan 2024 – 2027.</p> <p>Several projects have advanced in Quarter 3, with one water supply renewal contract, Frances Drake Street, successfully completed and two still in construction, namely Racecourse Road in Waipukurau and Homewood Road in Waipawa. Site investigation works are underway on Gaisford Terrace to allow completion of the design and planning for water and stormwater assets renewal in the next financial year.</p> <p>Construction has started on Waipawa Water Treatment plant upgrade and relocation following the sod turning event in late March. This project is expected to be completed in mid-2026.</p> <p>The significant projects included in the Three-Year Plan continue to be developed, some of which will move into construction over the coming 12 months, including the Waipukurau Second Water supply. Focus on this project in Quarter 4 is on mana whenua engagement in relation to the river crossings resource consent.</p> <p>Replacement of the Pukeora reservoir project is in the planning stage, aiming for a decision on construction in Quarter 2 2025/26 and land acquisition requirements are being finalised to enable construction of the Waipawa reservoir renewal next year.</p>
#bigstormwaterstory	Develop a #bigstormwaterstory in response to Cyclone Gabrielle, to be supported for future funding and delivery	<p>A new, small local contracting panel has been established to deliver on maintenance levels of service, realise cost efficiencies and support local businesses. The panel will also be utilised to deliver some of the capital programme, which is at various stages, including some due to start construction shortly.</p> <p>Additionally, work has started on the stormwater strategy, which includes engagement with Council on levels of service and prioritisation of investment.</p>

Organisation Performance

Overview

The Organisation Performance Report provides a quarterly update to Elected Members from each activity which includes the performance tracking for Levels of Services set out in Council's Three Year Plan 2024-2027, as well as other metrics used within the activities.

Activity Updates

Each activity through this report provides an overview of their focus areas from the quarter, an update for each and any relevant performance metrics.

Level of Service Performance Reports

Where applicable, following each activity section is the Levels of Service Performance Report as set out in Council's Three-Year Plan 2024-2027. This report is now incorporated within this Organisation Performance Report and replaces the report previously known as "non-financial performance report"

REQUEST FOR SERVICE (RFS)

We now have data for three quarters for each activity. Below are the total service requests received each quarter. Overall, there was a decline in service requests in quarter two, likely due to the lead-up to Christmas. However, quarter three shows a trend back towards quarter one numbers.

Received RFS by Activity				
Activity	Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25
Leadership, Governance & Consultation	28	19	15	
Land Transport	383	206	239	
Places & Open Spaces	262	244	290	
Consenting	325	272	304	
Animal Services & Compliance	335	400	346	
Solid Waste	79	51	66	
3 Waters	242	268	320	
Other ¹	215	161	146	
Total	1869	1621	1726	

¹ Other includes business requests e.g. information services, assets, GIS mapping, rates, cyclone recovery, communications, mayoral requests and chief executive requests.

LGOIMA

Total Local Government Official Information and Meetings Act (LGOIMA) requests received to date:

Received LGOIMA's			
Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25
20	20	19	

We now publish LGOIMA's to Council's website, that contain a disclosure noting we may publish these to our website. LGOIMA requests received for this quarter are listed below. There have been no complaints from the Ombudsman.

Subject	Business (if applicable)	Date Received
1. Rooster complaints	Private	20 Jan 2025
2. Request for Council Records - Fraser Shingle Consent for years 1990-1991	HolCim.com	20 Jan 2025
3. Latest version of HB Community Water Trust Deed	Private	20 Jan 2025
4. Impact of drinking water outages on enteric disease in Aotearoa	Private	4 Feb 2025
5. Hoarding Guidance for Political Parties	Act NZ	4 Feb 2025
6. Licence count	Alcohol Healthwatch	4 Feb 2025
7. Copy of Pourerere Campground Lease	Hawke's Bay Regional Council	27 Jan 2025
8. Questions on Annual Report 2023/24	Private	4 Feb 2025
9. Copy of CHB Land Diversification Study by Left Field Innovation	Private	11 Feb 2025
10. Hair & Barber regulatory review - engagement & information request	Ministry for Regulation	14 Feb 2025
11. Hawkes Bay Community Water Trust – trustee appointment	Private	13 Feb 2025
12. Stormwater Issues at [REDACTED] Bibby Street, Waipawa	Private	24 Feb 2025
13. Waste Supply for Energy from Waste Facilities and Related Discussions	Private	25 Feb 2025
14. Request for Complaints and Documentation Related to Flooding at [REDACTED] Racecourse Road	Private	25 Feb 2025
15. Petitions received	Historian	28 Feb 2025
16. 2025 Ratepayers Report for CHBDC	NZ Taxpayers Association	13 March 2025
17. Pedestrian crossing query	Stuff	13 March 2025
18. Waipukurau Sough Growth Precinct Project Enquiry	BCI Central	11 March 2025
19. Monies paid to One Music NZ	Campaignz	17 March 2025

LEADERSHIP, GOVERNANCE AND CONSULTATION

This activity enables elected Councillors to effectively govern the activities, services and projects delivered by the Council. Councillors must represent their communities and make decisions in an open, transparent, and accountable manner.

The activity in this section supports the decision-making processes of elected members and ensures decisions are made in accordance with guiding legislation, including the preparation of reports and other supporting functions, to ensure a functioning local democracy exists in Central Hawke's Bay. Through this activity, funds such as the Community Voluntary Organisation Scheme (CVOS) are sources and distributed to community organisations through the Social Development Activity.

Focus Area	Overview	Last Quarter	Next Quarter
Representation Review	Council is undertaking a Review of the Representation arrangements for Central Hawke's Bay District for the 2025 Local Body Elections.	This project finished in the last quarter and the Central Hawke's Bay District's representation has been adopted for the 2025 Local Election. The attention now turns to giving effect to the changes.	Our attention now turns to the 2025 Election.
2025 Local Elections	Planning has started in preparation for the 2025 Local Elections.	Officers have developed Candidate information, candidate order, established an information website, co-ordinated orange bin destinations, created the first rates database for ratepayer enrolments, and provided staff and Elected members with election protocols. Officers have also been developing the Pre-Election Report.	Finalising the Pre-Election Report and finalising work on the nomination forms and the official Candidate Handbook. Officers will also be organising voting paper collections with DX, and likely to receive the orange bins.

Activity Update

Annual Plan 2025/26

Council has been workshoping and receiving formal updates on its approach for the Annual Plan 2025/26 since late 2024.

In this agenda is an update on the Annual Plan, seeking endorsement of the direction, with the aim that Council will then be formally adopting its Annual Plan at an Extraordinary meeting of Council on 10 May 2025, ahead of striking the rate at its meeting in June 2025.

2025 Local Elections

Officers have been undertaking various activities in preparation for the 2025 Local Elections. This includes the development of

the Pre-Election report and collateral to encourage voter registration.

Citizenship ceremony

Council had held a Citizenship Ceremony on 5 March welcoming 19 individuals who have chosen to call Central Hawke's Bay home.

Meetings held during the Quarter

In the last quarter, Council held: One Council meeting, five Workshops, one Risk & Assurance Committee meeting, two Transport Committee meetings, one Finance, Infrastructure & Performance Committee and one Strategy, Growth and Community Committee meetings.

Leadership, Governance and Consultation – Level of Service Performance Report

3YP - page 35

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council listens to its community and responds efficiently and effectively communicates well and has a ‘can do’ customer services attitude.	The percentage of people who consider that Council has responded well or very well to community needs and issues.	85%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	
	The percentage of people who consider that Council has engaged and communicated well about Council business.	85%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	

SOCIAL DEVELOPMENT

This activity covers the implementation of the Social Development Strategic Framework, community plans and community funding.

Focus Area	Overview	Last Quarter	Next Quarter
Social Development Strategic Framework	Delivery of Social Development Strategic Framework through the coordination and support of the Central Hawke's Bay Network of Networks.	All Network of Networks actions plans will be reviewed	All Network of Networks action plans will be implemented
Community Plans	Development and implementation of Community Plans for Ongaonga, Tikokino, Takapau, Otane, Pōrangahau/Te Paerahi and Elsthorpe/Kairakau communities.	Re commencement of Otane Community Plan paused due to cyclone recovery in consultation with working group.	Complete Otane Community Plan and bring for adoption.

Activity Update

All of the CHB network of networks have reviewed their vision, purpose and priority areas in this quarter. Workplans for 2025 have been developed and are now being implemented.

Spotlight on Older Persons Network

On Thursday 27 March the bi-annual Active Ageing expo was held at the Centralines sports stadium in Waipukurau. Led by Age Concern and supported by the CHB Older Persons network the expo brought close to 40 service providers, clubs and organisations under one roof to provide a one stop shop of information and connections for older people and their families.

Central Hawke's Bay District Council



officers were a part of the Expo, showcasing a range of services, activities and programmes that we offer to our older residents. 200 people visited the expo, and all received a Safer CHB Grab Bag and our new CHB Older Persons Guide to Preparing for Emergencies resource.

Social Housing (CHB Statistics 28/2/2025)

- 57 public homes (all Kainga Ora – 12 new homes opened on Matuku Lane in November 2024).
- 24 transitional homes (increase 11 since July 2023 Te Taiwhenua o Heretaunga).
- 49 people on public housing register (all priority one, decrease of 28 since July 2023).

Community Grants

Three Community Pride and Vibrancy fund applications have been received in this reporting period. Two applications have been approved.

Age Concern HB \$3466.12 - Active Ageing Expo

Highland Dancing Assn \$3150 -2025 North Island Highland Dancing Championship event

Grants for the Sport NZ Rural Travel fund have been awarded. Twelve applications were received from local schools and sports clubs with \$9500 distributed. Applications to the February round of Creative Communities have closed with 8 applications received. The committee meets to assess these on 24 March.

Community Grants Awarded			
Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25
\$52,544	\$1,000	\$16,116.12	


Social Development – Level of Service Performance Report

3YP - page 37

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
In partnership with our community, we develop and implement effective strategies, policies and initiatives that support community wellbeing.	The percentage of the community satisfied with the Social Development activity of Council.	85%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	
	Central Hawke’s Bay Network of Network Action Plans are developed and implemented.	100%	Achieved Network of Network Action Plans developed and implemented in this reporting period	Achieved Network of Network Action Plans developed and implemented in this reporting period.	Achieved Network of Network Action Plans developed and implemented in this reporting period	
Council provides quality advice, information and support to community groups, agencies and communities and helps build a strong community and voluntary sector.	The percentage of community groups associated with the Social Wellbeing Network that are satisfied with the advice and support provided by Council.	95%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four 2025	

EMERGENCY MANAGEMENT

This activity covers the Community Wellbeing and Resilience work programme under the social pou of the Tamatea – Central Hawke's Bay Cyclone Gabrielle Recovery and Resilience Plan and Central Hawke's Bay District Council Emergency Management Operations & Capabilities.

Focus Area	Overview	Last Quarter	Next Quarter
Community Resilience	Development of Community Resilience Plans (CRP)	Resilience planning continues to be a focus area. Resilience Plans will include new maps of Community Emergency Hub locations and maps of hazards are being developed to be included.	Final drafts of Tikokino & Whangaehu are completed, the plans will go out for public consultation. Mangakuri, Te Paerahi Beach & Pōrangahau Village will be moved a new template with updated maps and circulated for public feedback.
Community Resilience	Establishment of Community Emergency Hubs - Ashley Clinton, Elsthorpe, Ongaonga, Otāne, Pōrangahau, Te Paerahi, Beach, Tikokino, Wallingford, Whangaehu, Paul Hunter Centre.	Both Welfare Trailers are now stored at CHBDC. Hub Resources and CDC supplies have been delivered to CHBDC.	Signwriting for Welfare Trailers, dispatch to new locations in CHB. Items to be distributed to CEH's and CDC's. Hub audits of supplies.
Community Resilience	Civil Defence Radio Network	Radio have been sourced and ordered and are currently being assembled.	Finalise radio network plan, train Community Champions in Radio Use.
Community Resilience	Older Persons preparedness project. <i>Draft of an Older Persons emergency guide</i>	Older persons preparedness guide to be launched at Active Aging Expo in Waipukurau 27 th March. Safer CHB grab bags to be given to participants.	
Emergency Management Operations (EOC) & Capabilities	Exercises, Incident Management Team (IMT) meetings, Training Programmes, Equipment and Maintenance, EOC Management	Five Emergency Management Courses have been held which included CHBDC Staff: Planning & Operations Function, 2x Emergency Management Essentials and Working in a Coordination Centre Alternative EOC in Waipukurau at EIT Campus. Function boxes and a commercial grade Starlink, due to be delivered end of March. Working in an Emergency Operations Centre to be held onsite 27 th March.	8 Courses and 3 exercises to be held in 2025. With the first course starting 28 January. MOU in draft format. IT systems to be established. 

Activity Update

Operations and Capabilities

Operation Cyber shield was held on 7 March with the ICT Team working alongside the IMT team. Lots of great learnings and corrective actions to be implemented.



Community Resilience

Psychological First Aid (PFA) courses held for our Community Emergency Hubs at Ashley Clinton, Ongaonga and Tikokino on Saturday 29 March.



OPEN SPACES

This activity covers the management of Councils Open Spaces, including parks, reserves, cemeteries, streetscapes.

Focus Area	Overview	Last Quarter	Next Quarter
CFIM contract	Lifting contract performance in line with Big Move 1 - Accountable Delivery.	Finalise updated regimes and agreed specifications.	Finalise new levels of service document. Review KPIs in line with organisational KRAs
Russell Park Masterplan	Deliver the Russell Park Masterplan (BOF Quick Win, Big Move 3 - Community Activation)	Drafting of RMP review scope.	Present scope to Council 22 May.

Activity Update

Waipawa & District Centennial Memorial Pool

The pool season concluded, as planned, at the end of February. User numbers exceeded the target, and the new operator CLM, provided exemplary service and reporting.

Playgrounds

Annual playground safety audits were completed and reviewed with appropriate actions programmed.

Waipawa Town Centre (BOF activations)

The upgrade of the Museum forecourt area is now complete, with installation of new seating, planters, and the fence tidied and painted.

Cemeteries (Plotbox)

Plotbox went live on 13 February, following a massive effort from a small team who combed through over 10,000 records to ensure the integrity of the data. We are the first Council in New Zealand to have a 3D mapping feature, which will be available to the public when Plotbox rolls out this feature.

Otaia-Lindsay Bush Restoration (TIF funded)

The carpark upgrade and dry vault toilet installation were completed in December 2024, the signage was installed in March 2025, with the project completed on time and within budget. The remaining project deliverables are programmed for autumn 2025 (native plantings). We've had positive feedback from the community about the upgrade.



Activation – Park Bookings			
Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25
65	40	129	

Reserves & Open Spaces – Level of Service Performance Report

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council provides a range of parks and reserves that are affordable, well maintained and safe, and provide for the recreational (play and sport), cultural and environmental wellbeing of the community.	Monitoring the number of health and safety incidents or injuries due to inadequate or poor maintenance in our parks, reserves and sportsgrounds.	0	Achieved No incidents due to poor maintenance in this quarter.	Not achieved One incident. On 22 December a member of the public tripped and received mild to moderate injuries because of a lifted footpath at Russell Park. The tree causing the issue had been removed prior and barriers erected, unfortunately these were removed without Officers knowledge. The issue has now been fully corrected.	Not achieved One incident in December. No incidents this quarter.	
	The average percentage of residential dwellings within ten-minute walk (pedshed) of a Council-owned or supported playground.	40%	Achieved 41%. <i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within the target zone, divided by the total number of residential parcels within the township zone. This level of service has been changed to reflect current baseline.</i> A breakdown per urban area is provided below: Waipukurau 31% Waipawa 31% Otāne 99% Takapau 85% Tikokino 57% Pōrangahau 100% Ongaonga 61%.	Achieved 41%. <i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within the target zone, divided by the total number of residential parcels within the township zone. This level of service has been changed to reflect current baseline.</i> A breakdown per urban area is provided below: Waipukurau 31% Waipawa 31% Otāne 99% Takapau 85% Tikokino 57% Pōrangahau 100% Ongaonga 61%.	Achieved 41%. <i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within the target zone, divided by the total number of residential parcels within the township zone. This level of service has been changed to reflect current baseline.</i> A breakdown per urban area is provided below: Waipukurau 31% Waipawa 31% Otāne 99% Takapau 85% Tikokino 57% Pōrangahau 100% Ongaonga 61%.	

	The average percentage of urban dwellings within ten-minute walk (pedshed) of a park or community open space.	60%	<div>Achieved</div> <div>61%.</div> <div><i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within a within 10-minute walk of a park or community open space divided by the total number of residential parcels within the urban areas.</i></div> <div>A breakdown per urban area is provided below:</div> <div><div>Waipukurau59%</div><div>Waipawa48%</div><div>Otāne97%</div><div>Takapau62%</div><div>Tikokino54%</div><div>Pōrangahau88%</div><div>Ongaonga62%</div></div>	<div>Achieved</div> <div>61%.</div> <div><i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within a within 10-minute walk of a park or community open space divided by the total number of residential parcels within the urban areas.</i></div> <div>A breakdown per urban area is provided below:</div> <div><div>Waipukurau59%</div><div>Waipawa48%</div><div>Otāne97%</div><div>Takapau62%</div><div>Tikokino54%</div><div>Pōrangahau88%</div><div>Ongaonga62%</div></div>	<div>Achieved</div> <div>61%.</div> <div><i>This is calculated based on the total number of residential parcels across the district's urban areas (below) that are within a within 10-minute walk of a park or community open space divided by the total number of residential parcels within the urban areas.</i></div> <div>A breakdown per urban area is provided below:</div> <div><div>Waipukurau59%</div><div>Waipawa48%</div><div>Otāne97%</div><div>Takapau62%</div><div>Tikokino54%</div><div>Pōrangahau88%</div><div>Ongaonga62%</div></div>	
	The percentage of people that have used or visited a park, reserve or open space in the last 12 months.	80%	<div>Not yet achieved</div> <div>Survey to be undertaken in Quarter Four in 2025.</div>	<div>Not yet achieved</div> <div>Survey to be undertaken in Quarter Four in 2025.</div>	<div>Not yet achieved</div> <div>Survey to be undertaken in Quarter Four in 2025.</div>	
	The percentage of people that are satisfied with parks, reserves and open spaces.	90%	<div>Not yet achieved</div> <div>Survey to be undertaken in Quarter Four in 2025.</div>	<div>Not yet achieved</div> <div>Survey to be undertaken in Quarter Four in 2025.</div>	<div>Not yet achieved</div> <div>Survey to be undertaken in Quarter Four in 2025.</div>	

Cemeteries – Level of Service Performance Report

[3YP - page 61](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council looks after its cemetery grounds, providing a special place of remembrance for loved ones amongst attractive and well-maintained grounds.	The percentage of the community satisfied with the condition and maintenance of our district’s cemeteries.	90%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	
	No complaints about late or inadequate interment services at our cemeteries.	100%	Achieved There were no complaints relating to interments in this quarter.	Not achieved One complaint received in October, regarding a burial issue. Officers have investigated, responded, and implemented corrective actions.	Not achieved No complaints this quarter. One complaint received in October, regarding a burial issue.	

PROPERTY

This activity covers Community Facilities (libraries, theatres, community halls, museum, swimming pools, Council administration office, etc), Retirement Housing, Public Toilets and Campgrounds.

Focus Area	Overview	Last Quarter	Next Quarter
Community Facilities	Community Facilities activation and improvements to align with Big Moves 3 & 4 Community Activation and Social Infrastructure.	Municipal Theatre solar panels installed utilising external funding through the Recovery team. Planning spends of Lotteries funding for the Emergency Hubs (district halls). An application has been made to DIA Community Facilities fund for external funding to replace the rooves at Otane and Takapau Halls.	Planning spends of Lotteries funding for the Emergency Hubs (district halls) including kitchen upgrades at Otane and Ongaonga Halls. Solar installations at 2 further facilities (Civic Theatre and Ongaonga Hall). External painting of the Waipawa Library. Cyclone repairs project for the Porangahau Hall is underway led by the PDT team.
Retirement Housing	Council Retirement Housing improvements to align with Big Move 4 Social Infrastructure. Council Retirement Housing is fully tenanted.	Minor maintenance works and reactive repairs ongoing through Q3, as well as some bathroom and other improvements for dated units.	Minor maintenance works and reactive repairs as required. Some bathroom modernisation improvements for dated units (new vanities, shower and vinyl).
Public Toilets	Continue to work with Green by Nature around the provision of public toilets - lifting contract performance in line with Big Move 1 Accountable Delivery.	Water storage and toilet upgrades project at the Ongaonga public toilets will be completed by the end of Q3 (TIF funded project, led by the Programme Delivery Office).	Fortnightly joint inspections undertaken by Council and Contractor.

Activity Update

Community Facilities - Q3 saw solar panels installed on the roof at the Municipal Theatre. There are two more sites to receive solar being the Civic Theatre and Ongaonga Hall. Q4 will see two of our halls receive external funding from the DIA Lottery Hawke's Bay Community Recovery Fund to go towards kitchen upgrades (Otane and Ongaonga). Porangahau Hall cyclone repairs project will get underway in Q4. This insurance claim project will be led by the PDT. A painting contractor has been engaged

to paint the exterior of the Waipawa Library and minor bathroom upgrades are planned for this facility in Q4.

Public Toilets - Regular inspections are ongoing jointly between Council and the Contractor Green By Nature as part of their quality assurance plan, in addition to standard audit inspections. MBIE agreed to redirect the dump station funding to the Ongaonga public toilets and water systems upgrades, which will be completed by the end of March.

Council Retirement Housing Occupancy				Council Retirement Housing Wait List			
Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25	Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25
98%	100%	100%		20	20	22	

Civic Theatre Screenings				Civic Theatre – Theatre Attendance			
Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25	Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25
202	232	196*		3,182	3,296	2,859*	

*March numbers unconfirmed at date of reporting. We will aim to confirm these for the Council meeting.

Community Facilities – Level of Service Performance Report

3YP - page 57

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council provides safe, affordable and appropriate facilities that provide for the cultural and social wellbeing of our community. These are activated and vibrant community spaces used by our community	The number of community users of the Waipawa Pool.	12,000	Not yet achieved This will be measured once the season commences in quarter two.	Not yet achieved The Waipawa Pool was opened at the end of November. Attendance to 31 December 2024: 1,415 general users 3,488 school group users 4,903 total users Q2	Achieved January-March attendance: 2,023 general users 5,202 school group users 7,225 total users Q3 Full season total: 12,128	
	The percentage of District Hall Committees satisfied with the advice and support provided by Council.	75%	Achieved 93% of our District Hall Committees are satisfied with the advice and support provided by Council. This is measured annually in August through the District Hall Grant Application and Reporting process.	Achieved Measured in Q1 – see prior commentary.	Achieved Measured in Q1 – see prior commentary.	

Retirement Housing – Level of Service Performance Report

3YP - page 53

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council provides safe, well maintained and comfortable community housing for our retired community.	Tenants' overall satisfaction with Council's Retirement Housing services based on response.	90%	Not yet achieved This is measured annually through the Retirement Housing Residents Survey which is carried out in the fourth quarter of each fiscal year.	Not yet achieved This is measured annually through the Retirement Housing Residents Survey which is carried out in the fourth quarter of each fiscal year.	Not yet achieved This is measured annually through the Retirement Housing Residents Survey which is carried out in the fourth quarter of each fiscal year.	

Public Toilets – Level of Service Performance Report

3YP - page 55

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council provides public toilets that are clean, safe, in good working order and meet the needs of our community and visitors	The number of complaints we receive about inadequate maintenance and poor cleaning of our toilets.	<8 complaints	On track to be achieved 0 complaints regarding poor maintenance or cleaning this quarter.	On track to be achieved 0 complaints regarding poor maintenance or cleaning this quarter.	On track to be achieved 0 complaints regarding poor maintenance or cleaning this quarter.	

ECONOMIC DEVELOPMENT

This activity aims to support the enhancement of economic wellbeing by the delivery of increased job opportunities, a diversified and resilient local economy and increased productivity. Council's primary role is to support and enable this activity, so that it is 'business led, and council supported'.

Focus Area	Overview	Last Quarter	Next Quarter
Support and enable local businesses	Provision of data and case studies. Coordinate and bring projects together.	Several significant events detailed below – BA5, Art Deco and Pasture Petfood visit. Business Connector – networking, events, monthly newsletter, MTFJ. (Role ends end of quarter).	Business Engagement Support for Innovation that enables growth.
Advocate for investment and positive interventions at a regional and national level	Connecting with the HBREDA. Support Business cases. Advocate at the regional table.	Progressing project with a NZ financial institution. (Outcome expected June 2025). Progress the Kaikora Seeds Activation Plan. Leftfield Innovation Land Diversification Study – draft stage.	Continue advocating for district-level investment and positive interventions. Activation plan for Kaikora Seeds. Utilise finalised study findings to promote further opportunities.
Promote CHB as a place for investment	Investment portfolios. Destination promotion and events. Supporting development of social infrastructure.	HBREDA report released "Challenges & opportunities in the HB economy". Economic Development Action Plan (EDAP) - the scope of a potential strategy refresh.	Finalise scope and commence work on potential EDAP strategy refresh.

Activity Update

The new Economic Growth Manager was appointed in February.

Economic Development Action Plan (EDAP) strategy refresh:

The current EDAP was adopted by Council in 2019, the economic context has changed significantly and a progress update in December showed that most actions in the EDAP have been achieved. The Strategy, Growth and Community Committee endorsed a scope for the refresh on 27 March 2025.

Kaikora Seeds: MBIE, Kaikora Seeds and Officers met to discuss the project, activation plan and opportunities for the future. Prospective growers have been visiting, and demand is growing. Simon & Lou White of Kaikora Seeds & Ludlow Farms were the supreme winners at the East Coast Balance Farm Environment Awards, a complementary opportunity for promotion as part of the activation plan.

Leftfield Innovation report: A draft report exploring land diversification opportunities for CHB landowners in relation to the dryer has been submitted. Kaikora Seeds is considering the report and will provide local knowledge

input before the report is finalised next quarter.

BA5: The BA5 network has been set up for ongoing success with businesses now taking a leading role. Council is assisting primarily through communications. 55 people attended the recent event at Gwavas Garden and Homestead in collaboration with CHB Event Hire, a Growing Great Entrepreneurs Graduate.

Art Deco: The Art Deco train recently passed through Waipukurau, bringing 150 passengers and creating a unique partnership opportunity with local businesses and events. There was a concerted effort to keep the main street open, as various events were scheduled throughout the day to guide visitors to the market.

Pasture Petfood visit: A recent visit to Pasture Petfood by Council and Officers has strengthened relationships. The discussions focussed on the expansion and the resulting employment opportunities, acknowledging Pasture Petfood as a major local employer. This visit highlighted the importance of unified efforts to support the broader economic benefits for the community.

Economic Development – Level of Service Performance Report

[3YP - page 39](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council supports the enhancement of economic wellbeing by the delivery of increased job opportunities, a diversified and resilient local economy, and increased productivity.	Implement the Economic Development Action Plan (Implementation Plan).	100%	<div>Not yet achieved</div> <div>Progress continues to be made in implementing actions in the action plan.</div>	<div>Not yet achieved</div> <div>Progress continues to be made in implementing actions in the action plan.</div> <div>As at December 2024, 52 out of 61 actions have been completed.</div>	<div>Not yet achieved</div> <div>Progress continues to be made.</div> <div>Officers are working on a refresh of the Economic Development Action Plan, with a focus on three key focus areas – water security, land-use optimisation and Growth & Development.</div>	

MĀORI RELATIONSHIPS

This activity focuses on improving how Central Hawke's Bay District Council meets its responsibilities toward Mana whenua and Tangata Whenua according to Te Tiriti o Waitangi.

Focus Area	Overview	Last Quarter	Next Quarter
Pou Whirinaki	Mana whenua provides specialist advice on and support for Council decision making.	Support systems are in place for the Pou to aspire to either standing in the next election or supporting those that want to out of mana whenua. Involve Pou in the engagement process across the project development team.	Support is provided to Māori appointments where required.
Partnerships Agreements	Agreed Partnership Agreements are to be put in place with Tamatea Pokai Whenua and Te Taiwhenua o Tamatea	Partnership agreements are supported by regular hui and inter agency communication.	Finalise partnership agreements with Tamatea Pokai Whenua and Te Taiwhenua o Tamatea and confirm work programme.
Elections	Provide support for the Governance officer in promoting the need to enrol, vote and represent in the Tamatea community.	Plan for elections and hui with organisations about the process of local government elections.	

Activity Update

Council continues to negotiate partnership agreements and work programmes with Te Taiwhenua o Tamatea (TToT) and Tamatea Pokai Whenua (TPW) to ensure relevant and effective terms.

Work with Governance to encourage and inform mana whenua about the electoral process for the new Māori ward "Rautahi" and other relevant electoral processes.

Provide support for Rongomaraeroa marae, Pōrangahau in restoring their marae post-flood.

Organise mana whenua engagement across the performance development team and provide regular updates. Organise training for Council staff to prepare them for pōwhiri at Mataweka marae.

Leadership, Governance and Consultation (Māori Relationships)– Level of Service Performance Report

3YP - page 39

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council listens to its community, responds efficiently and effectively, communicates well and has a ‘can do’ customer services attitude.	The percentage of responding Marae that are satisfied/very satisfied that their Mana Whenua status is recognised by Council, and they have the opportunity for meaningful involvement in decision-making.	50%	<div>Not yet achieved</div> <div>Council has increased capacity through the appointment of the Pou Whirinaki roles at the Council table to support decision making. The Māori ward Rautahi is planned for the 2025 elections.</div>	<div>Not yet achieved</div> <div>The development of an evaluation process has been completed. However still to be tested with mana whenua. To be undertaken by the quarter four in 2025.</div>	<div>Not yet achieved</div> <div>Although the evaluation is not being tested in this quarter an external mana whenua evaluation will take place through the Te Korowai process of auditing by LGNZ in May. Feedback from this will be important to gage the current stance on progress and engagement with Council.</div>	

COMMUNITY & LIBRARY SERVICES

This activity includes Central Hawke's Bay District Libraries, Mayors Taskforce for Job- Jobs in Central Hawke's Bay, Community Programmes and Partnerships, CHB Museum and CHB Municipal Theatre. It incorporates implementation of the Central Hawke's Bay Libraries Strategic Framework

Focus Area	Overview	Last Quarter	Next Quarter
Volunteer Management SOP	Volunteers are utilised and managed effectively. Friends of the Library are supported	First draft of the SOP completed. Feedback received.	Finalisation and Implementation to the wider business.
Programming	Programmes offered through the libraries	Programming has included a wide range of opportunities.	Continue to identify opportunities to support community through programmes.
Strategic Framework	Review due 2024	Planning completed.	Council to approve proposed review process and then review to commence.

Activity Update

Thrive After Three –

This quarter marked the launch of our new after-school programme in both Waipawa Library and



Te Huinga Wai, called *Thrive After Three*. We have had an incredible start with over 350 kids participating in just 3 months. They have been engaging in a variety of exciting activities. From DigiPlay—featuring Chromebooks, Coding, and Osmo—to hands-on crafts, brain-teasing puzzles, and interactive games. Thrive After Three is fostering fun, creativity and a safe environment, within our library spaces.

Ticket to Read – Our summer reading programme was a huge success, with over 130 participants completing the challenge! It was fantastic to see so many people engaged in reading and making the most of reading from anywhere over the summer. We had great feedback from participants who enjoyed receiving a mystery prize upon completion.



Book Boxes for Schools - This

term, we have partnered with four schools, Argyll East, Otane, Omakere and Porangahau to provide them with library books, as they no longer have a library or have a limited selection of library books. We are hoping to extend this to other schools next term. Feedback from the schools has been extremely positive with teachers loving the accessibility of these resources for their students.



Library Visits - Roseanne Rest Home brought a van of 12 residents down from Napier to the Waipawa Library for World Lego Day. We spent a morning making lego creations and they all seemed to enjoy their time there. We also have the Paul Hunter Centre visiting Te Huinga Wai once a month to engage in our library resources and activities. This month they did some adult colouring and looked at the collection



Number of School Holiday Programmes attendees			
Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25
261	312	174	

Libraries – Level of Service Performance Report

[3YP - page 59](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Our libraries are inclusive places, and all people are encouraged to make use of the library's services.	The number of people visiting our libraries (physical).	130,000	Not yet achieved 32,237	Not yet achieved 29,783 Total number of people visiting our libraries (physical) for the two quarters is 62,020.	Not Yet Achieved Waipawa 11,404 Te Huinga Wai 19,911 Total 31,315 Total number of people visiting our libraries (physical) for the three quarters is 93,335	
	The number of digital visits through our website, online databases and platforms	20,000	Not yet achieved 4,446	Not Yet Achieved 6,758 Total number of digital visits for the two quarters is 11,204.	Not Yet Achieved 7835 Total number of digital visits for the three quarters is 19,032.	
Council will provide a range of information services for community to access.	Levels of issues per capita per annum, both physical and digital.	6 issues per capita Based on a population of 15,950	Not yet achieved Physical 18,202 Digital 3,547 Total 21,749 This equates to 1.36 books issued per capita for this quarter.	Not yet achieved Physical 17,084 Digital 3,775 Total 20,859 This equates to 2.67 books issued per capita for the two quarters.	Not yet achieved Physical 18,855 Digital 3,952 Total 22,807 This equates to 4.10 books issued per capita for the three quarters.	
Council will provide a range of activities and learning opportunities.	The number of services, programmes and learning opportunities available.	400	Not yet achieved 249	Achieved 178 This makes the total number of services, programmes or learning opportunities made available to date - 427	Achieved 213 This makes the total number of services, programmes or learning opportunities made available to date - 640	
	Participants of events including programmes, exhibitions, author events and classes.	6,000	Not yet achieved 2834	Not yet achieved 1871 This makes the total number of participants 4705.	Achieved 3448 This makes the total number of participants 8153	

JOBS IN CENTRAL HAWKE'S BAY

The Mayors Tasks Force for Jobs (MTFJ) activity is an externally funded project supporting local job seekers to obtain long term sustainable employment.

Focus Area	Overview	Last Quarter	Next Quarter
Jobs in CHB Strategic Framework	Strategic Framework for the programme which aligns with MTFJ & Council focus areas.	Draft Strategy developed following consultation sessions with community.	Strategy to be finalised.
Connect to Learn Innovation Pilot	Programme to support learners and job seekers to upskill and secure employment.	Project programmes developed; community members inducted	Further development of programs to activate the space and support community.

Activity Update

The team are currently on track to exceed the required measurable outcomes for this contracted year with **40/30** outcomes achieved for the Community Employment Programme, along with **5/15** required outcomes for the Connect to Learn Project. While we are tracking towards our outcomes, the need for support continues to rise. The challenge is how economic growth can create new jobs through business investment and diversification.

NEETS – Supporting our School Leavers

At the start of the year our Youth Transitions Coordinator reached out to the 57 school leavers to support their pathway to further education, training or employment. This resulted in the continued support of up to 21 youth navigating a pathway forward.

We have our bi-annual [Reality Check](#) event at CHB College on 26 March. The event highlights crucial non-academic skills and achievements as they transition from secondary education to further training or employment, providing a benchmark for students and mentors to measure current progress and identify gaps. Following the event, CHB College and Jobs in Central Hawke's Bay, with the support of our local Skills, Training & Employment Network,



provide follow-up workshops and training opportunities via after-hours Connect to Learn sessions at Te Huinga Wai.

Connect to Learn

Our [After-hours Access](#) is gaining momentum now that the infrastructure is fully established. Although December and January are typically quiet months for study and learning, the resumption of our Apprentice Support Workshop coincides with the beginning of the tertiary year and is seeing growing engagement.

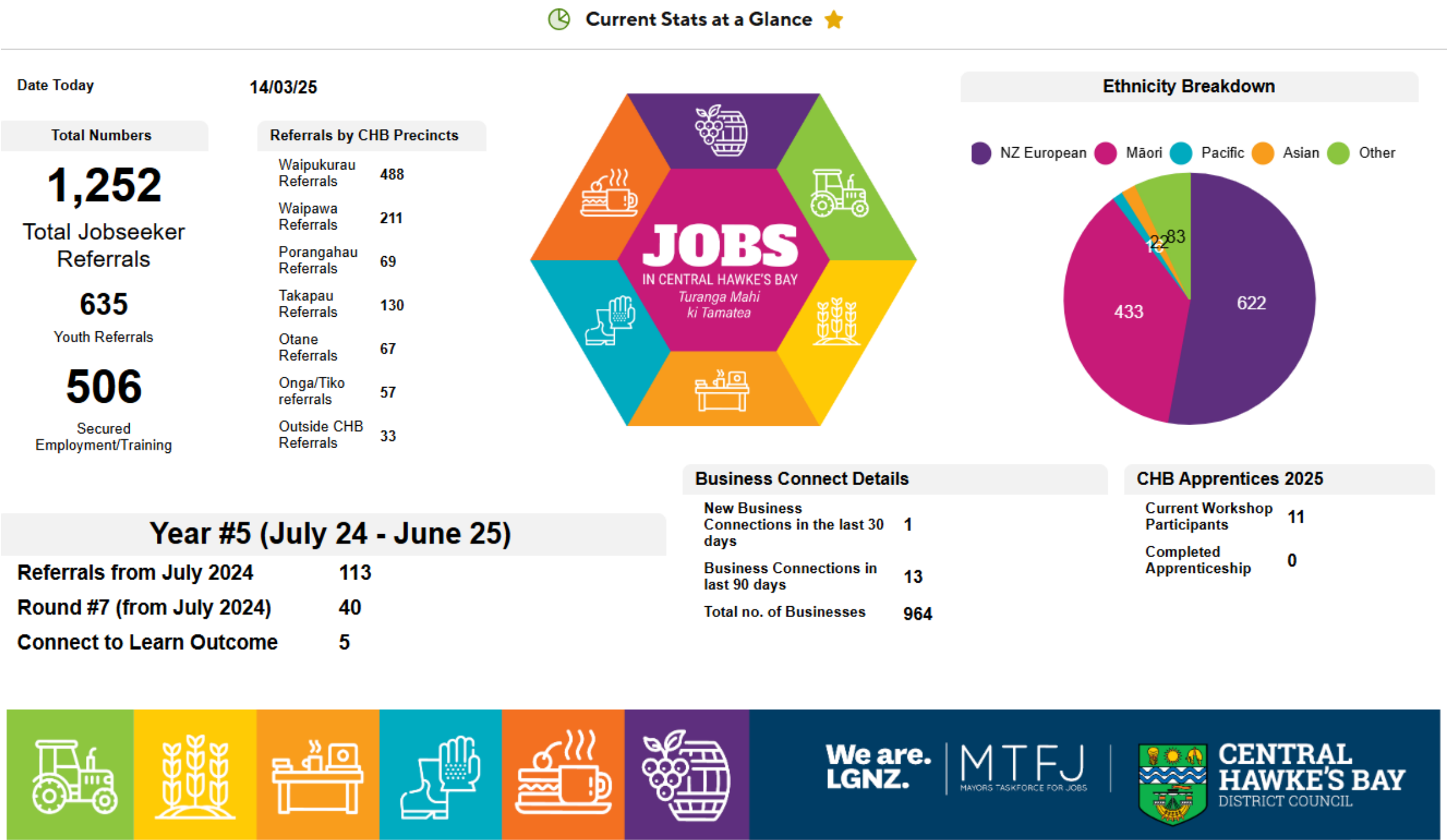
International Women's Day Event

We couldn't be more thrilled with how our International Women's Day Event went on Saturday March 08th, with 130 attendees.

The goal for this event was not just to boost presentability for female jobseekers, but to open the event up to be all inclusive, empowering all women locally whose discretionary income is affected by the cost-of-living crisis. We knew in doing this and reducing the stigma around job seeking, we would capture our target cohort in the process. We wanted to boost women's confidence, which in turn makes them more employable. We gained National media coverage with this event. [Hawke's Bay Today](#), [TVNZ Breakfast Interview](#)

Unique Jobseeker Referrals			MTFJ Measurable Outcomes			Business Support		
Jan – Mar 25	Total for FY	Total for Project	Jan – Mar 25	Total for FY	Total for Project	Events Held	Business Database	GGE Participant
20	113	1,252	13	45	314	2	964	0

Jobs in Central Hawke’s Bay overview



EVENTS & ARTS

This activity incorporates implementation of the Economic Development Action Plan, the Community and Civic Facilities Plan 2022 and the Toi Tu Arts Strategy.

Focus Area	Overview	Last Quarter	Next Quarter
Regional Relationships	Strengthening of relationships with regional providers	Discussions in regard to working together regionally	Look for opportunities to collaborate regionally.

Activity Update

Creative Communities Scheme – The current round closed on the 28 February. The panel met on the 24 March to discuss 8 applications. From this, 6 projects were successfully funded. Some projects funded through this round are focused on access and participation, diversity and young people, all things that greatly benefit our community.

Toi Tamatea Arts Network – The Arts Network gathered on 4 February under a new approach to welcome more members to attend meetings. This is a thriving network that has been established from our Arts Strategy. We have a theme and a new venue every meeting. February's agenda was 'Funding and Opportunity'. April's meeting is being held at the Salvage Workshop with a theme around 'Sustainable Art'.

EVENTS SUPPORT

Art Deco 2025 – Collaboration with local and regional partners made the Art Deco Festival Weekend a success, drawing thousands to Waipukurau. A key highlight was the arrival of a fully booked steam train carrying around



360 Art Deco-clad travellers. Around 150 disembarked to enjoy Central Hawke's Bay event offerings like the Art Deco Farmers Market, High Tea on the Train Station Platform, and a guided tour of Ngā Ara Tipuna, while another 150 stepping aboard for a return trip to Woodville.

Children's Day 2025 – Sunday 2 March saw Russell Park, Waipukurau brimming with action, with free activities run by Network of Network agencies with support from Council, for just over 500 Tamariki and their families to enjoy and celebrate National Children's Day and Parks Week.



Performing Arts Network NZ - Arts Market – In March, the Events & Venue Lead attended the PANNZ Arts Market, a key industry event for networking and showcasing upcoming touring performances. This engagement has led to new development opportunities, including a strengthened relationship with Toitū – Hawke's Bay Arts & Events Centre.

CHB MUNICIPAL THEATRE

Increased usage of the Theatre – While attendee numbers were down over the beginning of the quarter, a return user of the Theatre - Ascend Global church has entered an initial 12-month contract to use the Theatre for their weekly services, while their new facility is under construction.

Solar Panel Install – Work is underway to install solar panels at the CHB Municipal Theatre. The panels will provide 17kw of production which together with battery storage will enable back-up power in an emergency event and still be able to operate as a Civil Defence Centre. A new Keyless entry system has also been installed to enable after-hours access.

External Supported Events				Theatre Attendees			
Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25	Jul – Sep 24	Oct – Dec 24	Jan – Mar 25	Apr – Jun 25
3	6	5		3248	2178	1120	

TOURISM & MUSEUM

This activity incorporates implementation of the Economic Development Action Plan, Tourism Destination Plan and Needs Assessment and Central Hawke's Bay Museum Contract.

Focus Area	Overview	Last Quarter	Next Quarter
CHB Museum Service Contract Renewal	Current contract comes to an end June 2025	Discussions with the CHB Museum Committee about renewal	Draft Service Contract to be completed
Spring Fling	Organisation and coordination of Spring Fling	Planning for coordination of 2025 Spring Fling to commence March	Spring Fling 2025 Prospectus distributed

Activity Update

Central Hawke's Bay Museum

Flow of visitors restored – After closing the museum dairy shed due to an earthquake risk, the visitors could not go around the museum in one direction. This was causing a traffic jam with larger groups of visitors. A solution was found to allow visitors to go again around in one direction. Thanks to Council and help from museum volunteer Corrin Coleman to make this happened.

"Unpacking the Too Hard Basket" Exhibition

Opening 14 March – This is a community based, art exhibition and fundraiser to support the environmental well-being of New Zealand. A thought provoking, interweaving exploration of our role in the natural world, through creative expression. Collaborating with Millstream Gardens and local artists. An examination of how we engage with Nature. The title of the exhibition comes from a previous artwork by Jan Speeden. Jan says it was created to express her feelings of anxiety and frustration at the slow and reluctant progress being made to mitigate the effects of climate change and the broader issues we are facing today. More than 50 artists contributed with artworks and more than 100 people joined the opening night.



Tourism

Spring Fling

This annual celebration of springtime in Central Hawke's Bay runs from 1 September to the first weekend in November, showcasing the district's charm through a diverse lineup of events.



During this quarter, work has been focussed on preparing this year's [2025 Spring Fling Prospectus](#), inviting event organisers and venue managers to submit their events to be considered for the Spring Fling Programme. New development opportunities and bonus marketing packages have been created to provide additional support for building capability in the event sector. These initiatives are based on key areas identified from previous event manager feedback.

The Prospectus, now open for applications, outlines key dates and details for this year. With a goal of increasing the number of events beyond last year's 18, the earlier start allows more time to connect, collaborate, and support new event managers.

Event registrations close Sunday 6th April. Further information can be found at www.thespringfling.nz.

Central Hawke's Bay Museum – Quarterly visitor numbers			
Local	New Zealand	Overseas	Total
743	1074	338	2155

DISTRICT PLAN

The District Planning activity aims to provide a statutory framework to provide regulatory and policy guidance to the Central Hawke's Bay community to manage land use and subdivision within the district.

The protection of natural and physical resources is achieved through the District Plan which includes, objectives, policies and rules addressing resource management issues that Council has responsibility for under the Resource Management Act 1991 (RMA).

Focus Area	Overview	Last Quarter	Next Quarter
Proposed District Plan Appeals	Nine appeals were received on the decisions on submissions on the Proposed District Plan, with 21 subsequent section 274 notices received. These appeals were collated into 16 separate topics.	During the last quarter we've been fully operating under the District Plan - Operative in Part (2024). The District Plan pages on the website were updated and relevant local authorities notified. One of the two remaining appeals was withdrawn.	Officers will continue to work through the one remaining appeal while we await any government changes to the National Policy Statement for Highly Productive Land
Rolling Reviews of the District Plan	A stocktake of current planning issues and desired planning outcomes across the district and the prioritisation of these items into a forward work programme of District Plan Reviews.	Work continued on the commercial and industrial land study as we collated the results of a survey and considered next steps. Progress was made on the development of a structure plan for the Waipukurau South Growth Precinct, and we now have a draft. We continue to monitor subdivision and development across the district.	The results of the industrial and commercial land study will be considered in the refresh of the economic development action plan. Direct engagement with landowners within the Waipukurau South structure plan will occur. Drafting of a plan change will commence to update to the Waipukurau South Growth Precinct provisions. Other 'wash up matters' are proposed to be included in this plan change.

Activity Update

The appeals phase of the District Plan review is now well progressed, and we have now made the District Plan 'operative in part'. This means that resource consent applications now only need to be assessed under the one District Plan, as opposed to both plans while the Proposed District Plan moved through the appeals process.

This is a significant milestone for the District Plan review project. Declaring the plan 'operative in part' provides more certainty to our community and assists in adhering to resource consent processing times.

The next quarter will see further progress on

the remaining re-zoning appeal as we work through.

To keep the District Plan current, the team continues to monitor planning issues and desired planning outcomes across the district with a view to preparing plan changes as required. This includes work on the commercial and industrial land study and a Structure Plan for the Waipukurau South Growth Precinct. We are keeping abreast of the Government's resource management reform programme to ensure the district is ready for these changes.

Active Environment Court Appeals			District Plan Review Spend		
Jul – Sept 24	Oct – Dec 2024	Change	Spend to date (including commitments)	Budget	Residual Budget
3	2	1	\$3.79m	\$4.17m	\$383k

District Planning – Level of Service Performance Report

[3YP - page 65](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council creates an environment where development and the use of land in our district strategically balances the need for growth while protecting our special places and community values.	A District Plan that is compliant with the Resource Management Act and other higher order Resource Management Act instruments, within the timeframes required.	Achieved	Not yet achieved Council’s substantial efforts in the previous six years means we are on track to achieve this level of service for the first time.	Achieved During this quarter the District Plan was made ‘operative in part’. The District Plan is currently compliant with the RMA and the higher order planning documents that were in place when the plan was reviewed. Work continues to monitor national direction to ensure ongoing compliance.	Achieved The District Plan was made ‘operative in part’ in Q2. The District Plan is currently compliant with the RMA and the higher order planning documents that were in place when the plan was reviewed. Work continues to monitor national direction to ensure ongoing compliance, and officers continue to work through the one outstanding appeal on the District Plan.	
	Develop and maintain a programme of work to ensure the District Plan is responsive to growth, is focused on achieving positive environmental outcomes, and is consistent with the requirements of the broader planning framework.	Achieved	Not yet achieved Our forward work programme has begun with the commencement of an Industrial Land Study and the coordination of a Structure Plan for Waipukurau South Growth Precinct. Improvements to how we monitor growth and development have been implemented. We are keeping abreast of the Government’s programme of RMA reform to further inform this work programme.	Not yet achieved Work is ongoing with the Waipukurau South Growth Precinct Structure Plan and the preparation of Plan Change 1 to incorporate the structure plan into the District Plan. Conversations have commenced with Tamatea Pokai Whenua on developing a project to review the district’s sites of significance to iwi/hapū. RMA reform continues to be rolled out into 2025, and officers will be keeping abreast of developments.	Not yet achieved Work is ongoing with the Waipukurau South Growth Precinct Structure Plan and the preparation of Plan Change 1 to incorporate the structure plan into the District Plan. Conversations have continued with Tamatea Pokai Whenua on developing a project to review the district’s sites of significance to iwi/hapū. Ministers have announced that reforms to the RMA will be introduced into the House this year. Officers will be keeping abreast of developments.	

COMMUNITY SAFETY & COMPLIANCE

The Animal Services and Compliance, Environmental Health, and Customer Services teams, continue to make progress in their respective areas.

Focus Area	Overview	Last Quarter	Next Quarter
Animal Services	Continue Business as Usual (BAU) with a risk-based approach to monitoring and enforcement. Enhance community presence to encourage voluntary compliance and educate residents.	The team has identified multiple opportunities to enhance education and engagement through school programs, holiday initiatives, and community events, reinforcing a proactive and service-oriented approach to compliance and community support.	Looking ahead to the next quarter, preparations will be underway for the dog registration run. The team is committed to refining the process to maximise compliance and efficiency by implementing key improvements and adhering to strict timelines, whilst maintaining high level of service delivery.
Environmental Health	Staff have been managing complex alcohol licensing matters while supporting policy reviews, including the Local Alcohol Policy (LAP), Class 4 Gambling, Smokefree & Vapefree, and the Mobile Vendors Operational Policy,	The Environmental Health team is maintaining its core activities, particularly focusing on inspections and licenses to ensure compliance and service excellence.	There is the potential for a hearing related to an off-licence premise, where the team will be focused on providing the correct and appropriate support. Additionally, the team will ensure ongoing support is in place throughout the policy review period.
Compliance Services	This includes operational improvements, a compliance review, and preparing a report for elected members on the summer season, including insights on the Pourerere Camping Committee's support.	Continue to implement the Freedom Camping Bylaw.	Assessing the 'lessons learnt' from the first camping season under the Freedom Camping Bylaw.

Activity Update

The Compliance teams continue to make strong progress in delivering key services that support public safety, community well-being, and regulatory standards.

In Animal Services, maintaining a visible community presence is key for fostering voluntary compliance. Recent initiatives like school programmes, holiday events, and community outreach have reinforced responsible pet ownership and reduced compliance issues. As the team prepares for the annual dog registration run, they are improving efficiency and compliance rates by streamlining processes and communications, reducing delays, and enhancing customer experience.

The Environmental Health team has been involved in policy reviews for the Local Alcohol Policy (LAP), Class 4 Gambling, Smokefree & Vapefree, and the Mobile Vendors Operational

Policy. These reviews will shape future regulations, ensuring policies are relevant and effective. The team will stay active in the review process to support public health and safety objectives.

In Compliance Services, efforts are focused on refining operations, enhancing service delivery, and ensuring robust compliance. A review is underway to identify improvements and streamline processes. This includes assessing the summer season with insights from the Pourerere Camping Committee and continuing the implementation of the Freedom Camping Bylaw for effective oversight and compliance.

A significant milestone for the team is the formalisation of the Licence to Occupy with Ruahine Animal Rescue.

Animal Services – Level of Service Performance Report

[3YP - page 69](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
We provide great customer service and the animal control activity minimises nuisance and makes our community a safer place to live.	The percentage of known dogs registered.	>95%	Not yet achieved 92% The Animal Services Team are due to complete property checks in October to give the community an opportunity for compliance prior to the infringement, and as an exercise to update any dog records that may have been out of date from the previous year.	Not yet Achieved 94.3% Number of dogs registered 5040. Number of dogs unregistered 307. The team will continue to seek out unregistered dogs as part of BAU.	Achieved 95.8% Number of dogs registered 5136, number of known unregistered dogs in the district 227. Majority of known unregistered dogs outstanding registration fees transmitted to MOJ	
	Percentage of serious dog incidences responded to within two hours.	100%	Achieved 100% 4 attacks within this quarter, all dog vs animal, none on people.	Achieved 100% 8 attacks within this quarter all dog vs animal	Achieved 100% 4 animal attacks 5 attacks on people	
	Response to all stock complaints and requests within 24 hours.	100%	Achieved 100% 26 stocks on roads – 2 being on state highways, which is cost recoverable via contract with Waka Kotahi.	Achieved 100% 26 wandering stock complaints No state highway reports	Achieved 100% 18 stock wandering complaints 2 stocks on highways	
	The percentage of users satisfied with the animal control service provided.	90%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	

Environmental Health – Level of Service Performance Report

[3YP - page 73](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
To keep the community safe and healthy by ensuring environmental and public health standards are maintained.	Complaints received are responded to within three working days.	100%	Achieved 100% 5 complaints last quarter in relation to Environmental Health were responded to within three working days.	Achieved 100% 0 complaints last quarter in relation to Environmental Health were responded to within three working days.	Not Achieved 94% 18 complaints last quarter in relation to Environmental Health were responded to within three working days. One complaint was not responded to within three working days .	
	The percentage of customers satisfied with the public health services delivered.	80%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	

Compliance and Monitoring (Bylaws) Level of Service Performance Report

[3YP - page 71](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council provides a compliance and monitoring service which is compliant, efficient and customer friendly.	Complaints about non-compliance with bylaws are responded to within three working days.	100%	Achieved 100% 40 Bylaw related requests received this quarter.	Achieved 100% 22 Bylaw related requests received this quarter.	Achieved 100% 28 Bylaw related requests received this quarter.	

LAND TRANSPORT (OPERATIONS)

This activity covers the maintenance and renewal of the assets associated with roading, including contractor procurement and performance.

Focus Area	Overview	Last Quarter	Next Quarter
Reset Maintenance Priorities	Better value for money through improved contract performance (KPI's and visibility).	We continue to monitor and work with our partners to develop more robust monitoring to reflect performance and value for money.	We continue to monitor and work closely with our suppliers to maintain levels of service and identify improved value for money opportunities. We are also providing a greater level of transparency to NZTA and the minister in accordance with latest requirements enabling the comparison with peers at a national level.
Prepare AMP for next 3 years	The land transport AMP was updated in July 2024 and will be updated again mid-way through the current 3 Year Plan period. The next AMP review is due to be issued to NZTA in August 2026 to support funding application.	Work continues across the network and considerations are being given to how we further refine the AMP for future iterations.	Expecting results of the current AMP review by NZTA independents so we can put together an improvement plan for the next LTP.
Misalignment of expectations	Our maintenance programme is not meeting the needs of the Residents or our elected representatives.	Better coordination with the maintenance contractor has seen a reduction in the number of RFSS	Continue refining work processes with improved coordination between suppliers and Council officers to maintain agreed levels of service and deliver value for money.
Contract renewal	We have four of our major contracts expiring on June 30, 2026.	The LT Procurement Strategy has been forwarded to NZTA for endorsement and approval. This has to go to the NZTA board as the maintenance contract value over 10 years is more than \$100million	Approval of the Procurement Strategy has been received from NZTA including approval to tender a 10-year maintenance contract. A review of the current maintenance contract is underway in preparation for tendering later in 2025 and award by early 2026. Procurement planning to enable award of a new Professional Services Contract by 1 December 2025 is also progressing to plan.

Activity Update

The procurement of professional services and road maintenance contracts is underway. A new land transport professional services contract needs to be in place by 1 December 2025 and the road maintenance contract by 1 July 2026.

The Land Transport Procurement Strategy 2025-2027 has been approved by NZTA including approval to award a 10-year term road maintenance contract.

Procurement planning for both contracts is currently on track with the professional services contract being released to market in Q4 of this financial year.

Officers are working with the sector on the transition to a risk-based temporary traffic management approach. Additionally, officers are working with NZTA and other road controlling authorities nationwide to migrate

data to the AMDS standard for increased efficiency.

Our land transport team has made good progress on the network planned maintenance in the last quarter.

To date we have achieved 26.7km of surface water channel reprofiling under the maintenance contract.

We have completed 610m of pavement rehabilitation with a further 650m currently under design for construction next year, and a further 2.5km under investigation for construction in 2025/26 and 2026/27.

The reseal program was completed in February 2025 with a total of 23.2km resealed

equating to 3.2% of the network (by area). Pre-seal repairs for next season's reseal sites are currently underway.

We have approximately 39.2km of reseals sites being programmed at this time allowing greater flexibility for delivery next financial year.

Culverts Cleaned				Potholes Patched				KM of Road Graded			
Jul-Sep24	Oct-Dec24	Jan-Mar25	Apr-Jun25	Jul-Sep24	Oct-Dec24	Jan-Mar25	Apr-Jun25	Jul-Sep24	Oct-Dec24	Jan-Mar25	Apr-Jun25
141	0	89		1165	852	742		255	379	383	

Land Transport – Level of Service Performance Report

3YP - page 43

Level of Service	Performance Measure	24/ Target25	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
To deliver safe, reliable and lasting road assets that connect our people and places and allow our district to prosper.	Reducing trend of serious and fatal accidents where road condition is a factor.	Reduce to zero	Achieved Q1 – 4 serious - none attributed to roads. 0 fatalities	Achieved Q2 – 1 serious – road conditions were wet road, unsealed road 0 fatalities	Not yet achieved Q3 – 2 serious – Suspected lack of concentration and carelessness. (one incident stated – road conditions were a potential factor - bleeding bitumen). 0 fatalities	
	The average quality of ride on a sealed local road network, measured by smooth travel exposure.	Between 85% & 90%	Not yet achieved Assessed annually.	Not yet achieved. Assessed annually.	Not yet achieved Assessed annually	
	At least 20% of the footpaths in excellent condition and no more than 10% of the footpaths in poor condition measured annually.	Excellent >50% Poor <10%	Not yet achieved Assessed annually.	Not yet achieved. Assessed annually.	Not yet achieved Assessed annually	
	The percentage of sealed local road network that is resurfaced.	Between 7% & 10%	Not yet achieved 0% Activity starts later in the year.	Not yet achieved 2% Activity started in Quarter Two and will be completed in Quarter Three.	Not Achieved 3.2% (by area) Activity completed for the year. This has been impacted by lower than requested funding being approved by NZTA.	
	The percentage of customer service requests relating to roads and footpaths to which we respond to within five working days.	100%	Not Achieved Q1 – 87% completed on time	Not Achieved Q2 – 93% completed on time	Not Achieved Q3 – 91%	
	The percentage of users satisfied with the roading service provided.	65%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	

ENVIRONMENTAL WASTE

This activity covers waste disposal, recycling and waste minimisation services.

Focus Area	Overview	Last Quarter	Next Quarter
Improved cost recovery at the Transfer Stations.	Introduce new weight-based charges at Waipukurau Transfer Station	Monitor effectiveness of the new system. Introduce tag system for commercial account holders.	Continued implementation of tag system for commercial account holders.
WMMP Review	Update current WMMP	Commence Investment Logic Mapping (ILM), Section 17(A) review and Landfill economic analysis with input from other local government partners.	Workshop outcomes of ILM, Section 17A Review and Landfill economic analysis and review results with elected members.
Landfill	Landfill infrastructure upgrades and updated filling plan.	Commence leachate irrigation and tip head improvements in line with updated filling plan.	Complete installation of irrigation and tip head improvements. Prepare site for winter filling.

Activity Update

Waste Management

Landfill, transfer station, and recycling tonnages are down by 12.5%, 29%, and 10% respectively compared to the same quarter last year due to constrained economic conditions limiting construction activity and retail spending.

The transition to a weight-based pricing system has been successful and the transfer station revenue aligned with the budget. Operational improvements are underway at the landfill to construct a new tip head and prepare operations for winter-filling.

The Waste Management and Minimisation Plan (Waste Strategy) has started. The team has a detailed project plan with elected member touchpoints. Updates were provided in February and March as per the delivery plan.

The annual Second Hand Sunday event attracted more than 105 participants diverting an estimated 4.5 tonnes from landfill.



The Salvage workshop diverted 1.6 tonnes of landfill waste this quarter. With the assistance of Safer CHB and Pregnancy and Parenting Hub, five baby cots were saved and repaired for distribution to the community.

Our partnership with libraries led to two waste minimisation events: a food preservation and pickling workshop with 18 community members, and a waste reuse arts day for students

All Refuse to Landfill (tonnes)				CHB Refuse to Landfill (tonnes)				CHB Diversion* (tonnes)			
Jul-Sep24	Oct-Dec24	Jan-Mar25	Apr-Jun25	Jul-Sep24	Oct-Dec24	Jan-Mar25	Apr-Jun25	Jul-Sep24	Oct-Dec24	Jan-Mar25	Apr-Jun25
2178	2202	2240		1480	1464	1483		647	791	554	

*Diversion includes all materials CHBDC divert from landfill including recycling, green waste, E-waste, metals, tyres and Council assisted diversion initiatives (e.g. Salvage workshop).

Solid Waste – Level of Service Performance Report

[3YP - page 79](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Provide communities with access to safe, efficient and cost-effective rubbish and recycling services to achieve Waste Free CHB goals.	The percentage of total CHBDC waste diverted to recycling, re-use and recovery.	49%	Not yet achieved 23.7%	Not yet achieved 27.15%	Not yet achieved 26.6%	
	The percentage of users satisfied with the kerbside recycling services.	83%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	
	The percentage of users satisfied with the kerbside recycling services.	94%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	
	The percentage of users satisfied with the district's transfer stations.	78%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	
	The percentage of users satisfied with the rural mobile recycling services.	89%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	
Incentivise, provide or support waste minimisation initiatives to achieve Waste Free CHB goals.	The amount of green waste processed each year.	>2400 m ³	Not yet achieved 610 m3	Not yet achieved 1390 m3	Not yet achieved 2075 m3	
	The number of schools participating in waste minimisation programmes.	17	Not yet achieved 15	Not yet achieved 15	Not yet achieved 15	
	The number of waste minimisation promotional events in the district each year.	6	Not yet achieved 2 events <ul style="list-style-type: none"> CHB college recycling week SH2 Clean up. 	Not yet achieved 1 event <ul style="list-style-type: none"> Free Green Waste Drop Off 	Achieved 4 events <ul style="list-style-type: none"> Second Hand Sunday Free Xmas tree drop off Pickling and preservation workshop Waste to Art Holiday Programme 	

RESOURCE CONSENTS

Resource Consenting function is to undertake our implementation duties under the Resource Management Act 1991 (RMA), including the post consent monitoring.

Focus Area	Overview	Last Quarter	Next Quarter
System and process review	A number of system or processes have been identified for improvement as part of the Smart Growth Review recommendations. The team have been working through a number of areas of improvement and have identified further improvements to be made.	A new operational DC process has been implemented A number of edits are underway in our software, which in turn will allow for better reporting and data collection.	The roll out of the newly created DC process across Council. Implementation of software changes to ensure accurate, detailed data can be captured. Review the LIM's process and templates.
Managing high profile consents	Council have a number of high profile consents, which in the last quarter have moved through various milestones. Proactive management of these has ensured that council is following due process and being a good council to deal with.	Proactive management of - Mangakuri mediation through environment court. - Notification of Helios Solar. - On going management of Porangahau Marae - Ranui Solar returned incomplete.	Continuation of the proactive management of current consents as well as any new consents to be lodged.
Financial focus	Resource consenting is predominately cost recovered and we're continuing to focus on how we can improve this.	A number of internal improvements have occurred, including more accurate time recording, significantly reducing the number of consultants processing consents, and reducing the time in which cost recovery occurs via monthly invoicing.	Continuing to look for opportunities to improve and refine internal processes. A further move to more detailed time recording and ensuring cost recoverable targets are met.

Activity Update

Capacity and Resourcing

The team have faced resourcing issues this quarter after the senior planner resigning from the fixed term maternity cover. This has meant that consents have needed to be processed externally, while the graduate planner has been coming up to speed with training and now processing a number of work streams internally.

Duty Planning Enquiries

The team have seen a significant increase in the number of duty enquires received in quarter 3 – over double from last quarter.

Both the number and the complexity of the enquiries have increased. This is an indication that the community are acclimatising to the new district plan and starting to gain more confidence in the market.

Customer Satisfaction Surveys

During Q1 & Q2 we struggled to receive responses. Therefore, the team changed approach and directly called customers to understand their experiences with council. We were able to achieve 22 responses. The team will be making the surveys more user friendly to encourage responses in Q4.

New Consents Lodged				Additional Lots Approved				LIMS issued			
Jul-Sep24	Oct-Dec24	Jan-Mar25	Apr-Jun25	Jul-Sep24	Oct-Dec24	Jan-Mar25	Apr-Jun25	Jul-Sep24	Oct-Dec24	Jan-Mar25	Apr-Jun25
27	27	42		56	21	24		52	38	44	

Land Use Consenting – Level of Service Performance Report

[3YP - page 75](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council enables the use, development and subdivision of land in line with our District Plan and other environmental policies.	The percentage of resource consents (non-notified) processed within 20 working days (the statutory timeframe).	60%	Achieved 100% In this quarter, 39 consents have been issued. All consents processed within statutory timeframe.	Achieved 100% In this quarter, 25 consents have been issued. All consents processed within statutory timeframe.	Achieved 100% In this quarter, 22 consents have been issued. All consents processed within statutory timeframe.	
	The percentage of customers satisfied with the resource consent services provided.	65%	Not yet achieved Of the customer satisfaction surveys sent out, no customers have yet completed the survey.	Not yet achieved Of the customer satisfaction surveys sent out, no customers have yet completed the survey.	Achieved 90% 22 customer satisfaction surveys completed by phone and email.	
	The percentage of planning enquiries responded to within five working days.	80%	Achieved 94.6% The duty planner has received 93 enquiries since 1 st July 2024, of these 88 were completed within 5 working days.	Achieved 92.9% The duty planner has received 113 enquiries in this quarter, of these 105 were completed within 5 working days.	Achieved 81% The duty planner has received 248 enquiries in this quarter, of these 200 were completed within 5 working days.	

Compliance and Monitoring Level of Service Performance Report

[3YP - page 71](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council provides a compliance and monitoring service which is compliant, efficient and customer friendly.	All LIMs are issued within the statutory timeframe.	90%	Achieved 100% There have been 52 requests for LIMS since 1 st July 2024. Of these all have been issued within the statutory timeframe.	Achieved 100% There have been 35 requests for LIMS since 1 st October 2024. Of these all have been issued within the statutory timeframe.	Achieved 100% There have been 44 requests for LIMS since 1 st January 2025. Of these all have been issued within the statutory timeframe.	
	Environmental compliance enquiries (in relation to the Resource Management Act or resource consent conditions) are responded to within three working days.	90%	Achieved 100% The Resource Consents Manager has received 5 compliance enquiries. All of these have had an initial response within three working days.	Achieved 100% The Resource Consents Manager has received 3 compliance enquiries. All of these have had an initial response within two working days.	Achieved 100% The Resource Consents Manager has received 6 compliance enquiries. All of these have had an initial response within two working days.	

BUILDING CONSENTS

The Building Consent Authority (BCA) ensures compliance with Building Act 2004 and related legislation, the building code and standards. This includes structural integrity, fire safety, swimming pool compliance, accessibility and energy efficiency. They provide expertise and guidance through building consent applications, building inspections and ensure the building complies with the plans. The BCA mitigate risks of people living in substandard homes and prevent costly rework, delays or legal issues that may arise from non-compliance.

Focus Area	Overview	Last Quarter	Next Quarter
International Accreditation NZ (IANZ) accreditation	Working towards the bi-annual IANZ audit in November 2024 that allows CHBDC to operate as a Building Consent Authority	Bi-annual audit was completed by IANZ in November 2024 with the BCA gaining a low-risk status. All GNC's have now been closed out	Undertaking internal audits and any other monthly requirements for the next audit.
Non-compliant buildings	Responding to an investigation of non-compliant buildings such as tiny homes (i.e. those without required consents).	Investigate and take any required action for reported non-compliant buildings.	Continue to respond to reports of non-compliant buildings and instigate actions that are possible within BC team resourcing.
Earthquake prone buildings	Officers are working to progress Council requirements in relation to legislative requirements for earthquake prone buildings	All potentially earthquake prone building notices have been placed on the register and notice delivered to the relevant properties for priority route buildings.	Officers continue to scope the work for the potential earthquake prone building on the non-priority routes.

Activity Update

Building Consents

The building consent activity has seen a fluctuating last quarter with consent numbers down slightly and inspection numbers down.

Conditions relating to the current economy, interest rates and cost of building supplies has continued to have an impact on the consenting numbers.

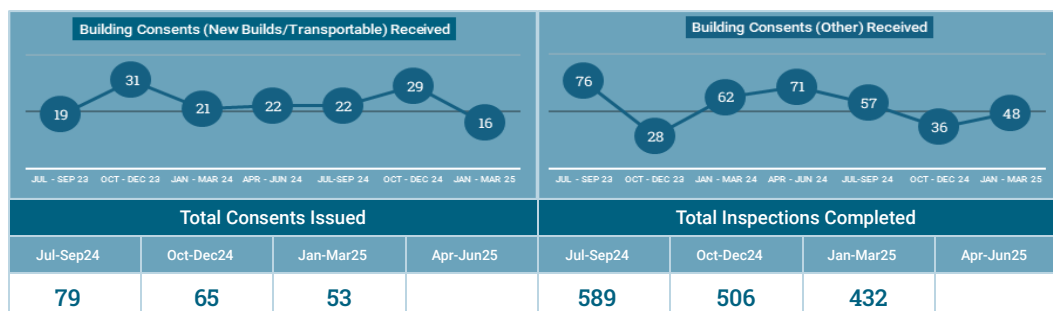
64 Building consents received and processed this quarter. This is a decrease of 1.5% from the previous quarter where 65 consents were received and processed.

432 building inspections carried out for this quarter. This is a decrease of 14.6% from the previous quarter where 506 inspections were completed.

Team milestones

The BCA had their bi-annual accreditation audit completed in November 2024. All GNC's raised relating to the audit have now been closed out and full accreditation maintain with the Low risk status.

Aldo Fehr completed his second-year diploma studies in December. Aldo has his results back and has past his diploma. All BCA staff now hold the Regulation 18 qualification.



Building Consenting – Level of Service Performance Report

[3YP - page 67](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council provides an effective Building Consent Authority service to the district.	The percentage of building consents processed within 20 working days (the statutory timeframe).	>95%	Achieved 98.59% 71 Building consents processed. Of these, 70 consents were granted within the statutory timeframes.	Achieved 98.46% 65 Building consents processed. Of these, 64 consents were granted within the statutory timeframes.	Achieved 100% 64 Building consents received. Of these, 53 consents were granted within the statutory timeframes.	
	The percentage of customers satisfied with building consent services provided.	85%	Achieved 100% Customer Satisfaction has been measured through the targeted survey. There were 5 responses received achieving 100% satisfaction with the Building Consent Authority.	Not Achieved 81.70% Customer Satisfaction has been measured through the targeted survey. There were 4 responses received achieving 81.70% satisfaction with the Building Consent Authority.	Achieved 98.66% Customer Satisfaction has been measured through the targeted survey. There were 5 responses received achieving 98.66% satisfaction with the Building Consent Authority.	
	The percentage of Code Compliance Certificates processed and issued within 20 working days (the statutory timeframe).	100%	Achieved 100% 131 Code Compliance Certificates were issued within the statutory timeframes. This number is quite high this quarter, due to the work being carried out clearing the older consents that have been followed up and closed out.	Not Achieved 98.73% 79 Code Compliance Certificates were received. 78 were issued within the statutory timeframes.	Achieved 100% 63 Code Compliance Certificates were received. 63 were issued within the statutory timeframes.	

Compliance and Monitoring (Building Consenting) Level of Service Performance Report

[3YP - page 71](#)

Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
Council provides a compliance and monitoring service which is compliant, efficient and customer friendly.	The percentage of swimming pools inspected within the three-yearly inspection period.	85%	Achieved 95% 38 pools were inspected during the first quarter.	Achieved >100% 57 pools were inspected during the second quarter. 95 pools inspected year to date.	Not Achieved 5 pools inspected during the third quarter. 100 pools inspected year to date. Catch-up on pool inspections will be scheduled for the next quarter	

STORMWATER

This activity covers capital projects relating to stormwater and operational system management.

Activity Update

Following completion of the cyclone response works programme, the focus for the stormwater activity has been on three areas:

- Implementing the **maintenance plan** to maintain the existing network and levels of service to the community,
- Developing **strategic direction** for the stormwater activity to identify priorities for capital investment
- Implementing a programme of **capital projects** to increase stormwater system performance.

The **maintenance plan** has been finalised and contractors are delivering a package of maintenance works. Procurement of a small local contracting panel has been completed, improving cost efficiency, and providing the resourcing needed to complete delivery of the remaining maintenance works. These works commenced, with all four panel contractors active on the network in March.

The capital works programme has been independently reviewed and enabling works commenced. Design and procurement have also progressed, with physical works underway for the bank stabilisation programme.

Additionally, flood risk at **Pōrangahau** has



been quantified through hydrologic modelling, with the aim of working with Hawke’s Bay Regional Council to install flooding mitigations and increase resilience of the township, utilising external funding. Hydrologic modelling is also progressing for the **Takapau** township.

Building off a community meeting held in November 2024, a workshop with officers and technical advisors was held in December with the aim to improve our understand of flooding risk and levels of service targets. Following a Council workshop in early 2025, officers are currently working on the establishment of future levels of service targets in preparation for a follow up Council workshop later in the year.

The next step for the development of the **stormwater strategy** is the continuation of targeted community engagement.

Council Level of Service (LoS) areas		Length completed (YTD)	LoS Target	
Open Drain Inspections			14.5km	14.5km
Open Drain Maintenance			2.2km	2.9km
Piped Network Inspections			50m*	3.8km
*In Q4 a planned inspection regime is expected to achieve this LoS target				

Stormwater – Level of Service Performance Report

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Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
To effectively manage stormwater in a manner that respects and protects private and public assets and preserves the health of our waterways	For each flooding event, the number of habitable floors affected. (Expressed per 1,000 properties connected to the territorial authority's stormwater system.)	0	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved Zero for this quarter	
	Compliance with the territorial authority's resource consents for discharge from its stormwater systems measured by the number of:					
	a. Abatement notices.	0	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved Zero for this quarter	
	b. Infringement orders	0	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved Zero for this quarter	
	c. Enforcement orders; and	0	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved Zero for this quarter	
	d. Successful prosecutions received by the territorial authority in relation to those resource consents.	0	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved Zero for this quarter	
	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site.	≤ 2hr	Achieved No flooding events in period	Achieved No flooding events in period	Achieved Zero for this quarter	
	The number of complaints received about the performance of the stormwater system (expressed per 1,000 properties connected to the stormwater system).	≤ 5	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved Zero for this quarter	

	The percentage of users satisfied with the stormwater service provided.	90%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	
	The percentage of open drain network inspected to inform maintenance requirements and ensure optimal network performance	100%	Not yet achieved 29% for this quarter	Not yet achieved 52% of network inspected to date.	Achieved 100% of network inspected	
	The percentage of open drain network for which maintenance has been carried out	20%	Not yet achieved 4% for this quarter	Not yet achieved 5% maintained to date.	Not yet achieved 15% maintained to date.	

DRINKING WATER

This activity covers abstraction, treatment, and distribution of drinking water across a variety of water supply schemes.

Activity Update

Operational contract pricing is currently under review by officers and specialist advisers. It is anticipated that this review and subsequent updates to the contract schedules will provide a platform to drive operational efficiencies, better data collection and understanding of our assets and the accountable delivery of water services. However, any changes will need to be affordable for ratepayers. In the interim, in depth focus on contract management has improved contract performance with improved reporting, responsiveness, and value adding activities.

Council was successful in securing external funding to upgrade and relocate **Waipawa-Tikokino Road Water Treatment Plant** to higher ground and above the floodplain. The new plant concept design, early contractor engagement and geotechnical investigations have all been completed. A project works order was signed with Higgins in March to construct a platform for the new WTP. A sod turning is being planned for 31 March 2025.

Drinking water pipeline renewal works on **Racecourse Road** in Waipukurau started in

November and are still planned to run through until May 2025, despite some technical challenges on site.

Construction on the **Homewood and Racecourse (Waipawa) Roads** commenced in March 2025. This project aims to renew 1480 meters of old water main with new 100mm PE pipe. Construction is due to finish in May 2025.

Progress has been made on both the **Pukeora Reservoir replacement** and the **Waipukurau Second Supply**. The investigation into options and feasibility for the Pukeora Reservoir replacement project has commenced.

Likewise, the assessment of options for the Waipukurau Second Supply is progressing, setting the stage for consultation and engagement with key stakeholders and mana whenua partners. By advancing both projects simultaneously, Council will be well-positioned to decide on the phasing of the projects as they reach a shovel-ready state.

Water Supply Compliance -Quarter 3

Location	Treatment	Distribution
Waipukurau	✓	✓ Low pressure zone
Waipukurau		✓ High pressure zone
Waipawa – Tiko Road	✓	✓
Waipawa – Johnson Street	✗	
Takapau	✓	✓
Kairakau	✓	✓
Pōrangahau	✓	✓

Non-compliances

- *Johnson Street – technical non-compliance issues relating to instrumentation flows*

Legend	Status
✓	Compliant
✗	Non-compliant

Water Supply – Level of Service Performance Report

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Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
To provide safe, reliable, and consistent water supplies to our community working with our customers to support wise and sustainable water use.	The extent to which the local authority’s drinking water supply complies with the new Part D rules under the DWQAR’s (bacteria compliance criteria).	All potable supplies 100%	Achieved 100% for this quarter	Achieved 100% for this quarter	Achieved 100% for this quarter	
	The extent to which the local authority’s drinking water supply complies with the new Part T rules under the DWQAR’s (protozoal compliance criteria).	All potable supplies 100%	Not achieved 96.9% for the period. The non-compliance relates to data capture during the start-up sequence at the Johnson Street WTP. Approximately 1 minute of data is incomplete on the plant start up, resulting in non-compliance being recorded for that day.	Not achieved 98.9% for the period. The non-compliance relates to data capture during the start-up sequence at the Johnson Street WTP. Approximately 1 minute of data is incomplete on the plant start up, resulting in non-compliance being recorded for that day.	Not achieved 98.9% for the period The non-compliance relates to instrumentation issues at the Johnson Street WTP.	
	Percentage of real water loss from the local authority’s networked reticulation system.	<40%	Not achieved As outlined previously, we are unable to measure this outcome	Not achieved As outlined previously, we are unable to measure this outcome	Not achieved As outlined previously, we are unable to measure this outcome	
	Attendance for urgent callouts; from the time that the local authority received notification to the time that service personnel reach the site.	≤2 hours	Achieved 0.4 hr for this quarter	Achieved 0.4 hr for this quarter	Achieved 0.8 hrs for this quarter	
	Resolution of urgent call outs; from the time that the local authority receives notification to the time the service personnel confirm resolution of the fault or interruption.	≤12 hours	Achieved 1.75 hrs for this quarter	Achieved 2.3 hrs for this quarter	Achieved 3.6 hrs for this quarter	

	Attendance for non-urgent call outs: from the time that the Local Authority receives notification to the time the service personnel reach the site.	≤6 hours	Achieved 1.1 hrs for this quarter	Achieved 0.7 hrs for this quarter	Achieved 4.4 hrs for this quarter	
	Resolution of non-urgent call outs: from the time that the Local Authority receives notification to the time the service personnel confirm resolution of the fault or interruption.	≤72 hours	Achieved 12.6 hrs for this quarter	Achieved 19.4 hrs for this quarter	Achieved 7.4 hrs for this quarter	
	Number of complaints relating to drinking water received (per annum per 1,000 connections to the local authority's networked reticulation system).	≤ 5	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved 0.66 for this quarter	
	The average consumption of drinking water per day per water connection.	≤1.80 m³	Achieved 0.83 m³/day	Achieved 1.4 m³/day	Achieved 1.5 m³/day	
	The percentage of users satisfied with the water supply service provided.	90%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	

WASTEWATER

This activity focuses on collection, conveyance, and treatment of wastewater across the various schemes.

Activity Update

While wastewater flows were generally reduced as would be expected through the summer weather, there were **continued compliance challenges**. As Council and community are aware, both Waipawa and Waipukurau WWTP's are failing to meet consent effluent quality limits. Investment in a new DAF treatment system at Waipukurau is expected to improve this in the future, and ongoing work to optimise the treatment system at Waipawa is being prioritised by both officers and council contractors.

At other sites, operational staff continue to manage and monitor the performance of the plants to maximise the treatment performance. Teams are focusing on improvements and operational efficiencies to achieve the best possible outcomes.

Focus on improving and optimising the **management of flows** continues and has already included a change to the network layout in Waipawa as well as a detailed investigation to confirm the capacity of the Waipukurau WWTP Inlet Pump Station. An options report to increase the capacity of this pump station has been received by officers with a preferred option expected to be identified in Q4.

The delivery re-phasing of the **Wastewater Treatment and Discharge Strategy** has allowed time for officers to understand the impact of the proposed national wastewater environmental performance standards and infrastructure design solutions, which is currently being consulted on. While details are somewhat limited at this stage a technical review is currently being undertaken by our consultant partners. It is expected that these changes will impact our future approach to the management and treatment of wastewater.

The wastewater **network relining project** has identified approx. 1.4km of wastewater pipes in Waipawa, Waipukurau and Porangahau to be relined. Construction is due to start mid-April and will be completed before the end of financial year. Relining suitable pipework in areas where access is limited and that are not expected to see significant growth will increase the networks performance and greatly extend asset life in a much more cost-effective manner compared to renewing existing pipes.

Wastewater – Level of Service Performance Report

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Level of Service	Performance Measure	24/ 25 Target	1 July – 30 September 2024	1 October – 31 December 2024	1 January – 31 March 2025	1 April – 30 June 2025
To provide for the effective reticulation, treatment, and disposal of wastewater in a way that protects the health of our communities and natural environment.	Target number of dry weather sewerage overflows (per 1000 connections to the total sewerage system).	≤10	Achieved 0.83	Achieved 0.83	Achieved 0	
	Target number of total sewerage overflows (per 1,000 connections to the total sewerage system).	≤30	Achieved 0.83	Achieved 0.83	Achieved 0.28	
	Compliance with the territorial authority’s resource consents for discharge from its sewerage system measured by the number of.					
	a. Abatement notices	0	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved Zero for this quarter	
	b. Infringement orders	0	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved Zero for this quarter	
	c. Enforcement orders	0	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved Zero for this quarter	
	d. Convictions, received by the territorial authority in relation to those resource consents.	0	Achieved Zero for this quarter	Achieved Zero for this quarter	Achieved Zero for this quarter	
	Median response time for attending sewerage overflows resulting from blockages or other faults (measured from the time that notification is received to the time that the service personnel reach the site).	≤1hr	Achieved 0.37 hr for this quarter	Achieved 0.3 hr for this quarter	Achieved 0.3 hr for this quarter	

	Median resolution time for attending sewerage overflows resulting from blockages or other faults (measured from the time that notification is received to the time that service personnel confirm resolution of the blockage or other fault).	≤ 4 hrs	Achieved 2.6 hrs for this quarter	Achieved 2.2 hrs for this quarter	Not Achieved 46.1 hrs (Only one instance in the quarter, occurring over New Year period. Time recorded reflects the time between site visits, service restored itself in the meantime)	
	Number of complaints received per annum per 1,000 sewerage connections about any of the following: Sewerage odour, sewerage system faults, sewerage system blockages or Council’s response to issues with its sewerage systems.	≤ 10	Achieved Zero for this quarter	Achieved 0.28 for this quarter	Achieved 0.28 for this quarter	
	The percentage of users satisfied with the wastewater service provided.	90%	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	Not yet achieved Survey to be undertaken in Quarter Four in 2025.	

Wastewater Treatment Quality & Flow/Volume Results

Wastewater Treatment Quality Results

- Number of exceedances for Q3 (1 January to 19 March 2025)
- Number of exceedances in rolling 12 months
 - Red: non-compliant – failing allowable exceedances

Site	pH		Biochemical Oxygen Demand (cBOD ₅)		Total Suspended Solids (TSS)		Dissolved Reactive Phosphorus (DRP)		Ammonia		E. coli		Compliance
	Number of exceedances in Q3	Number of exceedances in rolling 12 months	Number of exceedances in Q3	Number of exceedances in rolling 12 months	Number of exceedances in Q3	Number of exceedances in rolling 12 months	Number of exceedances in Q3	Number of exceedances in rolling 12 months	Number of exceedances in Q3	Number of exceedances in rolling 12 months	Number of exceedances in Q3	Number of exceedances in rolling 12 months	
Waipawa / Otāne	0	1	2	4	5	23	2	11	0	8	2	14	×
Waipukurau	0	0	0	5	5	22	0	16	5	25	0	3	×
Takapau	n/a	n/a	0	0	1	2	0	6	0	3	3	11	×
Pōrangahau	0	1	1	4	5	9	n/a	n/a	n/a	n/a	n/a	n/a	×
Te Paerahi	0	0	0	0	0	0	n/a	n/a	n/a	n/a	n/a	n/a	✓

Wastewater Flow Volumes for the rolling 12 months

Site	Resource Consent Limit (m³ per day)	Exceedance Limit (days)	Exceedances/days above consented limits	Compliance
Waipawa / Otāne	1,500 m³ per day	36 days (10% of the year)	96 exceedances /days (26% of year)	×
Waipukurau	4,000 m³ per day	36 days (10% of the year)	12 exceedances /days (3% of year)	✓
Pōrangahau	130 m³ per day 415 m³ per day	183 days (50% of the year) 18 days (5% of the year)	82 exceedances /days (22.5% of year) 6 exceedances/days (1.6%)	✓
Te Paerahi	190 m³ per day	18 days (5% of the year)	3 exceedances /days (0.8% of year)	✓
Takapau	216 m³ per day	0 days	88 exceedances /days	×

Legend	Status
✓	Compliant
×	Non-compliant



Together we thrive! E ora ngātahi ana!