



Wāhanga tuarua - Chapter Two

**Ngā mahi
a te Kaunihera
Council activities**





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Council's group of activities

Guide to this section of the Annual Report

Our achievements report on how well Council's activities performed during 2021/22 against the goals and targets set out in Chapter three of the 2021-31 Long Term Plan (LTP). The reporting covers how effectively services have been delivered to the community and financial results.

Reporting on service performance is provided for each activity group and includes the following information:

Overview

This provides a high level overview or explanation of the activity and the outcomes agreed in Western Bay of Plenty District Council's 2021-31 LTP.




Highlights

Highlights can include key initiatives undertaken, projects completed, and milestones achieved for the activity. A graph will also be included to show the results and trends for Western Bay Council's measures for performance and customer satisfaction.

Service performance results

- Results trends for key measures
- How we have tracked progress towards our goals
- How we have tracked progress - levels of service

The 2021-31 LTP identifies performance measures and targets to monitor Council's achievement of the agreed outcomes and levels of service. This section reports the results and provides explanation for any significant variances. Results are classified as follows:

-  Target met
-  Partial met (within 5% of target)
-  Not met

Council has structured its activities into 12 groups. These activity groups are comprised on individual activities which have a similar nature.

Future initiatives

This section looks ahead and identifies key initiatives planned for the next 2-3 years.

Customer satisfaction

In the statements of service performance there are references to an Annual Resident Survey.

This survey was undertaken by Key Research and the sample included all residents within the Western Bay of Plenty District Council area with a sample size of 727 and margin of error of +/- 3.6%, with a confidence level of 95%.

Effects on community wellbeing

The table overleaf identifies the activity groups and their primary contribution to the Community Outcome.

The Long Term Plan (LTP) has identified significant or potential negative effects that may occur as a result of providing the following activities:

- Wastewater
- Solid waste
- Communities (Interment)
- Transportation
- Water supply
- Stormwater
- Economic development

The following table identifies each of the Activity Groups and their corresponding activities. It also shows the Community Outcomes the activity primarily contributes to.

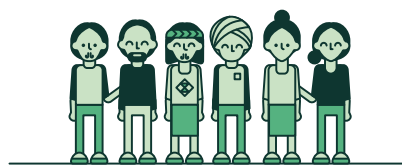
Activity Groups	Activities	Primary Community Outcomes
<i>Leadership</i>		
Representation	<ul style="list-style-type: none"> • Sub-regional, District and Community representation. • Financial Planning. 	<ul style="list-style-type: none"> • Effective, informed and inclusive leaders.
Planning for the future	<ul style="list-style-type: none"> • Policy and planning. • Resource management planning. • Infrastructure planning. 	<ul style="list-style-type: none"> • Vibrant and welcoming communities. • Effective, informed and inclusive leaders. • Thriving economy.
<i>Building communities</i>		
Communities	<ul style="list-style-type: none"> • Community development. • Cultural development. • Information centres. • Emergency management. • Community facilities. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. • Vibrant and welcoming communities.
Recreation and open spaces	<ul style="list-style-type: none"> • Coastal and marine. • Recreation reserves and facilities. • Sub-regional reserves. 	<ul style="list-style-type: none"> • Vibrant and welcoming communities. • Clean, green and valued environment.
Regulatory services	<ul style="list-style-type: none"> • Animal control. • Building and health services. • Compliance. • Regulatory services. • Resource consents. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle.
Stormwater	<ul style="list-style-type: none"> • Stormwater network. • Waihi Beach coastal protection. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle.
Transportation	<ul style="list-style-type: none"> • Roothing. • Network development. • Network optimisation. • Environmental mitigation. • Transportation health and safety. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. • Thriving economy.
Water supply	<ul style="list-style-type: none"> • Council water supply. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. • Thriving economy.
<i>Protecting the environment</i>		
Natural environment	<ul style="list-style-type: none"> • Environmental protection. 	<ul style="list-style-type: none"> • Clean, green and valued environment.
Wastewater	<ul style="list-style-type: none"> • Wastewater. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. • Clean, green and valued environment.
Solid waste	<ul style="list-style-type: none"> • Solid waste. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. • Clean, green and valued environment.
<i>Supporting our economy</i>		
Economic development	<ul style="list-style-type: none"> • Economic development . • Land drainage. 	<ul style="list-style-type: none"> • Thriving economy.
Support services	<ul style="list-style-type: none"> • Communications and community engagement • Relationship management • Customer services • Information management • Information technology • Financial management • Corporate assets • Procurement • Risk management • Quality management 	



Hauātanga

Leadership

Representation



Overview

This Strategy has two areas of focus. It includes both running the process to provide the District with a democratically elected Mayor, councillors and community board members and the governance of the District by these elected members. This involves the organising and preparation of Council meetings, organising civic events such as citizenship ceremonies. The Strategy also includes the combined Partnership Forum and collaborative processes with other councils.

Why we provide it

Elected leaders represent the views of residents and make effective decisions which improve our communities and environment, now and for the future.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	✓ Annual Plan consultation and events
	✓ Continued working with local, regional, sub-regional and national networks and agencies to advocate for the region.
	✗ Resident satisfaction survey targets not achieved for representation and opportunities to participate in decision making.
Economic	✓ Continued advocacy for Tauranga Northern Link.
Environmental	✓ Extension of Covid-19 provisions for attendance and call-ins to meetings.
Cultural	No specific action relating to this wellbeing.

Highlights

In November 2021, Council formalised its commitment in writing to return the 172 hectares of land, commonly known as Panepane Pūrākau on Matakana Island, to the local hapū.

The deed signing was marked with haka pōwhiri and waiata from the five hapū of Matakana and Rangiwaia Islands - Ngai Tuwhiwhia, Ngati Tauaiti, Te Ngare, Te Whānau a Tauwhao and Ngai Tamawhariua - at Opureora Marae on the island.

The signing of the deed by all those present follows Council's unanimous decision in October 2020 to return the whenua.

2022 elections

Disclaimer: At the time of writing this report, elections were yet to take place and the councillors pictured on Page 35 are following the 2022 elections.

The Local Government Elections will take place on 8 October 2022. Preparation for these elections has started in line with the legislative requirements.

The role of Electoral Officer has been contracted out to Election Services, which is consistent with previous elections. Work is underway to ensure the pre-election and post election protocols and processes are complied with.

Working within these protocols Council’s ‘Generation Change He panoni ā reanga’ campaign, is underway to promote the Local Government Elections.

The campaign focuses on encouraging people to stand for Council and Community Boards, or encourage someone to, and providing candidates additional promotional platforms to allow the community to be informed on who they can vote for.

During the year COVID-19 did place some limitations and caused some adjustments to the governance role. This resulted in the livestreaming of all Council and committee meetings while community board and ward forum meetings were recorded and available online. A Ministerial Epidemic Notice Provision to local government allowed electronic meetings to meet quorum requirements.

As a result, all Council and committee meetings are now livestreamed, via Council’s YouTube channel, to enable participation.

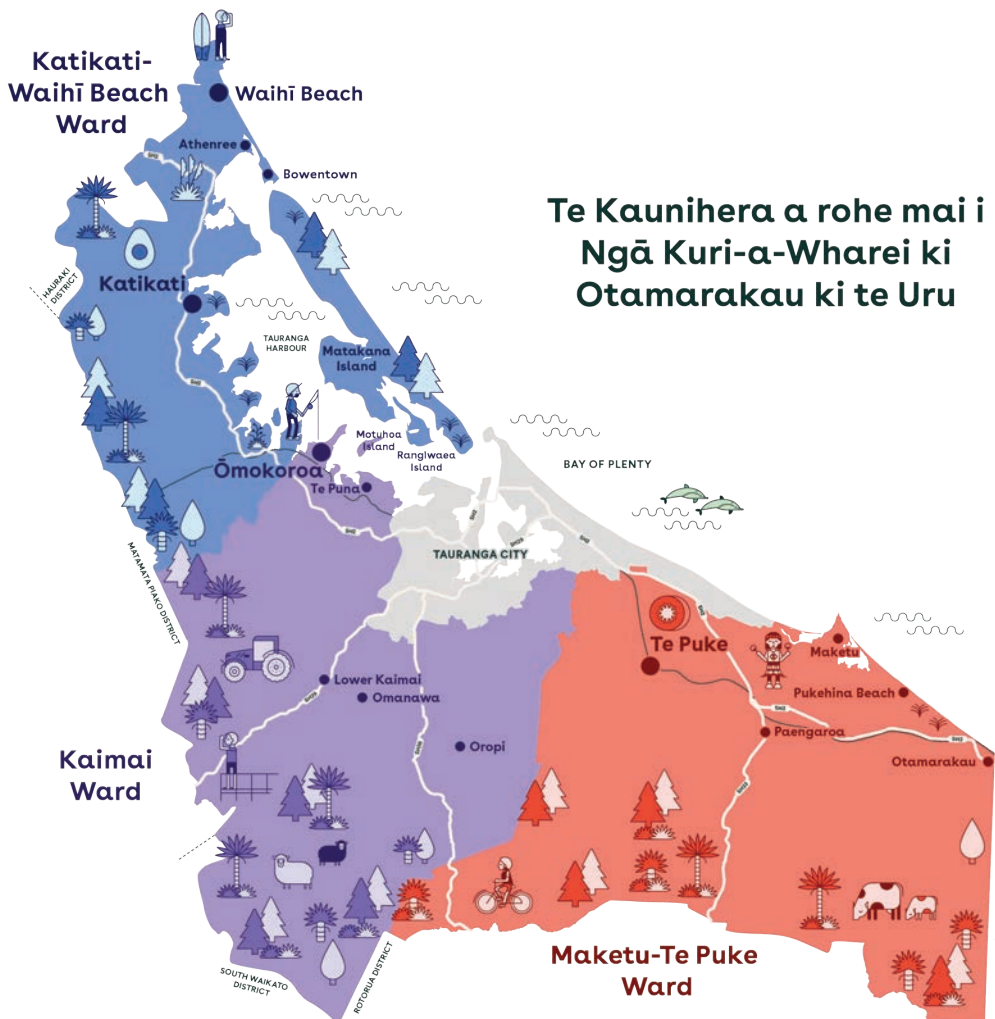
All community boards lost one round of meetings due to COVID-19 restrictions.

Despite the COVID-19 disruptions Council continued to progress its work programme. This included bylaw reviews, policy reviews, and the annual planning process.

Elected members participated in various consultation and engagement initiatives held during the year.

This included:

- Your Place Tō wāhi – Council’s two-year District Plan Review featuring nine topics covered by the District Plan including, how to improve our transport networks, protect our important natural, cultural, and historic heritage, and grow our economy
- Pukehina Development Rate – a kōrero, as part of the Annual Plan 2022/23, with the Pukehina community on whether to pay, pause or stop the rate. The community has been paying \$20 a year, per rateable property for 21 years, to contribute to a possible future wastewater scheme.
- Waihi Beach Library – consultation on possible library location and facilities for the new library, service centre and community hub.
- Maketu-Te Puke Reserve Management Plan – working with the community to develop Council’s new 10-year reserve management plan for the Maketu-Te Puke ward, which stretches from Te Puke along the coast to Otamarakau including Pongakawa, Paengaroa and Pukehina.



How we represent you

Note: due to the timing of the adoption of the Annual Report the current Council photo is included

One Mayor and 11 Councillors



Councillors for the 2022-25 triennium (left to right): Councillor Anne Henry, Councillor Murray Grainger, Councillor Richard Crawford, Councillor Rodney Joyce, Mayor James Denyer, Councillor John Scrimgeour, Councillor Don Thwaites, Councillor Margaret Murray-Benge, Councillor Allan Sole, Councillor Grant Dally, Councillor Andy Wichers, Councillor Tracey Coxhead.

Three Ward Forums

- Katikati-Waihi Beach Ward Forum
- Kaimai Ward Forum
- Maketu-Te Puke Ward Forum

Two Māori Representation Forum

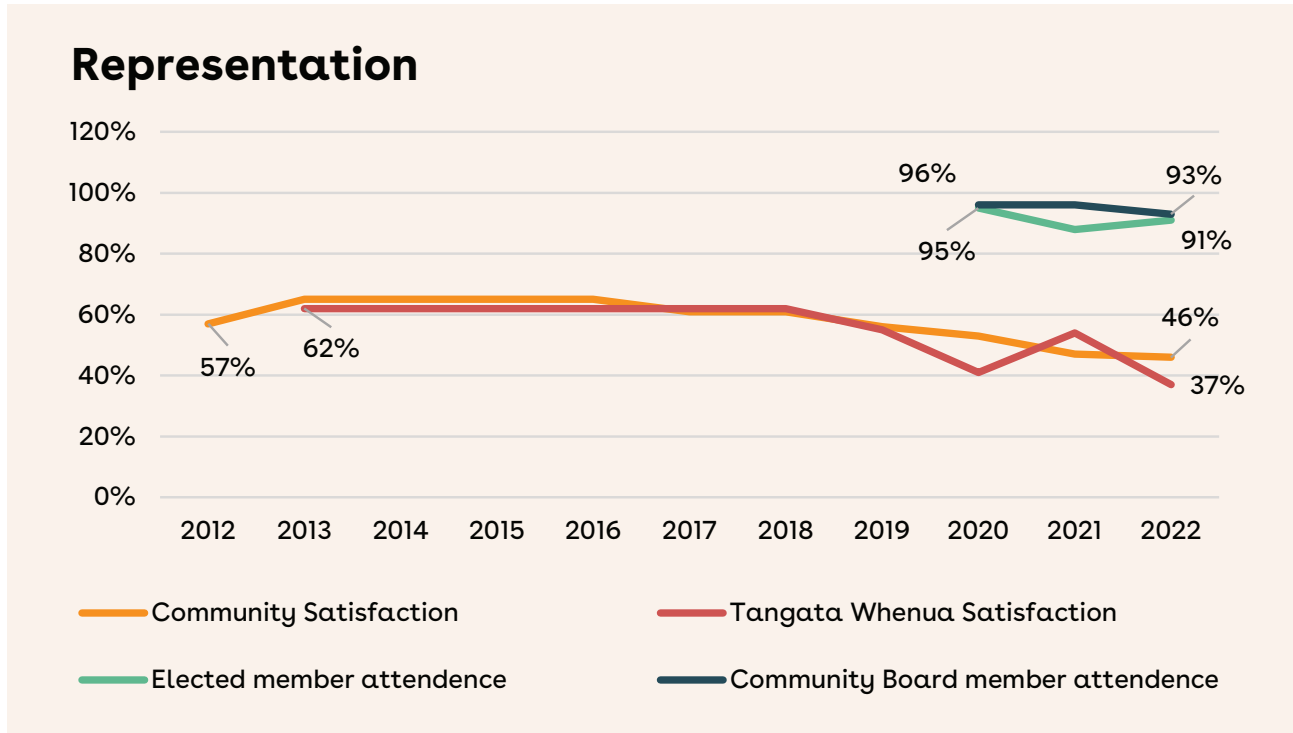
Comprising iwi and hapū representatives.

- Te Kāhui Mana Whenua o Tauranga Moana
- Te Ihu o Te Waka o Te Arawa

Participation

in a range of community organisations, boards and co-governance structures within the Western Bay of Plenty District.

Service performance results



Elected Member attendance -

the attendance of elected members at Council meetings and Community Board meetings remains consistently high. In 2022 the target of 80% was achieved in both instances. Council meetings had a 93% attendance and Community Boards 91%.

Satisfaction with Council performance -

this monitors the level of community and tangata whenua satisfaction. The community satisfaction with Councillor and Community Board representation was 46%. The level of tangata whenua satisfaction increased to 37%.

Goals

- We have effective representation arrangements for our communities
- We actively seek and consider the full range of residents views on our plans, policies and projects
- We have strong relationships with Tangata Whenua and work together in a range of ways so that Tangata Whenua perspectives inform our decisions
- We engage with our communities, listen well, lead effectively and make well informed decisions
- Our strategic relationships at all levels are maintained and strengthened

How we have tracked progress towards our goals

Performance measures		Target 2021/22	Result 2021/22	Narrative
Key resident measure	Level of satisfaction with representation provided by Elected Members:			Key reason for dissatisfaction include lack of transparency and consultation. The target and results were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is: Community 32% Māori 28%
	• Community	≥60%	46%	
	• Māori	≥60%	37%	

How we have tracked progress towards our goals

Performance measures		Target 2021/22	Result 2021/22	Narrative
Key performance measure	Percentage of meetings attended by Elected Members (Mayor and Councillors) and Community Board members.			
	<ul style="list-style-type: none"> Elected Members at Council and committee meetings Community Board members at Community Board meetings 	≥80%	91%	
Supporting measures	Percentage of eligible population that votes in Local Body Elections	No election	No election	Local Government Elections to be held in October 2022. Results will be reported in the 2022/23 Annual Report.
	Level of satisfaction with opportunities to participate in decision making:			Key reasons for dissatisfaction include need for more consultation, and public forums. The target and results were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is: Community 36% Māori 37%
	<ul style="list-style-type: none"> Community Māori 	≥60%	47%	
	Percentage of residents satisfied that the decisions Council has made are in the best interests of the District.	≥60%	41%	Key reason for dissatisfaction are that Council needs to listen to the community. The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is 35%.
Representation will be provided by: One Mayor 11 Councillors Five Community Boards Three Ward Forums 1 Māori representation forum	Number of meetings held per annum:			Community Board meetings were impacted by COVID-19, not all meetings were held.
	<ul style="list-style-type: none"> Council, based on six-weekly cycle 	≥8	8	
	<ul style="list-style-type: none"> Community Boards based on six-weekly cycle 	≥6	5	
	<ul style="list-style-type: none"> Māori representation forum Ward Forums 	≥2	2	
		≥4	7	
Council will engage with communities about decisions that impact on their community.	Number of engagement opportunities with Elected Members held within the communities around the District.	≥4	12	

Planning for the future



Overview

Planning for the future includes the development of this Long Term Plan and other strategic plans, policies and bylaws to support the health, safety and general wellbeing of our communities.

Why we provide it

In consultation with our communities and guided by our sustainable development approach, we plan for the future.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Work on Medium Density Residential Standards with the aim to help increase housing supply in the urban areas. ✓ Review of the Te Puke-Maketu Reserve Management Plan was completed. ✓ Updated our Housing Action Plan to take a more direct role in the housing space. ✓ Local Alcohol Policy and Alcohol Control Bylaw reviewed. ✓ Continued input into Smartgrowth and investigation for a new Eastern Centre has been initiated.
Economic	<ul style="list-style-type: none"> ✓ Consultation on the Annual Plan, focusing on the future of the Pukehina Development Rate. ✓ Seal Extension Prioritisation Policy and Policy on Council Maintenance of Previously Unmaintained Roads reviewed ✓ Ten Rates Relief Policies reviewed
Environmental	<ul style="list-style-type: none"> ✓ A review of the District Plan has started with community kōrero to identify priorities. ✓ Natural hazards maps updated. ✓ Waste Management and Minimisation Bylaw reviewed. ✓ Adoption of Waste Assessment to understand the waste in the district.
Cultural	No specific action relating to this wellbeing.

Highlights

The Resource Management (Enabling Housing Supply and Other Matters) Amendment Act passed into law on 20 December 2021. The aim is to help increase housing supply in the urban areas where it is needed most. As a result, Medium Density Residential Standards (MDRS) will be required for Te Puke and Ōmokoroa by 20 August 2022.

The focus is on achieving the necessary plan changes for both Ōmokoroa and Te Puke to achieve the August deadline. Community consultation and engagement opportunities have been ongoing throughout the process. The plan changes will be notified on 20 August 2022 which will provide the opportunity for formal submissions.

A review of the District Plan has started. The Resource Management Act requires a review of the District Plan at least every 10 years, with Council's last District plan completed in 2012. To inform the plan direction, Council – as part of its Your Place Tō wāhi campaign – had community kōrero online and kanohi ki te kanohi (face to face) in June and July 2022 to identify priorities. Alongside this Council is working in partnership with the two iwi partner forums to establish the engagement process with tangata whenua.

The Your Place Tō wāhi campaign is headlined by an online hub (yourplace.westernbay.govt.nz) for communications and engagement on the District Plan Review and other resource management topics such as housing in Te Puke and Ōmokoroa. This provides valuable interactions with the community.

A review of the Maketu-Te Puke Reserve Management Plan was completed. Part of this process was the development and adoption of new concept plans for Spencer Avenue Reserve in Maketu, Midway Park in Pukehina and a dedicated dog exercise area at Lawrence Oliver Park in Te Puke. A new concept plan was also completed for the Otaiparia Reserve at Ford Road in Maketu.

Community consultation and engagement was an integral part of this process and provided valuable input to the proposed plans.

During the year Council continued to identify opportunities in the provision of housing. This included an update to our Housing Action Plan which enables Council to take a more direct role in the provision of affordable rental and affordable housing space (June 2022). Alongside this we are working to partner with community led organisations to develop local housing action plans, with the initial focus on Te Puke. Council has also adopted a proposal to waive financial contributions for community housing and Papakāinga.

The Annual Plan focused on the key proposal regarding the use of the Pukehina Development Rate. This rate has been levied for 21 years to help reduce the cost of a future wastewater scheme, should one become necessary. Council initiated this consultation at the request of the Pukehina Ratepayers and Residents Association. The uncertainty around how central government's Three Waters Reform programme would be implemented and the potential future requirements for any kind of wastewater scheme were key considerations by Council. After community consultation in April, Council decided to pause and not collect this rate for the next two years.

Natural hazards maps for the Western Bay have continued to be updated. These maps identify natural hazards (flooding, coastal inundation, coastal erosion, tsunami, active faults etc) on properties throughout the district. This will enable informed decisions when undertaking subdivisions, building works, buying property or preparing for a natural disaster.

A number of bylaw and policy reviews were undertaken. This included:

- Local Alcohol Policy and Alcohol Control Bylaw
- A review of the Waste Management and Minimisation Bylaw – provides a regulatory tool for kerbside services as well as introducing new requirements for events and construction industry
- Seal Extension Prioritisation Policy and Policy on Council Maintenance of Previously Unmaintained Roads, which included proposal to revoke our Māori Roadways Policy. This means that public roads and Māori roadways will be subject to the same improvements and maintenance approach.
- Ten Rates Relief Policies – proposed changes to the rates remission on Māori freehold land policy because of legislative changes.

Other initiatives included:

- Package of plans – assisting and assessing large greenfields developments, particularly in Te Puke and Ōmokoroa
- Adoption of a waste assessment to inform the upcoming review of the Waste Management and Minimisation Plan in 2022/23
- Smartgrowth ongoing input. The investigation for a new Eastern Centre has been brought forward and investigations are underway.
- Two private plan changes – 92 Te Puna Springs 94 Washer Road industrial expansion.

Future initiatives

A number of initiatives started in the 2022 year will continue into the coming years. This includes:

- Smartgrowth – development of the Future Development Strategy and Joint Spatial Plan (Western Bay of Plenty District Council and Tauranga City Council)
- Natural Hazards – continuation of study
- Your Place Tō wāhi (District Plan Review) – community engagement
- Ōmokoroa Structure Plan along with Te Puke intensification - notified August 2022.

Alongside this work a watching brief will be maintained for legislative changes to the Resource Management Act. The Future of Local Government review is to be released in April 2023 and the implications of the Three Waters reform will be a key consideration in the review of the Long Term Plan 2024-34 which starts in 2023.

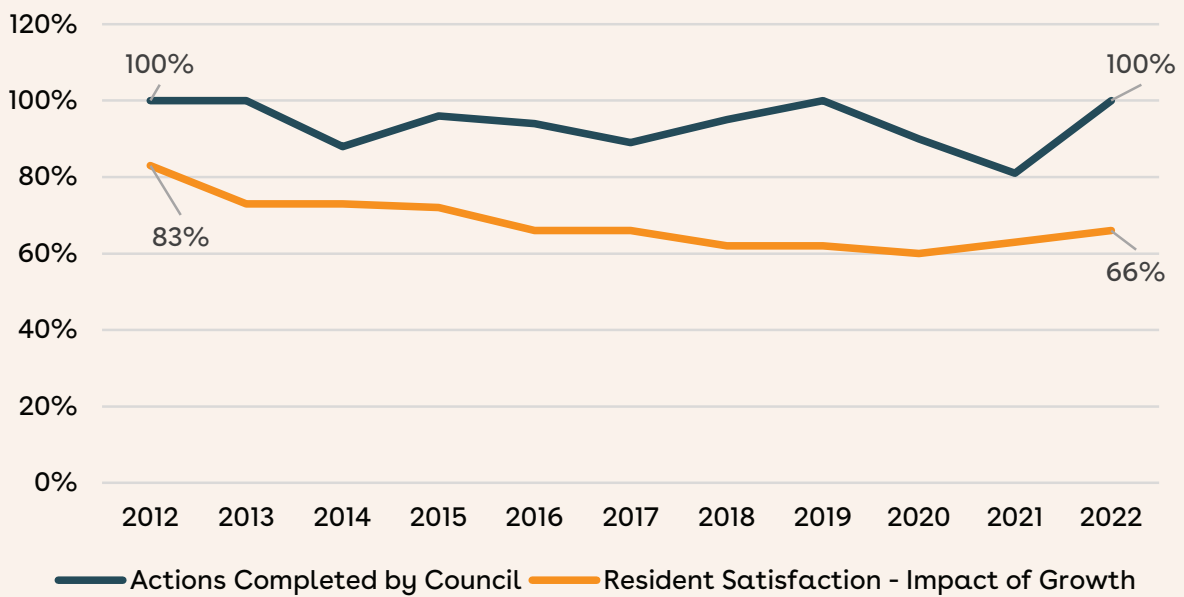
What we provide



Policy and planning, resource management, and infrastructure planning activities

Service performance results

Planning for the Future



Actions completed by Council as defined in the Council approved work programme -

100% of actions scheduled for 2021/22 year were completed.

Resident satisfaction with the impact of growth on the District -

the factors monitored include lifestyle, range of housing choices, personal and road safety, travel time, and employment opportunities. The 2022 survey revealed a satisfaction level of 66%. Key reasons for dissatisfaction are traffic congestion and housing affordability.

Goals

Develop, monitor, review and advocate policy and plans that support the achievement of our vision for the District, our community outcomes and the direction provided by SmartGrowth

How we have tracked progress towards our goals

Performance measures		Target 2021/22	Result 2021/22	Narrative
Key performance measure	Plans, strategies and District Plan changes are developed or reviewed in accordance with Council approved programme.	100%	100%	
Key resident measure	Level of resident satisfaction with the impact of growth on: <ul style="list-style-type: none"> • range of housing choices • personal safety • time taken to travel around the area • employment opportunities • road safety • overall pleasantness Based on two yearly surveys.	≥70%	66%	The target and result were calculated excluding those surveyed who 'didn't know'. The survey results including those who don't know is 61%.
The District Plan updated to meet the needs of the District	State of the Environment reporting is completed on a five-yearly basis	yes	100%	
	Plan changes and the District Plan review meet statutory requirements.	100%	100%	
	Structure Plans are developed and reviewed to ensure there is greenfield land to accommodate growth as required by the National Policy Statement on Urban Development Capacity	≥10 years supply	≥11 years	Greenfield land available: Ōmokoroa 20 years Katikati 27 years Waihi Beach 11 years Te Puke 20 years
Council processes comply with statutory requirements	LTP, Annual Plan and Annual Report are each adopted within statutory timeframes.	100%	100%	
	The percentage of Council bylaws that are reviewed within statutory timeframes.	100%	100%	





Te whakawhanake i ngā hapori

Building Communities

Communities



Overview

The Communities Group of Activities contributes to achieving community wellbeing by providing facilities and supporting delivery of services that means:

- people can feel safe and welcome in their communities
- people can connect and feel they belong
- people can be active and healthy
- people can have access to adequate housing
- people can learn and contribute.

Through this group of activities Council works with communities to build whakawhanaungatanga (relationships), manaakitanga - (support), and oritētanga - (equal opportunity).

Why we provide it

We provide the Communities Group of Activities so that communities can meet their own aspirations to enhance their wellbeing. This Group of Activities includes the following activities: Building Communities, Community Facilities, (community halls, elder housing and cemeteries), and Libraries and Services Centres.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	✓ Review of Elder Housing Operational Policy, and progress made towards redevelopment of Council's elder housing villages.
	✓ Te Puke Housing Network established and local housing systems plan being developed.
	✓ Site selection and concept planning for new Waihi Beach library and service centre.
	✓ Natural burial site under development at Te Puke Cemetery.
	✓ continued contribution to Safer Communities Programme, and community safety enhancements supported at McLaren Falls (CCTV and lighting).
	✓ Ongoing relationship building and community-led initiatives being supported through service delivery contracts.
Economic	✓ Support for Katikati Youth to Employment programmes.
	✓ Affordable housing developments supported through Te Puke Housing Network.
Environmental	✓ Community-led initiatives Sustainable Waihi Beach and Predator Free Waihi Beach supported
Cultural	✓ Food security initiatives supported in Te Puke / Maketu.
	✓ Continued contribution to Welcoming Communities Programmes, and cultural connections enhanced through support for local cultural events.

Highlights

Twenty Degrees (the Regional Healthy Housing Programme) has continued to deliver great results for the Western Bay. The partnership has secured over \$900,000 of additional funding (over and above the base funding provided by the programme partners). The programme also receives significant 'in kind' support into improving housing quality. This 'in kind' support includes donated hot water cylinders and heaters as well as in-kind labour.

Central government COVID-19 vaccine mandates impacted on Council's library and service centres as vaccine passes were required to enter Council premises. Despite this no one was turned away and customers were able to complete their interactions whether it was on the premises or outside. The libraries introduced a click and collect service during this time which many took advantage of, especially unvaccinated or those feeling more vulnerable.

The library and service centres continue to focus on the delivery of a quality customer experience. This is aided through the updating of systems as well as refurbishment of facilities. The Customer Relationship Management system scheduled for implementation in July 2022 will hold customer interactions and enable a single view of the customer which will enhance responses to field requests. Public electronic meeting spaces have been created and are available for public use.

In April 2022 the Te Puke Library and Service Centre service library and centre took over the provision of the Automobile Association (AA) service for the town.

The partnership was formed after the existing provider (Cavanagh Motors) was unable to maintain the service, with Council identifying the need to retain the service in the town. Doing so allows people to continue to purchase their vehicle registration, road user charges, plates as well as all other vehicle licensing services and avoid unnecessary travel.

At Waihi Beach the library hours were extended. Alongside this there has been initial community conversations on the new library service centre and hub. This work is ongoing and has enjoyed positive community interest and participation. The building of the library service centre and hub is due to start in 2023/2024.

In July 2021 Council's Emergency Operations Centre (EOC) started operating independently from Tauranga City Council. This year the focus has been on building capacity in our communities and in the EOC. Significant work to engage with communities to establish community resilience and support networks has been undertaken.

The Welcoming Communities programme continued. This joint programme with Tauranga City Council has been established to welcome new migrants to the city and the District. Under the Welcoming Communities accreditation model this joint initiative has received accreditation as a Committed Welcoming Community (stage one). The remaining three stages of accreditation are:

- Stage two – an Established Welcoming Community
- Stage three – an Advanced Welcoming Community
- Stage four – an Excelling Welcoming Community

The Welcoming Communities team have started working towards stage two accreditation.

A District-wide review of the Tsunami maps as part of the Tsunami Ready programme for the Bay of Plenty was completed. These maps identify potential inundation areas and will inform safe evacuation routes. This exercise will ensure all maps are consistent in design and information.

In Waihi Beach the development of seven additional pensioner housing units on a new site in Beach Road started. These units are being built to a Lifemark Four rating. This provides assurance for elderly residents that the units will be safe and easy to live in.

Applications for the annual CCTV fund closed in June 2022. This is the second round of applications where funding is available (\$50k over three years) for security cameras within the District. The first round of funding received 70 applications and resulted in the installation of 13 new cameras. This showed a strong desire for security within communities.

There were several other initiatives and events during the year. This included:

- Libraries heritage initiative working closely with one of the community boards to establish signage for historical sites across the ward
- Electronic book use has increased by 28.5%
- Clarke Road – restoration of land to a cultural reserve. Provide walking and cycling opportunities within the District
- Middlebrook Drive, Katikati – collaborative project between Council and user groups to establish a shared space facility.

Future initiatives

Developments will continue in the communities throughout the District. This includes the Elder Housing development at Beach Road Waihi Beach which is scheduled for completion Jan 2023 and new libraries are planned for both Te Puke and Ōmokoroa.

The development and improvement to our emergency management response is ongoing. Future work will focus on working with our communities to provide safe resilience as well as maintaining our capability to respond to events.

Council will continue to be proactive in the regional healthy homes initiative. In 2023 Twenty Degrees will continue to improve housing quality in the District and with high need communities.

The focus is to build understanding and awareness of the value of healthy housing and practical advice for a warm, dry, and healthy home. Twenty Degrees is also focussing on energy use and working with households to reduce energy bills.

What we provide

Community buildings

Community Building involves working with our communities and local organisations to provide community facilities, services and networks that help individuals, families, groups and communities. Our Community Team is fundamental to achieving this outcome.



Swimming pools

Dave Hume Swimming Pool in Katikati and Te Puke Memorial Pool.

Working with community and local organisations

Organisations such as Bay of Plenty Surf Lifesaving, Sport Bay of Plenty, Creative Bay of Plenty, and Te Puke sports field.

Libraries and service centres

Our libraries fulfil an important community function by providing equitable access to technology, space and library services and enable people to meet, learn and be inspired. Libraries have been described as well-insulated public squares or 'community anchors' demonstrating their value as important community assets. Libraries provide digital access to heritage collections facilitating an important community connection to the history of our District.



Buildings

One head office building with service centre at Tauranga, and four libraries and service centres located at Waihi Beach, Katikati, Ōmokoroa and Te Puke.

Library items

125,000 items held by libraries (includes hard copies and e-books and local history archives).

Customer service

172,553 contacts made through email, counter, phone and digital.

Events and activities

School holiday events, engagement events, and weekly interactive activities at our libraries.

Free Wifi

Community facilities

Community Facilities involves the provision of public spaces and community facilities. The strategy enables recreation, brings people together and creates a sense of belonging, all of which is essential for healthy and vibrant communities.



Elder housing

70 units across the District (19 units in Waihi Beach, 17 units in Katikati, and 34 units in Te Puke).

Cemeteries

Five cemeteries across the District, located in Katikati, Oropi, Te Puke and Maketu.

Community Halls

19 Community halls spread within the communities across the District.

What we provide

Civil defence and emergency management

This strategy aims to build resilience within communities so they know their risks and can work to reduce them. As a result, communities can cope with, move forward, and learn from emergencies when they occur.



Resilience planning

Council staff trained to respond

Emergency Operations Centre (EOC)

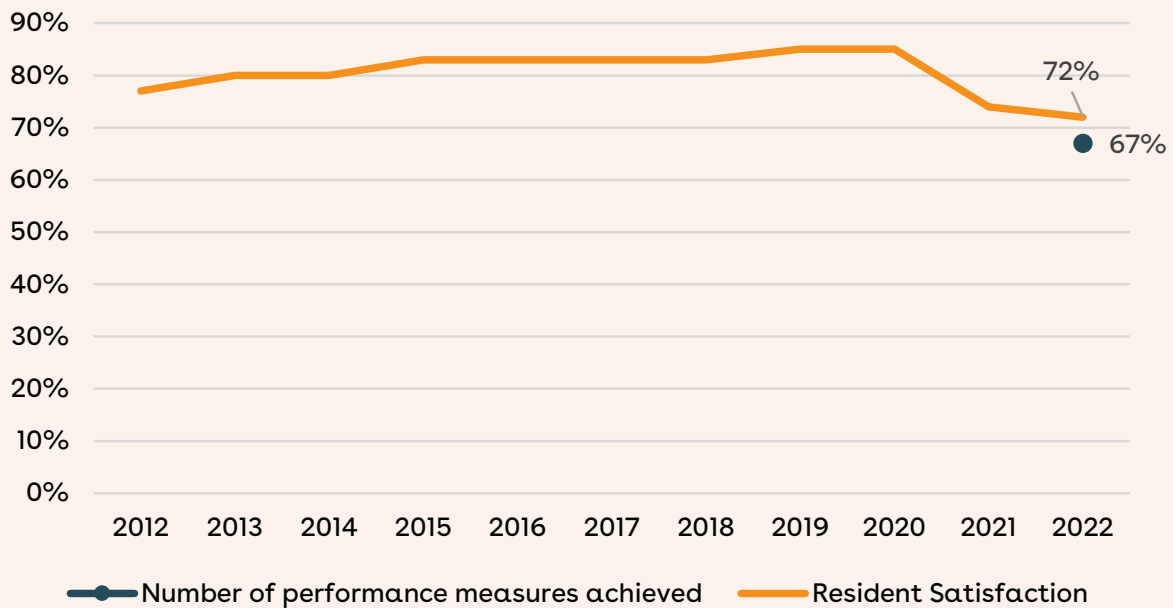
Education

Communications support

Bay of Plenty Civil Defence and Emergency Group and Plan

Service performance results

Communities



Community targets achieved -

this monitors the achievement of all the targets set for levels of service. For the 2022 year 67% of the measures were achieved against a target of $\geq 70\%$. This activity was impacted by COVID-19 as not all planned services could be provided.

Resident satisfaction with Community Development -

on a two yearly basis, this survey monitors satisfaction with the community development programme. The 2022 survey revealed an 72% satisfaction. Key reasons for dissatisfaction is range of library books, cemetery maintenance and lack of visibility for community development.

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
Key performance measure	Number of activity performance measures achieved (Community Building, Community Facilities, Libraries and Service Centres) 2020 unaudited baseline result 66%.	≥70%	67%	Delivery of community performance activities were significantly impacted by COVID-19.
Key resident measure	Level of resident satisfaction with Community Services based on two-yearly survey. This includes community development, library services and cemeteries.	≥80%	72%	Key reasons for dissatisfaction were lack of visibility for community development, library book collection, and cemetery maintenance. The target and result were calculated excluding those surveyed who don't know. The survey results including those who don't know is 48%.

Community buildings

Goals

- The District has strong collaborative networks, delivering agreed strategies and programmes that contribute to social and cultural wellbeing.
- Communities have the capacity to deliver their own initiatives that achieve their goals
- Communities host and deliver events that bring the community together and contribute to a sense of belonging
- Tangata Whenua are supported to achieve their aspirations and to build capacity to contribute to decision making
- Council is contributing to improve access to adequate housing
- Council's Civil Defence and Emergency Management functions are maintained

Performance measures

Levels of service	Performance measures	Target 2021/22	Result 2021/22	Narrative
We fund and support collaborative networks and programmes	Accreditation under Safer Communities and Welcoming Communities is maintained.	Accreditation maintained	Accreditation maintained	Accreditation has been maintained. Welcoming Communities programme continues to flourish. Safer Communities, at a national level, is being reviewed. Council retains a close link to any future direction.

Performance measures

Levels of service	Performance measures	Target 2021/22	Result 2021/22	Narrative
We fund and support community led initiatives	Number of projects receiving funding from Community Matching Fund that are successfully delivered.	≥90%	85%	A total of 35 groups received funding and three groups were unable to complete projects this year. They have committed to delivering the projects in the 2022/23 year.
	Percentage of deliverables in service delivery contracts that are met.	≥90%	100%	
We will engage with and fund Tangata Whenua to build capability and achieve aspirations	Number of projects funded from the Marae Sustainability Initiatives Fund that are successfully delivered	≥90%	100%	
We support and fund implementation of Council's Housing Action Plan	Number of homes in the Western Bay of Plenty assessed and upgraded through the Regional Healthy Housing Programme	≥60%	81%	
We will maintain capability to effectively respond to an emergency	The city/District/region is prepared so it can effectively respond to an emergency	Advancing	Achieved	Recruiting to keep EOC rosters staffed to optimum levels. Training is being monitored and encouraged, and this has had a good uptake.
We will provide community education initiatives to increase public awareness and readiness for local and regional hazards.	Percentage of residents that have an understanding of what the consequences would be if a disaster struck their area. Based on a two-yearly survey.	No survey	No survey	The next survey is planned for the 2022/23 year.
	Percentage of residents that have taken any action to prepare for an emergency. Based on a two-yearly survey.	No survey	No survey	

Libraries and Service Centres

Goals

- Our network of libraries and service centres are safe, welcoming, inclusive, flexible spaces for community connection
- Our libraries enable access to information and knowledge
- Our libraries are places to share and enhance learning, knowledge and creativity
- Our libraries collaborate with the community. We host, connect and facilitate

Performance measures

Levels of service	Performance measures	Target 2021/22	Result 2021/22	Narrative
We provide a network of libraries and service centres that provide safe, welcoming, inclusive and flexible spaces for community connection	Number of library and service centre providing multi-use community spaces. Aim is one in each of the four urban centres (Waihi Beach, Katikati, Ōmokoroa and Te Puke).	1 centre	1 centre	
	Number of physical visits to libraries and service centres per annum.	≥310,000	188,542	The lower than normal numbers on the same period last year can be attributed to the COVID Red Phase 1, 2, 3 and the need for a vaccine pass to enter the building.
	Resident satisfaction with library and service centres service.	≥85%	81%	The target and result were calculated excluding those who 'don't know'. The survey results including those who don't know is 59%. Library users surveyed revealed 91% satisfaction with service
We provide access to free WiFi technology and programmes that meet community needs	Number of free WiFi users.	75,000	30,002	The lower than normal numbers on the same period last year can be attributed to the COVID Red Phase 1, 2, 3 and the need for a vaccine pass to enter the building.
We provide access to and maintain collections, including heritage collections, that meet customer needs	Number of library items available per person.	2	2.1	
	Increasing membership 2020 - membership 17,000	≥17,000	16,925	
We provide programmes and events that cater for community needs and aspirations	Number of events and programmes facilitated by Council library services.	≥400	375	No events were held during COVID Red Phase 1, 2, 3, resulting in a lower than normal number of events held and attendance.
	Number of partnerships for programme delivery.	≥4	4	

Performance measures

Levels of service	Performance measures	Target 2021/22	Result 2021/22	Narrative
We provide customer services that are responsive to the needs of the community	Percentage of customer satisfaction with service provided by frontline staff based on two-yearly survey	≥90%	85%	Key reason for dissatisfaction are in regard to responses received. The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is 65%.
	Percentage of service requests resolved within specified timeframe.	≥95%	95%	
	Percentage of customers surveyed where service requests were not actioned.	≥5%	2%	

Community facilities

Goals

- Elder housing that meets the needs of our older residents that have high housing needs.
- Cemeteries and places of remembrance meet the needs of our communities
- A network of community halls across the District meets local needs for education, recreation and social connection.

Performance measures

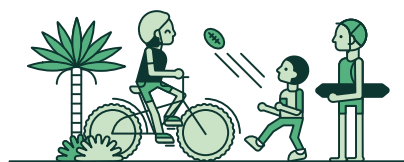
Levels of service	Performance measures	Target 2021/22	Result 2021/22	Narrative
We will provide cemeteries at Katikati, Oropi, Te Puke and Maketu that cater for the burial needs of the community.	Number of cemeteries where plot availability is >30% of annual plot requirements at any time	4	4	An area for natural burials is under development.
	Areas for natural burials provided in the District.	1	0	
We provide dedicated areas for memorialisation across the District	Areas dedicated to memorialisation (either within a cemetery or in a reserve) provided in each ward of the District.	2	2	

Performance measures

Levels of service	Performance measures	Target 2021/22	Result 2021/22	Narrative
Partnerships with hall committees will be maintained	Number of 10-year maintenance programmes in place with existing hall committees.	≥14	14	
	Minimum number of notifications (per year) each hall committee will receive regarding annual budget and policy changes.	≥1	1	
We provide affordable rental housing for older people with limited financial means	Percentage of service requests actioned within agreed timeframes.	≥90%	65%	Majority of service requests actioned on the agreed day but the timing of the sign off was not within agreed timeframe.
	Annual housing occupancy rate of all available units.	≥90%	100%	
	Number of units provided across the District. Aim is to increase stock over time.	70	70	Currently a total of 70 elder housing units across the District with a further seven units being built in Katikati.



Recreation and open spaces



Overview

This strategy supports a sustainable, liveable community that can draw on well-planned recreational opportunities which are part of the ‘live, learn, work, play’ SmartGrowth philosophy. Whether it’s fishing, hunting, swimming at the beach, river rafting, a concert in a park, strolling along the harbour edge, going for a bike ride, or kicking a ball around, the Western Bay outdoors provides the opportunity.

Why we provide it

Recreation and leisure facilities are well planned and safe to meet the diverse and changing needs of our community.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Te Puke/Maketu Ward Reserve Management Plan adopted in 2022. ✓ Playground upgrades at Waihi Beach and Katikati. ✓ Continued development of the cycleway network. ✓ Waitekohekohe Reserve development underway. ✓ TECT Park and Huharua Park received Green Flag Awards in 2021/22. ✗ Increasing population reduces park land available for recreation or conservation purposes.
Economic	<ul style="list-style-type: none"> ✓ To support freedom campers visiting the region a KiwiCamp facility established at the TECT Park. ✓ TECT Park hosting national events e.g. Secondary School Motocross championships.
Environmental	<ul style="list-style-type: none"> ✓ Continued development of cycleway network at Ōmokoroa, Pahoia and Minden.
Cultural	<ul style="list-style-type: none"> ✓ Transfer of land Panepane Purakau to ancestral owners.

Highlights

In June TECT Park took out the Active Park/ Sportsground category at the Green Pavlova Awards dinner. This award specifically recognises adventure style parks that don’t need a lot of infrastructure but have created an outstanding environment.

The Park was also a top 10 winner in the Green Flag International People’s Choice Award. All the Green Flag Award winning parks from around the world are entered in a people’s choice contest with the top park from each nation claiming a coveted spot in the top 10.

TECT Park was the highest voted park from Aotearoa New Zealand.

During the year the Park continued to operate well in conjunction with the various user groups. Development has been delayed due to the impact of COVID-19 and the availability of contractors and supplies. However, as the year progressed contractors were utilised as they become available.

The extension and refining of the District cycleways continued during the year. The Waipapa Stream suspension bridge was completed, and this provides an extension and new connection for Ōmokoroa to Pahoia when the connecting trail to Pahoia Road is completed later in 2022. The final stage of a walkway and cycleway connection from Kayelene Place to Precious Reserve was also completed.

At Waihi Beach the forestry harvesting at the water catchment reserve has enabled development of new cycleway and walkway trails.

The Ōmokoroa to Tauranga cycleway saw the completion of the trail realignment through Cooney Reserve alongside upgrades to off-road sections to a better surface.

The Broadlands Block in Waihi Beach has been renamed Te Mata Reserve. This is to reflect the cultural significance of the area. Engagement has started with community groups in regard to the development of this reserve. An application to the Environmental Enhancement Fund managed by Toi Moana Bay of Plenty Regional Council resulted in a grant of \$25,000 to progress the development of the wetlands to enhance biodiversity values in the reserve.

The interim upgrade for the Te Puke Pool was completed. The filtration systems were upgraded to meet the expected standards of water quality and public health and a diving board installed. These interim measures will ensure the ongoing operation of the pool until a new pool is constructed in 2025/26 as set out in the Long Term Plan 2021-31.

Three new playgrounds were installed across the District.

- Island View at Waihi Beach was completed after extensive involvement of Tangata Whenua and the local school. The community engagement was successful and ultimately created a playground that meets the community needs.
- The new Ōmokoroa Domain destination playground having gone through a similar community engagement program with local schools and Tangata Whenua was recognised in the International IAP2 finals in Australia. The IAP2 (International Association for Public Participation) Australasia Core Values Awards build awareness, contribute to the practice and recognise excellence in public participation and community engagement.

- In Katikati an avocado themed playground beside the Arts Junction was completed. This provides a place for visitors to stop and caters for all ages.
- Pohutukawa Park and Brighton Reserve playground were also upgraded with new play equipment.

A concept plan was adopted for the Otaiparia Reserve in Ford Road, Maketu in 2021. The development has now started and will include improved car parking, open community space, native plantings, and water access.

At Waitekohekohe Park, near Katikati, the initial development of car parking and trails for horse riding and mountain biking has been completed.

The public boat ramp at Pukehina was replaced. The facility was closed for eight weeks last spring to enable construction works to be completed.

While the timing of the project was impacted by COVID19 lockdowns, it was successfully completed in time for the summer period.

Future initiatives

The Maketu-Te Puke Reserve Management Plan was adopted in 2022. The implementation of various concept plans in the Reserve Management Plan will be considered through the Annual Plan process for 2023/24.

Work continues for the future development of the two public pools in the District. Planning for the new Te Puke pool is underway, where the focus is on identifying the location for the new pool. In Katikati, the roof covering project of the Dave Hume Pool has begun with planning and design work. The installation of a new roof is subject to external funding being made available to complete the project.

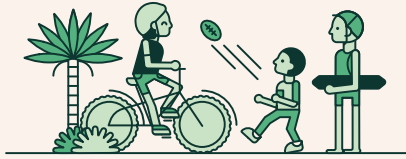
Design work and consents are required for the upgrade of Ōmokoroa Domain jetty and Panepane jetty.

The development of the District cycleways/walkways will continue. Work planned includes the conclusion of the cycle trail development at the water catchment in Waihi Beach and the potential link to Waihi. Concept design and Resource Consent planning for a cycleway connection between Waihi Beach and Athenree across the Waiau Estuary is also scheduled.



What we provide

Coastal structures



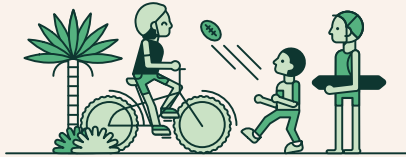
27 boat ramps

6.9km of sea walls

13 wharves and jetties

Five pontoons

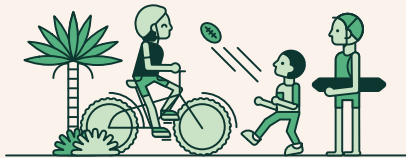
Sub-regional Parks



TECT Park

Huharua Park

Recreation facilities



Two swimming pools

32 sports fields

Six skate parks

44 hard courts

Six camping grounds

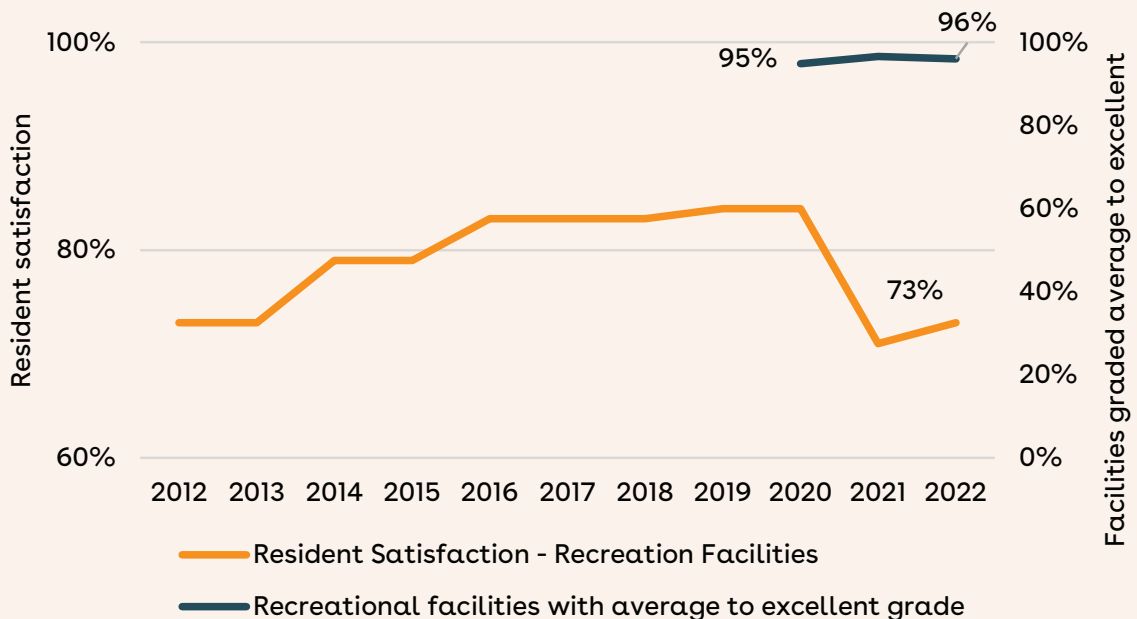
74 public toilets

30 Playgrounds

51.7km of paths

Service performance results

Recreation & Open Spaces



Facilities graded average to excellence -

this monitors quality of recreational facilities provided throughout the district. The 2022 result showed 96% of recreational assets achieved average to excellent rating.

Goals

- Provide appropriate opportunities to access the recreation and open space network
- Connect our spaces and places to each other and to destinations such as schools and community gathering places
- Protect and enhance important environmental, cultural and heritage values
- Provides spaces and places that our community are proud of, that are safe and that encourage participation
- Collaborate and partner with Tangata Whenua and the community to provide recreation and open space experiences

Resident satisfaction with Reserves & Recreational Facilities & Amenities -

the level of satisfaction with recreational facilities and amenities in 2022 was 73%. The key reason for dissatisfaction was insufficient facilities across the District.

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
Key performance measures	The percentage of recreational facilities that have an average to excellent grading of equal to or less than 3 (1 excellent, 5 very poor, as defined in the NZ Park and Recreation Asset Grading manual).	≥90%	96%	
Key resident measure	Increasing overall resident satisfaction with recreation and open space facilities and amenities. Two-yearly survey based on residents who are 'very satisfied' and 'satisfied'.	≥80%	73%	Key reason for dissatisfaction is the lack of facilities across the District. The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is 57%.
We provide a fit for purpose, future-proofed swimming pool network that meets the needs of local communities.	Increasing user numbers at Dave Hume Swimming Pool and Te Puke Memorial Pool. Note: When pools re closed for development target is 0.			
	<ul style="list-style-type: none"> • Katikati 	≥25,000	17,351	17,351 - longest season on record but total count is less than previous years. This is reflective of COVID-19, less use by the college, other schools and swim school.
	<ul style="list-style-type: none"> • Te Puke 	≥25,000	20,000	20,000 total estimate as data not fully supplied. Late start to season due to plant upgrade works.

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
We engage with our community on an ongoing basis to ensure our planning processes for recreation and open space responds to community needs.	The number of recreation and open space community engagement processes undertaken each year continues to be maintained or increased. Baseline will be number of engagements taken in 2020/21.	Maintain or increase ≥ 2	3	Athenree cycleway Katikati - Yeoman bridge to Park Road cycleway Te Puke/Maketu Ward Reserve Management Plan review
We provide safe, attractive and well-maintained facilities and amenities to our community	Maintain Recreation Aotearoa Green Flag accreditation for at least two parks within our open space network on a three-yearly basis.	No application	1	Huharua Park awarded Green Flag status.
We provide an accessible network or reserves within urban areas for recreation and amenity purposes	Neighbourhood reserves (or a suitable equivalent experience e.g. sport and recreation parks) are located within 800 meters (5-10 minute walk) or urban/town/residential properties.	$\geq 85\%$	98%	
We provide a safe and connected walking and cycling network that leads to improved transport choices and provides a variety of recreational experiences through and beyond our District	Walking and cycling track counters identify increasing use over time.	$\geq 90,000$	149,295	
We continue to provide quality experiences that meet the needs of our community through ongoing planning, development and management of the recreation and open space network	Increasing resident satisfaction with the accessibility to recreation and open space opportunities locally and across the District.	$\geq 80\%$	84%	The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is 77%.
	Increasing resident satisfaction with the quality of recreation and open space opportunities locally and across the District.	$\geq 80\%$	84%	The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is 73%.
We continue to provide quality experiences that meet the needs of our community through ongoing planning, development and management of the recreation and open space network		Refer to Transportation Activity results (page 68) regarding satisfaction with the walking and cycling network.		

Regulatory Services



Overview

As a regulator we are required to take a balanced response to decision-making by considering the competing rights of individuals and groups to undertake particular activities.

Our decision on these activities

- Legislation, regulations and national standards that we are required to comply with.
- The opportunities we take to develop local policies, plans and bylaws to regulate local issues.

Our Regulatory Services Strategy includes activities which protect people and the environment by regulating and licensing aspects of commercial services and private behaviour where wellbeing issues arise. These activities include:

- Animal control services
- Building services
- Resource consent services
- Community protection

Overall we aim to provide high quality regulatory services in a fair and impartial manner, ensuring that customers are kept fully informed at key stages in the service delivery process.

Why we provide it

Regulatory services are delivered through a balanced compliance approach, promoting the safety and wellbeing of our communities and enhanced sustainability of our built and natural environments.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Annual Wander Dog series where dog owners can participate in various walks and events with their dog. ✓ Freedom camping ambassadors over 2021/22 summer. ✓ Agreement through the Long Term Plan for future development of four dog parks.
Economic	<ul style="list-style-type: none"> ✓ 1176 building applications received, and total value of building works \$345m. ✓ Accreditation as a Food Verification Agency. ✓ Resource consent application for \$70m commercial development in Ōmokoroa.
Environmental	<ul style="list-style-type: none"> ✓ Complexity of resource consents received requires more hazard analysis and increased design.
Cultural	No specific action relating to this wellbeing.

Highlights

Animal Services

The number of registered dogs has increased to 9807 within District. This is a 5.2% over the past three years and is a clear reflection of the significant growth of the District.

A number of Council's annual dog events, as part of the Wander Dogs Summer Series, were successfully held under COVID-19 provisions. There were two cancellations, Doggy Day Out and Dogs in Togs.

In a Council first, Doggy Day Out, Council was moved online with competitions, and a market place for dog owners.

The creation of a dog exercise area in Te Puke was signalled in Council's Long Term Plan 2021-31. During the year significant community consultation and engagement was undertaken with the community, including a community event at the proposed Lawrence Oliver Park.

Feedback received revealed the community thought a larger area for this facility is required. In response to this need Council is working with the community to identify funding options for a larger facility.

Council's successful adoption programme continued, with Council working with various community dog adoption agencies.

Compliance

The total number of complaints received increased by 16%. While this is largely attributed to the growth and development within the District, people working from home was also a factor. With more people working from home, complaints were received for existing activities that previously went unnoticed as they were at work.

Freedom camping ambassadors were used for the second year. Their role is to promote our District and responsible camping so visitors get the most out of their time in the Western Bay.

This is the second-year Council has employed summer freedom camping ambassadors, following a very successful 2020-21 summer campaign.

Alongside this, the Waihi Beach the night patrol was utilised during the summer season to monitor freedom camping. This monitoring also provided an opportunity to educate campers. This has proved to be a successful approach, with an increase in the number of infringements (about 300) a 12% increase. A high number of infringements for self containment stickers were waived if campers could prove compliance.

Monitoring compliance with resource consents continued during the year. Abatement notices were issued for non compliance of resource consent conditions. There was a total of 9 abatement notices issued which is a 25% decrease over the previous year.

COVID-19 impacted a number of businesses and their ability to operate. As a result, the volume of alcohol licensing applications was lower than previous years. Since the easing of the COVID-19 restrictions applications are starting to increase. There was one hearing of the District Licensing Committee during the year for an 'off-licence' application in Te Puna. The licence was granted.

Council was re-accredited as a food verification agency. This means Council can continue to process applications from food businesses to ensure they are selling safe food and following good food safety practices. The review showed Council was 100% compliant with requirements.

Environmental Consents

Pre-application meetings are considered essential to build relationships with the development community. They ensure developers have an understanding of requirements and provide the opportunity to work together to achieve desired results. Pre-application meetings have been held for developments in Ōmokoroa, Rangiuru Business Park and Te Puke. Due to the significant planned growth the number of these meetings held has increased.

The volume of resource consent applications has been consistent with previous years. There were 297 land use consents received compared to 232 in 2021, and 167 subdivision consents compared to 165 in 2021.

The number of Land Information Memorandum (LIM) requests received is down by 4% from 2021, while the Property Information Memorandum (PIM) has also decreased by 11% from 2021.

Building services

The volume of applications received is 14% less than the 2021 year. It has been noted that the number of applications started to decline towards the end of the year. Where building consents were received some applicants have subsequently cancelled their building consent. This is attributed to tightening of financial sector and national material shortage.

A total of 1169 applications were received, compared to 1347 in 2021. The total value of building work was \$266m. In processing these applications, 84% were completed within statutory timeframes.

Future initiatives

The development of a dog exercise area in Te Puke will continue. Other locations within the District will be identified and developed in conjunction with the community.

Work will start on the data integrity, and the identification of key risk activities from consent perspective. The monitoring frequency for these high risk sites will then be determined.

Council will maintain a watching brief on the legislative changes impacting on the regulatory activity. This includes the current review of the Resource Management Act.

The Building Code is continually reviewed to meet design and sustainable practice. Council will continue to submit on these reviews and implement the codes once adopted.

What we provide



Animal control officers

Dog pounds

Building inspections

Building consent processing

Resource consents and monitoring

Licensing (food and liquor)

Food premises inspections

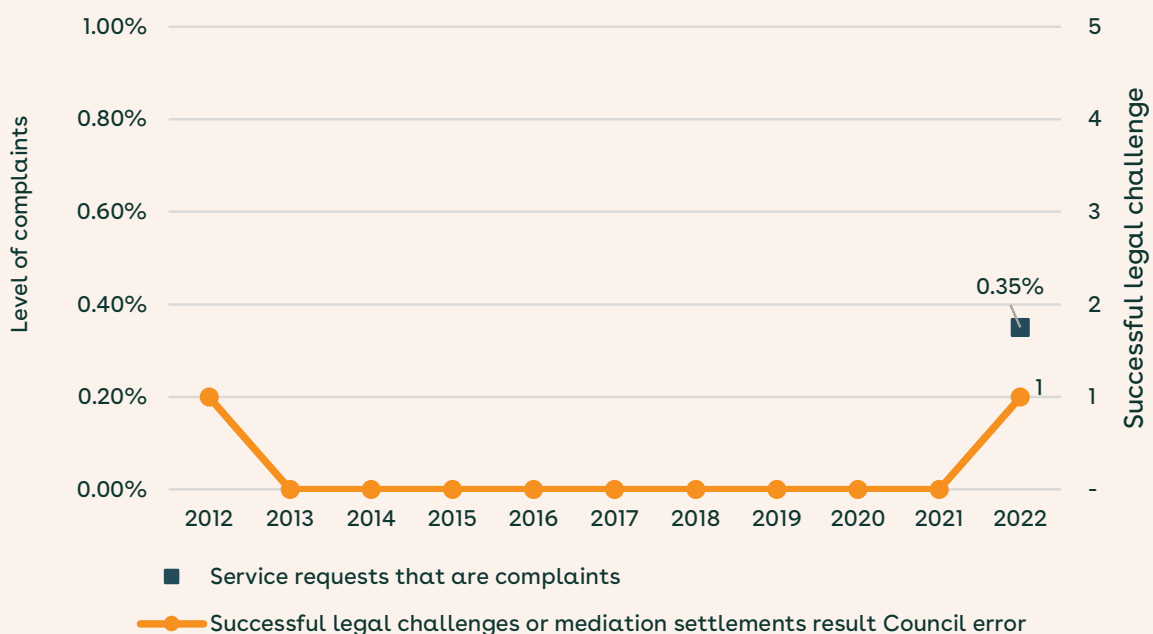
Parking wardens

Mobility car parks

Noise control

Service performance results

Regulatory Services



Successful legal challenges or mediation settlements as a result of Council error -

this monitors instances where there has been a successful legal challenge or mediation settlements as a result of Council error. In 2022 in the building consent activity there was one successful challenges as a result of Council error.

Service requests that are complaints -

this monitors the level of complaints received about council regulatory processes. A total of 3,462 regulatory services requests were received of which 12 (0.35%) were complaints.

Goals

- Provide a safe environment for the public through promoting responsible dog ownership
- Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods
- The quality of the environment is maintained and enhanced through effective decision making on resource consents
- Improve, protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour.

Performance measures

Performance measures	Target 2021/22	Result 2021/22	Narrative	
Key performance measures	Number of successful legal challenges or mediation settlements (excludes weathertightness claims).	0	1	One successful challenge for a building consent.
Key resident measure	Percentage of service requests that are complaints about Council processes for: <ul style="list-style-type: none"> • Animal control • Health and Licensing • District Plan and Bylaw Compliance • Building • Resource Consent Compliance and Enforcement 	≤3%	0.35%	12 complaints were lodged out of a total 3462.
Resource consent applications will be processed within the statutory timeframe and their compliance monitored	Percentage of resource consent applications processed within the statutory timeframes	100%	93.2%	Across the Resource Consents Team activity, 93.2% of workload was completed within statutory times. This is a result of staff resourcing pressures.
	Percentage of resource consents monitoring schedule completed to ensure compliance with consent conditions.	100%	99.91%	All 1074 consents were monitored as planned except for one, which was incorrectly scheduled.

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
Resource consent applications will be processed within the statutory timeframe and their compliance monitored	Number of resource consent decisions overturned through appeal	0	1	One limited notified resource consent, declined by an Independent Commissioner-led District Plan Committee was mediated before the Environment Court.
Building and health applications and plan checking will be processed within statutory timeframes	Percentage of building consent applications and plan checking processed within the statutory timeframes.	100%	84%	There were 1169 building consents approved in the 2021/22 year. 986 (84%) were within the statutory timeframe of 20 working days. Staff resourcing issues and the impact of COVID-19, (sickness and isolation) have contributed to a drop in compliance.
Requests for further information on building consent applications are issued within a reasonable time period	Percentage of requests for further information that are issued within 15 working days of the application being accepted.	≥75%	67%	High work volumes and staff resourcing issues impacted on the timeframe achieved.
Code of Compliance Certificates are issued within the statutory period	Percentage of Code Compliance Certificates that are issued within the statutory timeframe.	100%	98%	There were 952 Code Compliance Certificates issued in the last year and 932 (98%) were within the statutory timeframe of 20 working days.
Land Information Memoranda (LIM) and Project Information Memoranda (PIM) will be processed within statutory timeframe (10 days)	Percentage of LIM and PIM applications processed within the statutory timeframe (10 days).	100%	96%	92.9% of PIM applications (1196/1287) and 100% of LIM applications (1167/1167) were processed within statutory time.
Known dogs in our District are registered	Percentage of known dogs in our District that are registered.	≥98%	96%	
Known dogs in our District are microchipped (excluding those meeting the requirements to register as working dogs).	Percentage of known domestic dogs in our District that are microchipped.	≥80%	85%	

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
We will respond to customer service requests in a timely manner.	Percentage of service requests received that are actioned within specified timeframe. <ul style="list-style-type: none"> • Animal • Building • Health • District Plan and bylaw compliance • Resource consent compliance and enforcement 	≥90% ≥90% ≥90% ≥90% ≥90%	95% 93% 88% 94% 94%	113 service requests were received of which 99 were actioned within the agreed timeframe.
Food businesses are regularly monitored and assessed	Percentage of food businesses that are scheduled for verification are assessed in accordance with statutory requirements.	95%	100%	
Parking is monitored within Te Puke and Katikati town centres and largely on a seasonal basis at Waihi Beach	Percentage of parking infringements correctly issued.	95%	98.9%	



Stormwater



Overview

Council's stormwater systems are built to protect buildings and property and the natural environment from the effects of flooding and erosion. These systems include watercourses, open channels, swales and structures that channel stormwater to a final discharge point. They include primary and secondary overland flowpaths, stormwater detention and treatment.

There are legislative requirements regarding the quality and quantity of stormwater released and we must meet these statutory obligations. Under the Resource Management Act 1991, district councils must manage land use in a way that minimises environmental effects.

Why we provide it

Stormwater networks are designed and managed to meet community and environmental needs.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Wet year with significant rainfall. No severe flooding events recorded. ✗ Pio Shores upgrade of stormwater system awarded for construction, but delayed due to supply chain issues and wet weather.
	<ul style="list-style-type: none"> ✓ Structure Plan Pond 5 at Dunlop Road in Te Puke constructed with some remaining items to finalise.
Economic	<ul style="list-style-type: none"> ✗ Two Mile Creek design changed and tendered, but implementation awaits final agreements with land owners.
Environmental	<ul style="list-style-type: none"> ✓ Catchment Management Plans under way for Central and Western Areas as required by the Comprehensive Stormwater Consents.
	<ul style="list-style-type: none"> ✓ Renewal of the Comprehensive Stormwater Consent for Ōmokoroa underway.
	<ul style="list-style-type: none"> ✓ An hydraulic model has been developed for Stormwater at Te Puke in partnership with Bay of Plenty Regional Council.
Cultural	<ul style="list-style-type: none"> ✓ Performance and monitoring reporting being developed in accordance with Comprehensive Stormwater Consents.

Highlights

To ensure recent growth and future development are catered for in Te Puke, Council has undertaken several planning projects to assess and plan for the impacts of growth.

Several ponds are required to provide water quality treatment and/or flood attenuation. Pond 5, which will ensure the treatment of stormwater for the new subdivision on Dunlop Road has been constructed and will shortly be completed.

Modelling has been completed for stormwater runoff alongside discussions with Toi Moana Bay of Plenty Regional Council to ensure there will be no downstream impact from the development.

At Waihi Beach the design for the Two-Mile Creek erosion protection work was completed. There has been extensive consultation with landowners and changes were made to the initial resource consent. The original concrete wall has changed to a rock wall which is considered an environmentally friendly option at a reduced cost. The design for the upgrade of stormwater discharge to dunes at Pio Shores has been completed. With significant upgrades to pump stations and pipelines it is anticipated this will alleviate the flooding issues for properties. The contract for this development has been awarded to a contractor but due to supply chain issues the start was delayed. It will start in June 2022.

Work continued in the development of catchment management plans for the District. The plan for the western catchment has been completed and the plan for Ōmokoroa Stage 3 has been drafted.

These plans are key guiding documents for how stormwater is managed within the different catchments.

There were no significant rainfall events or flooding issues during the 2021-2022 year.

Future initiatives

Council will continue to develop the stormwater system to cater for the significant growth and development within the District.

Planned work includes:

- Kayelene Place, Ōmokoroa - installation of a stormwater 360 biofilter stormwater treatment device. This will treat stormwater for new subdivision.
- Te Puke - new stormwater ponds for future growth and development.

An application for a comprehensive stormwater consent for Ōmokoroa will be lodged with Toi Moana Bay of Plenty Regional Council in November 2022.

At Waihi Beach the pump station construction will start at Two Mile Creek and Pio Shores. Planning and development of an attenuation pond at Waihi Beach will help alleviate flooding within the Two Mile Creek catchment.

An application has been lodged for a variation to the existing Waihi Beach consent for the clearing of Two and Three Mile Creek. The purpose of this variation is to allow for more annual creek clearings at Waihi Beach coastal outlets. Once the Regional Council has advised the outcome of the application Council will implement the decision.

What we provide



Two dams

Seven pump stations

16 soak holes

34km of open drains

37 stormwater ponds

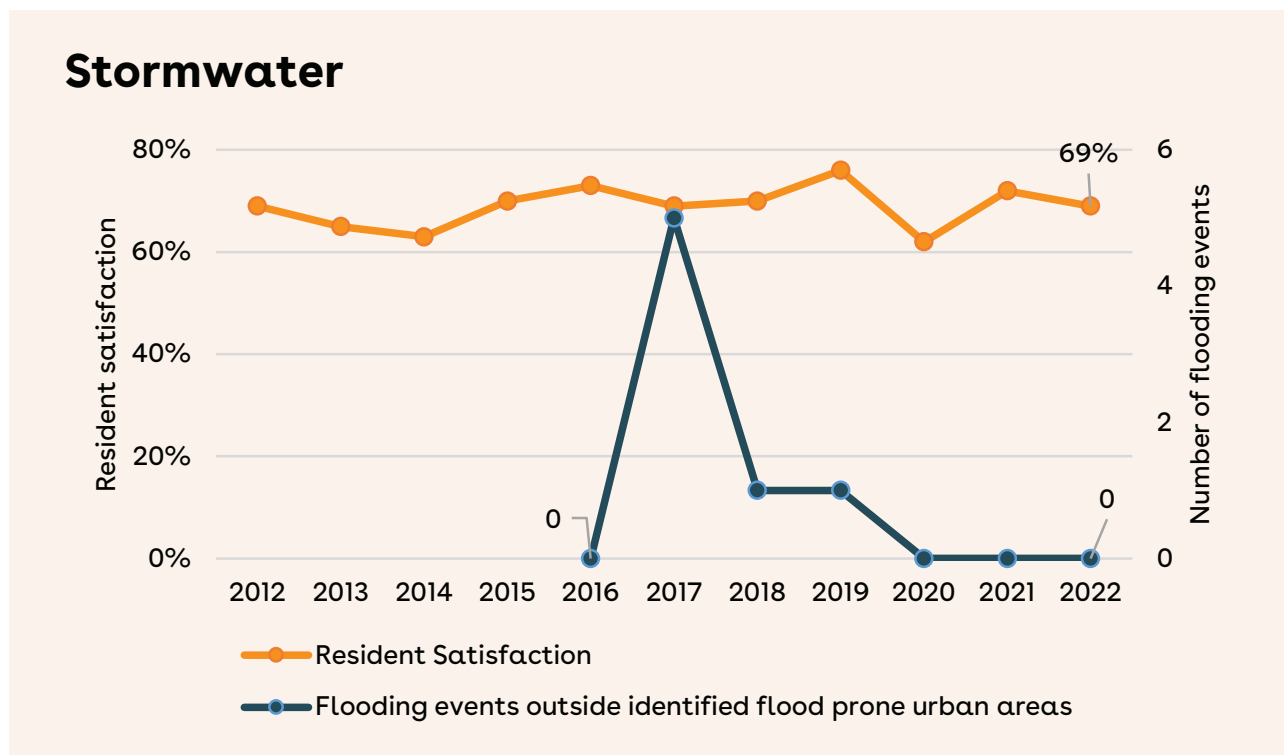
178km of stormwater pipes (including 1.2km of rising mains)

632 catchpits

Over 2950 manholes



Service performance results



Number of flooding events outside identified flood prone areas -

this monitors flooding that occurs in areas outside identified flood prone areas. In 2022 there were no flood events outside a flood prone area.

Resident satisfaction with Stormwater systems -

the level of satisfaction with stormwater systems in 2022 is 69%. This is a slight decrease from the 2021 result of 72%.

Goals

- Use an integrated catchment based management approach that:
 - Reduces flood risk by upgrading infrastructure, identifying secondary flow paths and minimising runoff
 - Uses low-impact design to improve water quality, including maintaining natural flows as much as possible and reducing contaminants through systems that mimic natural processes
 - Minimises loss of habitat in receiving environments
- Provides recreational opportunities and amenity values where possible
- Recognises cultural values associated with local waterways.
- Engage with communities and Tangata Whenua to build understanding about various approaches to stormwater management, including coastal erosion protection and ensure their views are sought and taken into account
- Undertake compliance and monitoring activities through a balanced approach to ensure best practice use of the stormwater network.

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
Key compliance measure	The number of times per annum flooding occurs outside identified flood-prone urban areas during a one-in-50 year or less storm event.	≤3 events	0	
Key resident measure	Level of resident satisfaction with stormwater systems	≥65%	69%	
We use an integrated catchment based management approach to provide a stormwater network that minimises risks of flooding events.	The number of flooding events that occur within the Western Bay of Plenty District.	≤30 (3%) per event	0	
	For each flooding event (District wide), the number of habitable floors affected (expressed per 1000 properties connected to Council's stormwater system). For a one in ten year flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to Council's stormwater system). <ul style="list-style-type: none"> · Waihī Beach · Katikati · Ōmokoroa · Te Puke · Maketu 	Per event <ul style="list-style-type: none"> ≤60 (6%) ≤10 (1%) ≤10 (1%) ≤30 (3%) ≤30 (3%) 	0 0 0 0 0 0	
We use an integrated catchment based management approach to provide a stormwater network that avoids impacts on water quality	Compliance with Council's resource consents for discharge from our stormwater system, measured by the number of: <ul style="list-style-type: none"> · Abatement notices · Infringement notices · Enforcement orders; and · Convictions received by Council in relation to those resource consents.	0	0	One abatement notice was received, and this was appealed by Council. The abatement notice was withdrawn by Bay of Plenty Regional Council.

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
We will carry out compliance and monitoring activities in a balanced way to ensure best practice	Percentage complete of Council's annual audit programme	80%	80%	
	Number of awareness/ education initiatives on best practice delivered.	≥3	0	School education events were cancelled due to COVID-19 and schools being closed.
We will be responsive to customer's stormwater issues	The median response to attend a flooding event, measured from the time that Council receives the notification to the time that service personnel reach the site			
	<ul style="list-style-type: none"> · Urgent · Non-urgent 	<ul style="list-style-type: none"> ≤60 mins ≤24 hours 	<ul style="list-style-type: none"> 73 mins 0 	All jobs attended were classed as urgent.
	The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the Council's stormwater system.	≤30	2	



Transportation



Overview

Council’s transportation strategy aims to provide a safe and effective transportation network which contributes to the health and wellbeing of the community. An efficient transport network enables economic development that is of district, regional and national importance. The network provides strategic transport links to the Port of Tauranga which has the largest maritime import/export freight volumes in New Zealand.

Why we provide it

Transportation networks are safe, affordable, sustainable and planned to meet our Community’s needs and support economic development.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> Working with Community Boards in the development of local roading improvements within each community.
Economic	<ul style="list-style-type: none"> Work continuing, using the \$14m grant from the Crown Infrastructure Partners Fund for roading projects at Ōmokoroa. Collaborative transportation planning between central and local government. Certainty of funding from Waka Kotahi for the next three year work programme.
Environmental	<ul style="list-style-type: none"> Continued development of shared pathways and cycleways throughout the District. Total increased in length of cycleways and walkways, 1886km.
Cultural	<ul style="list-style-type: none"> Ongoing work with archaeological authorities to progress planned works within the District.

Highlights

Council secured \$38 million from the Kāinga Ora-led Infrastructure Acceleration Fund to upgrade the State Highway 2 / Ōmokoroa Road intersection.

The upgrade will address the existing safety and capacity issues at the intersection, unlocking critical new housing potential in Ōmokoroa. Council expects more than 900 new homes will be constructed across Ōmokoroa by 2029 – including a mix of standalone homes, affordable homes and medium density housing..

The upgrade will see a new interim roundabout built at SH2 / Ōmokoroa Road, four-laning of Ōmokoroa Road from SH2 to Prole Road, and a second roundabout at the future Francis Road intersection to service the industrial area.

Waka Kotahi will also contribute \$5 million to the project plus land worth \$1.49 million. Council will manage the project and contribute additional land worth \$1.93 million.

Council’s One Network Maintenance Contract was extended by two years to the end of its expected timeframe (i.e. seven plus two years based on performance delivery).

The contract includes both Waka Kotahi and Council as joint contract principals and includes all maintenance activities for highways in the sub-region as well as 1050km of local roads within the Western Bay.

The COVID-19 related market influences have impacted on the delivery of the transportation work programme which has included maintenance, asset renewals and improvement activities. Resource constraints and a shortage of contractor personnel skills have caused delivery delays.

The first stage of Waka Kotahi-led Takitimu North Link project has started and will connect Tauranga to SH2 near Loop Road in Te Puna with an expressway. Council has been working closely with Waka Kotahi due to the connections and impacts it will have on the local road network within the Western Bay.

A combined agency approach for the sub-regional Transport System Plan (TSP) enables key entities to collaborate, plan and coordinate delivery over a multi year programme. Key agencies for the TSP include Waka Kotahi, Iwi, Toi Moana Bay of Plenty Regional Council, Tauranga City Council, KiwiRail and Port of Tauranga. At this stage there are no specific physical projects for this Council, however staff are involved and assisting other agencies with their business case development.

The summer reseal programme was completed and resulted in 57.2km of road resealed. Seal extensions completed have included Williams Road, Mountain Road and Valley View Road. The seal extension for Tirohanga Road on Matakana Island project is scheduled to be completed by December 2022.

Council is a stakeholder and partner in the delivery of the Rangiuru Business Park development. As a result, we are supporting Quayside’s Tauranga Eastern Link interchange project and the business park’s infrastructure roading development over its multiple stages. The roading works are being funded by the park’s developers under the structure plan provisions.

The community roading initiatives which are prioritised by Council’s Community Boards continued. This included:

- Working with Te Puke and Maketu Community Boards to progress network initiatives within each of the Communities.
- The Te Puke Community Board have committed funding to extend the cycleway/walkway network on a section of Te Puke Quarry Road.
- Waihi Beach cycle path improvements were completed. Identified cycleways with the Community Board and developed the shared path from the Trig to Anzac Bay.

Significant roading specific work has been undertaken as part of the consultation, planning and delivery of the Ōmokoroa Structure Plan works. The Ōmokoroa Road from Western Avenue to Tralee Street upgrade progressed during the year and was mostly completed by June 2022.

Future initiatives

To accommodate future growth Council will continue to progress business cases for Waka Kotahi to support our funding applications for road improvements in Ōmokoroa, Welcome Bay Road and No 1 Road.

The further development of our cycleway network will continue with planned projects including Te Puke to Maketu Road, No 1 Road, Tetley Road, Borrell Road and Lothead Road.

A new seal extension priority list and the ongoing network improvements associated with asset renewals are planned.

What we provide



1059km roading network with connections to State Highways

167km urban roads

892km rural roads

897km sealed roads

162km unsealed roads

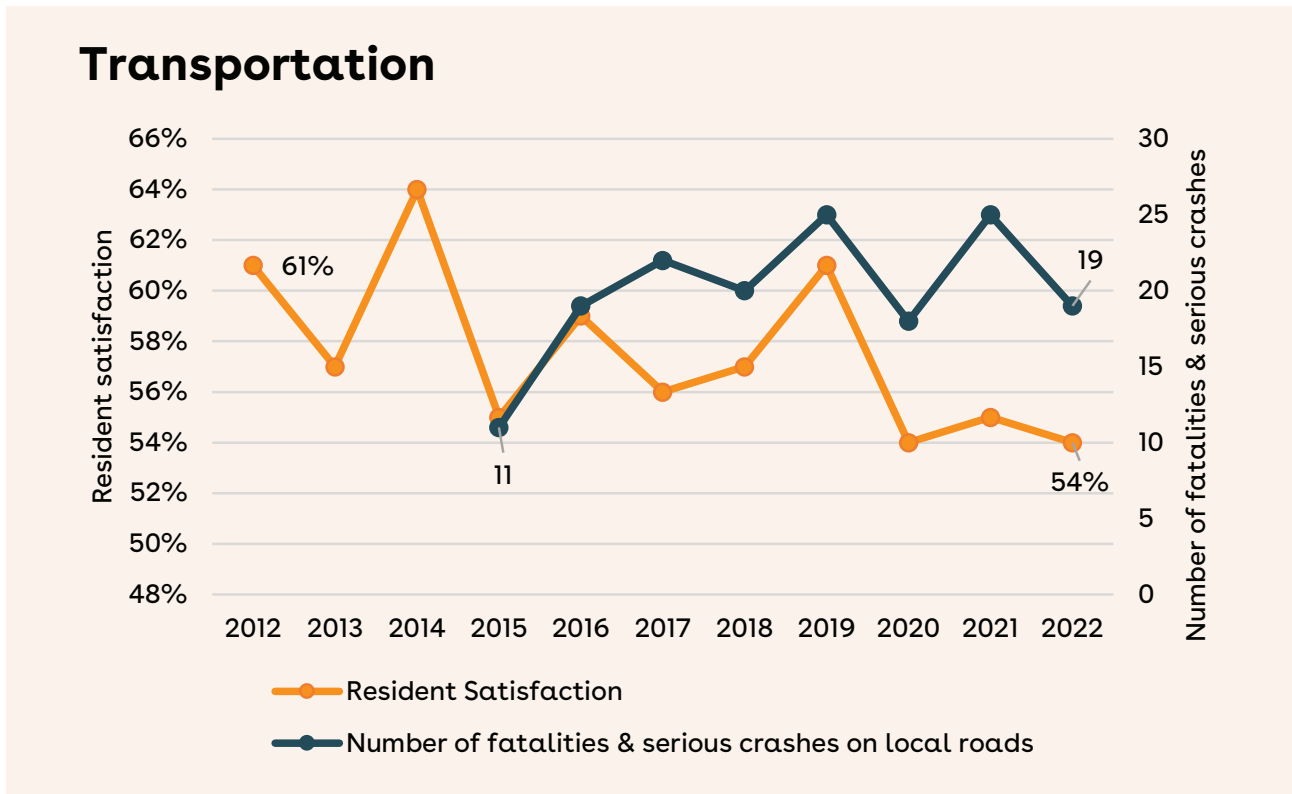
150 bridges

2791 streetlights (excludes State Highways)

193.8km hard surfaced footpaths

6.4km metallised surfaced footpaths

Service performance results



Number of fatalities and injury crashes on the local road network -

in 2022 there were 19 fatality and serious injury crashes on our local road network. This is an decrease of 5 from 2021. This is impacted by the significant growth within the District and the increased number of vehicles on our road network.

Resident satisfaction with Transportation -

this survey monitors the level of satisfaction with roading, cycleways and walkways. In 2021 the level of satisfaction was 55%. This is consistent with the 2020 result of 54%. Key reasons for dissatisfaction are road maintenance and need for road widening.

Performance measures

Performance measures		Target	Result	Narrative
		2021/22	2021/22	
Key compliance measure	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.			
	· Fatal crashes	≤0	-3	
	· Serious injury crashes	≤0	-5	

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
Key customer measure	Level of satisfaction with our transportation networks (roads, cycling and walkways).	≥60%	54%	Key reasons for dissatisfaction is road maintenance and need for more walkways and cycleways. The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is 51%.
We will respond to customer transport related issues	The percentage of customer service requests relating to roads and footpaths to which Council responds within 15 working days.	≥90%	77%	1954 service requests for local roads were received. 1502 were responded to within 15 days.
	Level of customer satisfaction with action taken to resolve service requests.	≥85%	90.6%	
The network and its facilities are up to date, in good condition and fit for purpose.	The average quality ride on a sealed local road network, measured by smooth travel exposure.	≥90%	98%	
	There are a number of potential defects in road pavement structure and its surface. The condition index is a weighted measure of the fault types. <ul style="list-style-type: none"> · Sealed roads · Unsealed roads 	0.3 3.0	0.3 1.7	Please note: 0 = defect free, 5 = unsatisfactory
	The percentage of sealed network that is more than one metre under width, as per road classification.	22%	17.2%	155,872m deficient of 908,270m sealed roads.
	The percentage of the sealed local road network that is resurfaced	≥4%	6%	
Adverse environmental effects, such as dust, noise and vibration are managed effectively.	Length of unsealed roads (km).	≤158	157.9km	
	Number of successful prosecutions for non-compliance with Resource Management Consents and Heritage New Zealand Pouhere Taonga Act 2014 by the Bay of Plenty Regional Council or Heritage New Zealand.	0	0	

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
The road network is convenient, offers choices for travel and is available to the whole community	The percentage of footpaths that fall within the level of service or service standard for the condition of footpaths as identified in the transportation asset management plan.	≥95%	96.8%	
	The increase in total length of cycleways and walkways within the District.	≥1000m	308m	Footpath newly constructed this financial year.



Water Supply



Overview

We supply potable (drinking) water to approximately 41,000 people in our District through the water infrastructure operating in the Western, Central and Eastern supply zones. Our customer base includes residential, commercial, horticultural and agricultural users.

Why we provide it

Water supply is provided to our community in a sustainable manner.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Completed Capital and CIP funded works to improve water provision. ✓ Exploration project successful in locating groundwater in the Central and Eastern Supply Zones for development. ✓ Drinking water standards maintained.
Economic	<ul style="list-style-type: none"> ✓ Network modelling to identify new infrastructure required to cater for Rangiuru Business Park.
Environmental	<ul style="list-style-type: none"> ✓ Decommissioned water take from Otaniwainuku DoC water source. ✓ Significant water demand over the summer period, required restricting of garden sprinkler usage.
Cultural	<ul style="list-style-type: none"> ✓ Water supply extended and connected to dwellings in Te Rereatukahia community, through Crown Infrastructure funding.

Highlights

Funding received from the Crown Infrastructure Partners (CIP) as part of the 'shovel ready' projects has enabled the provision of safe drinking water at the Te Rereatukahia Marae.

Previously Papakainga housing at the marae had no water supply, with 46 houses only having access to untreated rain or river water and no access to potable drinking water. Council's watermain, located relatively close to the marae, needed to be extended to enable these houses to connect. The capital cost of extending the watermain had previously prevented these properties from connecting however the CIP funding with Council prioritisation removed that barrier.

CIP funding also completed the watermain extension at Lund Road which replaced a private water scheme.

The CIP funding also enabled the purchase of an ultraviolet (UV) unit for Te Puke's Muttons Treatment Plant. This will be installed in the 2022/23 year. The installation of the UV units will align the plant with future regulatory requirements.

In the Central supply area a reliable source of water was found after a three-year search. This is a significant find as there was a water shortage for the Central zone. This new source will build resilience and save reliance on one bore and meet the existing and future needs of Ōmokoroa and the Central supply zone.

Work has started on a new reservoir design for the Central zone. This will also improve the resilience of the scheme and allow for capacity for growth. Planning is under way for an upgrade to the Youngson Treatment Plant and installation of ultraviolet treatment which will provide assurance for water quality.

In the Eastern supply zone, a water source has also been identified, and we are currently working through resource consenting issues. It is anticipated that this new water source will meet the needs of the Rangiuru Business Park. The planning for the water supply to the Rangiuru Business Park is underway.

Throughout the year we continued to maintain the water supply infrastructure through renewal of water reticulation. Water testing showed that the water supply was compliant with required standards. As the transition is made to new standards self monitoring is required.

An alternate day sprinkler ban was implemented District-wide in January 2022 due to the hot dry summer. The ban was put in place early and positive community response saw no further restrictions imposed.

Future initiatives

In the Central supply zone new water bores will be established for new water supply. The Youngson Treatment Plant will be upgraded to service the new water source and Ōmokoroa.

A watching brief will also be maintained for the transition to the new drinking water standards and a new UV installation for Te Puke’s Muttons Treatment Station in the Eastern supply zone is planned for 2023.

The mandated Three Waters Reform currently underway by central government will result in changes to how water supply is delivered to our communities. The target date for implementation is 1 July 2024. Council will continue to respond to central government agencies and neighbouring councils and work with the various communities to progress this. In the interim Council will continue to maintain the water assets to ensure customers receive quality drinking water.

What we provide



Nine water treatment plants

18 bores at eight bore fields

24 reservoir and tank sites

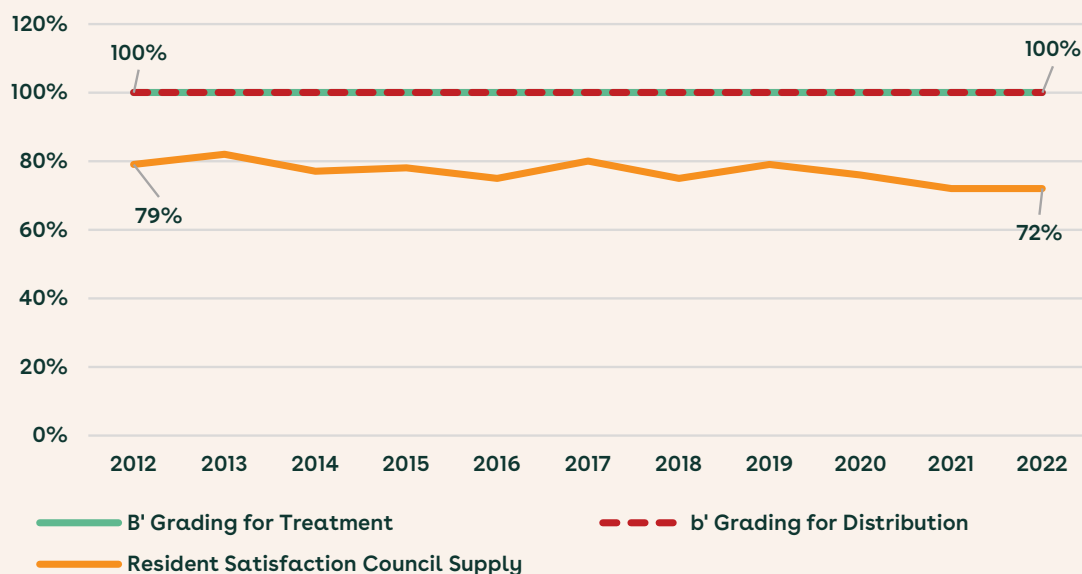
27 booster pump stations

About 820km of pipes

17,770 connections and meter sets

Service performance results

Water Supply



Water supply with Ministry of Health grading 'Bb' for treatment and distribution -

for the Council supply areas 100% achieved a 'B' grading for treatment, and 100% achieved 'b' for distribution.

Resident satisfaction with the quality of Council Water Supply -

this survey monitors the level of satisfaction with the Council water supply. In 2022 the level of satisfaction was 72%. Key reasons for dissatisfaction was level of silica, mineral and chemicals in the water.

Goals

- Provide potable water of an appropriate standard and quality to meet the needs of consumers within the three supply zones
- Sustainably manage our water resource, water supply infrastructure and consumer use of water across the three supply zones.

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
Key performance measure	For the three supply zones the percentage of Council's treated water supply with a Ministry of Health grading as per the New Zealand Drinking Water Standards 2005 (amended 2008). <ul style="list-style-type: none"> • B or better for treatment • b or better for distribution. 	100%	100%	We have met these performance measures.
Key resident measure	Level of resident satisfaction with the quality of Council's water supply	≥80%	72%	Key reasons for dissatisfaction includes silica and minerals are leaving stains, level of chemicals in water as well as taste and smell. All those surveyed indicated level of satisfaction. There was no-one classified as 'don't know'.
We will provide good quality potable water to service growth within the three supply zones	Ability of reservoirs to provide a minimum of 24 hour daily demand.	100%	100%	
	Percentage of year where reservoirs are maintained at a minimum of 50% full for 80% of the time, in accordance with Ministry of Health requirements.	100%	100%	If a tank or reservoir is temporarily taken out of service for maintenance, it is not considered to be failing the level of service for the duration.

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply	The percentage of real water loss from Council’s networked reticulation system.	≤25%	16.5%	
	To be monitored through the water metering system.			
We will respond to customers issues with the water supply	The average consumption of drinking water per day per resident within Council’s District.	≤220 litres	210 litres	
	Where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured. Attendance for call-outs: from the time Council receives notification to the time service personnel reach the site:			
	<ul style="list-style-type: none"> Urgent call outs 	≤60 mins	66 mins	
	<ul style="list-style-type: none"> Non-urgent call outs 	≤24 hours	25 hours and 50 min	
	Resolution of call-outs: from the time Council receives notification to the time service personnel confirm resolution of the fault or interruption.			
	<ul style="list-style-type: none"> Urgent call outs 	≤5 hours	4 hours and 34 mins	
	<ul style="list-style-type: none"> Non-urgent call outs 	≤28 hours	44 hours and 6 mins	
	Total number of complaints received by Council about any of the following:	≤30	48	48 in total, including 38 clarity/taste/odour related complaints and 10 pressure related complaints.
	<ul style="list-style-type: none"> Drinking water clarity Drinking water taste Drinking water odour Drinking water pressure or flow Continuity of supply, and Council’s response to any of these issues 			
	expressed per 1000 connections to the networked reticulation system.			

Performance measures

Performance measures	Target		Result		Narrative
	2021/22		2021/22		
<p>We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply</p> <p>The extent to which Council's drinking water supply complies with:</p> <ul style="list-style-type: none"> Part four (P4) for the drinking water standards (bacterial compliance criteria), and Part five (P5) of the drinking water standards (protozoal compliance criteria) 	≥99%		0%		<p>Council lost its secure bore status. Infrastructure upgrades are required to either regain secure bore status or provide UV treatment. Provision was made in the Long Term Plan for UVs to comply with new Taumata Arowai rules and standards.</p>
	≥99%		0%		
Distribution zones or treatment plants (yes or no)	P4	P5	P4	P5	
• Athenree	Y	Y	Y	N	
• Katikati	Y	Y	Y	N	
• Ōmokoroa / Minden	Y	Y	Y	N	
• Pongakawa	Y	Y	Y	N	
• Te Puke	Y	Y	Y	N	





Te tiaki taiao

Protecting the environment

Natural environment and sustainable living



Overview

Council has a statutory obligation to promote environmental wellbeing for the benefit of today’s and future generations. We also have obligations under the Resource Management Act 1991 to control the effects of landuse on important natural environments and habitats. One of the ways we do this is by partnering with and supporting local community initiatives and programmes involving other Councils, Department of Conservation, Tangata Whenua, landowners and local community environmental groups, that aim to protect and enhance our natural environment. We also support programmes that encourage local communities to connect with nature and to have a lighter environmental footprint.

Why we provide it

We provide this activity to support our community to have a clean, green, valued environment, achieved by:

- increasing biodiversity
- protecting important natural and cultural areas
- having a lighter footprint
- connecting people with the natural environment
- making decisions to address the impacts of climate change

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	✓ Continued support provided to environmental organisations and agencies throughout the District.
Economic	✓ Support for Sustainable Waihi Beach and local tourism initiatives that are focussing on visitor experiences with lighter environmental impacts
Environmental	✓ Funding of local environmental initiatives through the Community Matching Fund
	✓ Continuation of the Maketu Ongatoro Wetland Society environmental education programme.
	✓ Support provided to Predator Free BOP programme.
Cultural	No specific actions related to this wellbeing.

Highlights

The Natural Environment strategy was reviewed as part of the Long-Term Plan 2021-2031 (adopted in June 2021). Implementation of the various initiatives started this year, resulting in formalised agreements for several community groups which were previously supported on an annual or ad hoc manner. This included:

- **Otanewainuku Kiwi Trust** has received recognition of their ongoing work with a contribution towards pest control work, which is the hardest activity to raise funds for. Council's contribution provides surety to this vital work.

Along side this Council was funding Volunteer Bay of Plenty to administer the Otanewainuku Kiwi Trust volunteers, which number over 350, on an annual basis. The success of this initiative has resulted in a formal agreement.

Council is pleased to be a contributor to saving Kiwi in our area and also to the reintroductions of Kokako and all of the work done to secure the ecological integrity of that area.

- **Maketu Ongatoro Wetland Society** school education programme - This programme is setting the benchmark regionally while making important learning connections with the adult community, and building important partnerships and contributions from numerous other stakeholders. The funding of this programme has provided surety of delivery.
- **Bay Conservation Alliance** - a new contract to expand education to schools in the Western part of the District. This has been based on the example set by the Maketu Ongatoro Wetland Society to promote biodiversity work to many stakeholders. It will also produce an electronic tool known as Storymap. This tool will be critical for identifying areas where restoration initiatives can make the biggest difference, thus giving direction to schools, restoration groups and other agencies.

In addition to these schemes, \$25,000 worth of funding was granted for the upgrade of the Te Huaauri o Te Kawa wetland in the lower Kaituna.

This upgrade which is overseen by Maketu Taiapure will assist in improving the wetland to achieve the following goals:

1. Better accessibility to increasing number of school groups, agencies and farmer groups visiting the area
2. Increased safety with installation of good bridges and gravel pathways which had previously become muddy during winter
3. Increased previously unbudgeted weed control.

The Living Well Waihi Beach contract was created this year for social development. This contract also includes the coordination and extension of the community's Predator Free programme which includes all pest species.

Ōmokoroa Structure Plan Stage 3 has been developed which has identified a blue/green network. This facilitates a gully system to enhance the biodiversity and its integration with urban development i.e., cycleways, stormwater management etc.

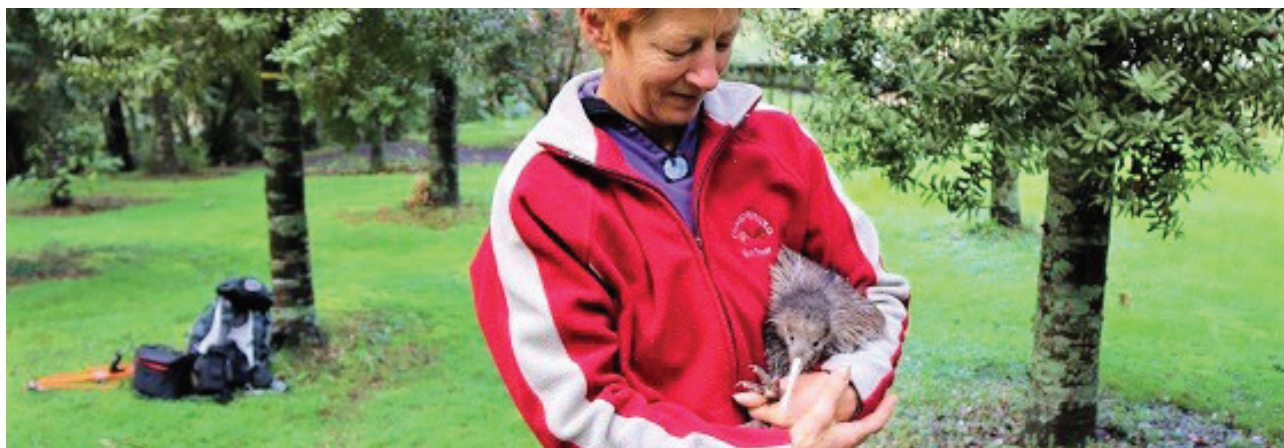
Utilising the community benefit lot rule in the District Plan has enabled the Hakao Valley to be set aside in Clarke Road, Te Puna for biodiversity and cultural heritage. Council is working with Pirirākau hapū to return this valley to its natural state.

Other Council funding has enabled:

- The Pongakawa school wetland to construct fish passage structures, experimental floating wetlands, and additional plantings on the northern boundary to assist with shading and lowering water temperatures
- Extension of the Athenree wetland which is being co-ordinated by Toi Moana Bay of Plenty Regional Council
- Aongatete Forest Restoration Trust to build a new shelter

Future initiatives

Council will continue to work with and support all communities to promote environmental outcomes through contracts, urban planning and funding opportunities.



What we provide



Education programmes and initiatives

Liaison with councils and partners focussing on environmental issues

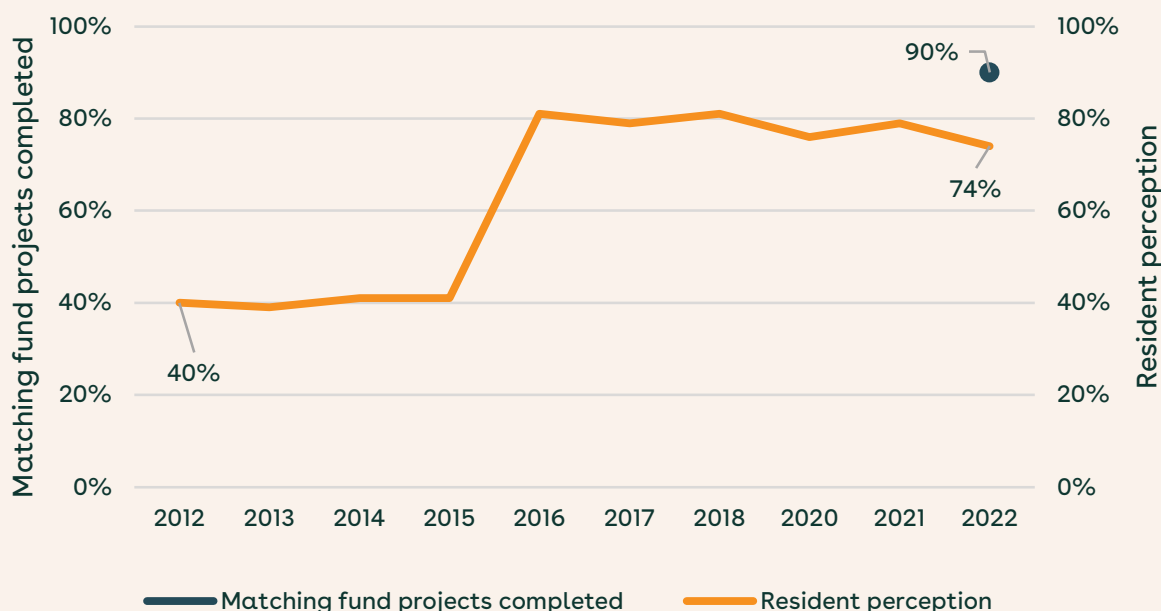
Fencing Subsidies

Support for:

- Environmental service delivery providers
- Community groups

Service performance results

Natural environment and sustainable living



Community matching fund projects completed -

the community matching fund provides community funding for environmental initiatives. Of the environmental projects granted funding, 90% were completed in 2022.

Resident perception of an improvement in environmental features -

2022 result 74% which is a slight decrease from 2021 result of 79%. From 2016, monitoring included those who perceive the environmental attributes have been maintained (i.e. it is neither better or worse).

Goals

- Increasing indigenous biodiversity
- Connecting people with the natural environment and having a lighter footprint
- Protecting important natural and cultural areas
- Making decisions to address the impacts of climate change

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
Key compliance measure	Percentage of projects funded through Community Matching Fund that are completed	≥90%	90%	
Key resident measure	Percentage of residents surveyed who perceive the environmental attributes monitored have improved or being maintained. (the features monitored include the quality of streams and rivers, harbours and estuaries, air quality, the amount of noxious weeds, protection of historic places, general level of cleanliness and the amount and quality of native plants and animals.)	≥75%	74%	Key reasons for dissatisfaction is the water quality, increase in weeds and debris and air pollution. The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is 63%.
We use incentives, rules and monitoring to increase protection of significant natural and cultural features	Amount of additional land included in protection areas in addition to what is shown as ecological features in the District Plan. Baseline per District Plan is 18.33ha.	≥10ha	1802ha	
	Number of protection areas monitored to ensure compliance.	≥50	81	
We support environmental education programmes that build our understanding of the natural environment and how we can have a lighter footprint and lead to action.	Number of environmental and sustainable living education initiatives.	≥6	10	
	Number of schools engaged in local environmental and sustainable living initiatives led by local organisations.	≥6	10	
We use structured planning processes and tools to develop blue/green networks to maintain and protect natural assets	Percentage of structure plans incorporating a blue/green network plan.	100%	-	Ōmokoroa Structure Plan Stage 3 is being prepared with extensive use of the existing gully network and zoning it as Natural Open Space.

Wastewater



Overview

Council aims to ensure that wastewater treatment and disposal systems are sustainable and continue to meet the environmental and health and safety standards. We will continue to encourage households to explore and implement measures that reduce wastewater volume per person.

We have four wastewater treatment plants at Katikati, Maketu/Little Waihi, Te Puke and Waihi Beach, and one wastewater treatment scheme in Ōmokoroa.

Why we provide it

Wastewater services are well planned and maintained to ensure a clean and healthy environment.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Crown Infrastructure funding to upgrade wastewater for communities with poor wastewater systems successfully implemented.
Economic	<ul style="list-style-type: none"> ✓ Te Puke Wastewater Treatment Plant design under way to meet growth and the future development of the Rangiora Business Park. ✓ Consultants working on solutions for upgrades at Katikati and Waihi Beach Wastewater Treatment Plants.
Environmental	<ul style="list-style-type: none"> ✓ Exploring alternative options of treated wastewater disposal in Katikati and Te Puke ✗ Wet weather caused some overflows at several of our Wastewater Treatment Plants. ✗ Katikati wastewater treatment plant, non-compliance with resource consent.
Cultural	<ul style="list-style-type: none"> ✓ Ongoing monitoring and reporting to ensure compliance with resource consent requirements. ✓ Upgraded some marae wastewater facilities to onsite effluent treatment through Crown Infrastructure Funding.

Highlights

Funding received from the Crown Infrastructure Partners (CIP) as part of the COVID-19 'shovel ready' projects has funded significant wastewater projects that will have positive environmental and social outcomes for the communities impacted.

- Enabled two marae to be connected to council wastewater reticulation schemes
- Extended the wastewater network to the Te Puna Village commercial centre to help alleviate issues with OSET systems.

This work included:

- Upgrade of 11 On-site Effluent Treatment (OSET) systems for 11 marae within the District

- As a result of the 2019 failure of the Waihi Beach treatment pond work has commenced on the design for the pond reinstatement. As part of this design process we are taking opportunity to design an inlet scheme renewal, electrical upgrade, a building upgrade and optimising the plant design.

The Katikati wastewater treatment plan has ongoing compliance issues. The design to upgrade this plant is underway and is intended improve the water quality. A master plan is under consideration for the site to ensure it can cater for the next 30 years of growth at Katikati.

Progress was made on our alternative disposal options for Katikati and Te Puke wastewater treatment plants to cease the disposal to water. To achieve this a number of potential sites have been identified. Negotiations have commenced with landowners to undertake feasibility testing. It is intended to consult with the wider community as part of the Long Term Plan in 2023/24.

To meet growth and the future needs of the Rangiuru Business Park the Te Puke wastewater treatment plant will be upgraded. A preliminary design has been developed and it is intended the design will be finalised and construction will commence in 2022/23.

The establishment of a Te Puke Kaitiaki group, Te Ohu Parawai o te Waiari, enables Council to engage in regard to the cultural impacts of the Te Puke wastewater treatment plant upgrade and discuss matters on the Waiari.

Future initiatives

Work will continue in the design and upgrade for three out of our five wastewater treatment plants within the District

The Three Waters Reform currently underway by central government will result in changes to how wastewater is managed. The target date for implementation is 1 July 2024. Council will continue to respond to central government agencies and neighbouring councils and work with the various communities to progress this.

In the interim Council will continue to maintain the wastewater assets to ensure services are delivered to our communities, and they are environmentally friendly.

What we provide



Five treatment plants

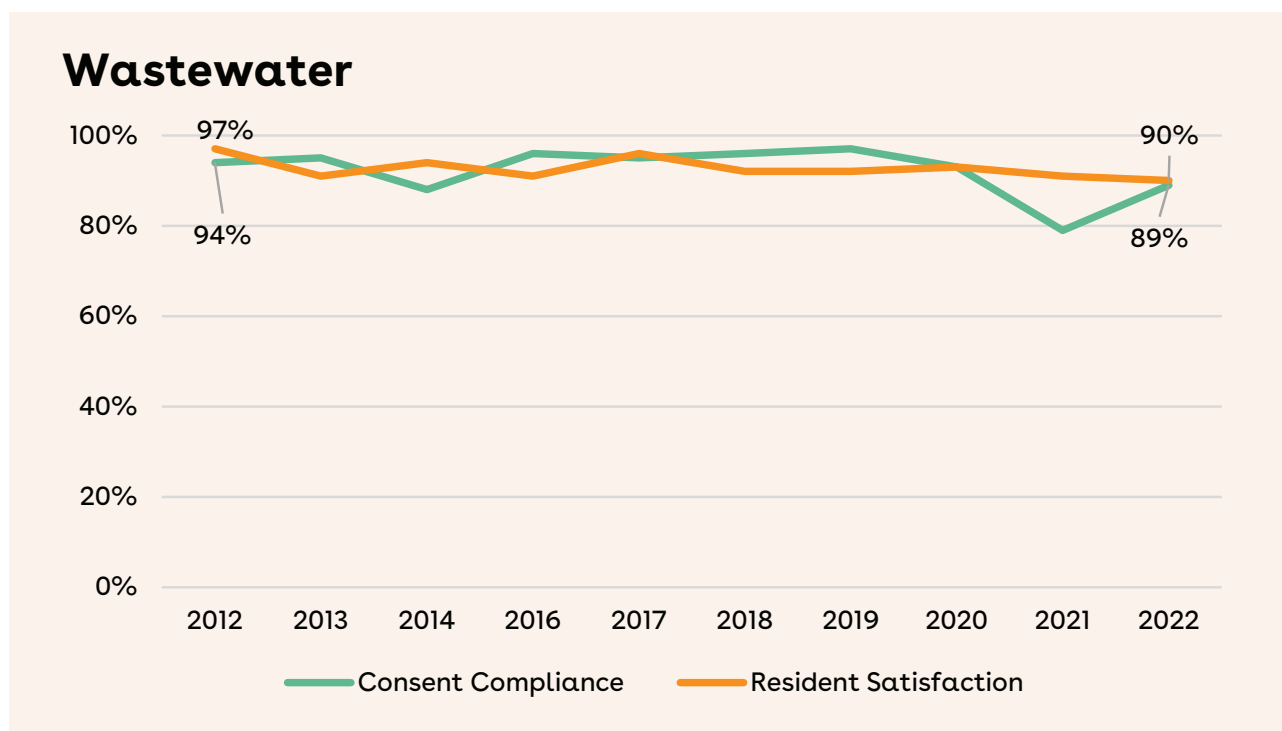
344km of pipes

61 pump stations

707 grinder pumps



Service performance results



Level of compliance with resource consents -

all wastewater treatment plants are monitored to ensure compliance with resource consent conditions. In 2022, targets at treatment plants were achieved except for Katikati which has capacity issues.

Resident satisfaction with sewage disposal systems -

the level of satisfaction with Council sewage disposal systems is 90% which is consistent with 2021. Key reasons for dissatisfaction was the cost of the service.

Goals

- All areas in our District served by Council’s reticulated wastewater disposal systems meet acceptable health, safety and environmental standards.
- Assist small urban communities along the Tauranga Harbour to ensure that the wastewater disposal options available to them meet health and safety requirements.

Performance measures

Performance measures		Target	Result	Narrative
		2021/22	2021/22	
Key performance measure	Percentage compliance with Resource Consents for each wastewater scheme.			Katikati waste water treatment plan is still having issues with consent compliance. Design improvements and desludging underway.
	• Katikati	≥90%	70%	
	• Maketu/Little Waihi	≥94%	94%	
	• Te Puke	≥90%	90%	
	• Waihi Beach	≥97%	97%	
	• Ongare Point	≥95%	95%	

Performance measures

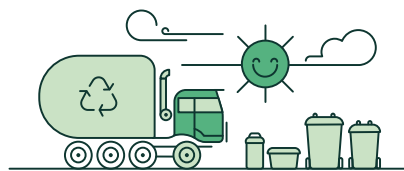
Performance measures		Target	Result	Narrative
		2021/22	2021/22	
Key resident measure	Level of resident satisfaction with Council's reticulated wastewater disposal system.	≥90%	90%	The key reason for dissatisfaction is the cost of the service. The target and result were calculated excluding those who 'don't know'. The survey results including those who don't know is 81%.
Maintain wastewater systems and have capacity to meet demand	The total number of complaints received by Council about: <ul style="list-style-type: none"> • Sewerage odour • Sewerage system faults 	≤40	33	
Provide wastewater services that meet customer needs	<ul style="list-style-type: none"> • Sewerage system blockages • Council's response to issues with sewerage system Expressed per 1000 connections to Council's system			
	The number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system.	≤2	4.68	
	Note: only applies when 1mm of rain has fallen in a 24 hour period.			
	Compliance with resource consents for discharge from the sewerage system measured by the number of: <ul style="list-style-type: none"> • Abatement notices • Infringement notices • Enforcement orders • Convictions received in relation to those consents	0	0	
		0	0	
		0	0	
		0	0	

Performance measures

Performance measures		Target 2021/22	Result 2021/22	Narrative
Maintain wastewater systems and have capacity to meet demand Provide wastewater services that meet customer needs	Where Council attends to sewerage overflows resulting from the following median response times measured:			
	<ul style="list-style-type: none"> Attendance time: from the time that Council receives notification to the time that service personnel reach the site. Resolution time: from the time that Council receives notification to the time that service personnel confirm resolution of the blockage or other fault. 	<p>≤60 mins</p> <p>≤5 hours</p>	<p>51 mins</p> <p>4 hours and 48 mins</p>	



Solid waste



Overview

Our Solid Waste Strategy sets out our sustainable development approach to the management of solid waste activities across our District. Human activity is inextricably linked to the health of our natural environment. A healthy environment is essential for overall wellbeing and prosperity. With our population growing, so demands on our natural resources will increase. The challenge is to lessen our impacts on the environment and reduce consumption and waste.

The primary aim of this Strategy is to reduce the amount of waste produced by reducing, reusing, recycling and recovering waste going to landfill.

Why we provide it

Effective waste management practices that minimises waste to landfill and encourage efficient use of resources to reduce environmental harm.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Mobile recycling trails completed at Pongakawa, Te Ranga, Omanawa and Whakamarama. Rostered outings of mobile recycling trailer scheduled for later in 2022.
	<ul style="list-style-type: none"> ✓ Feasibility study underway to establish Community Resource Recovery Sites in the District.
	<ul style="list-style-type: none"> ✓ Continued operation of community recycling centres in Athenree, Katikati and Te Puke, and greenwaste drop-off at Ōmokoroa.
Economic	<ul style="list-style-type: none"> ✓ Kerbside services contract successfully implemented during reporting period.
Environmental	<ul style="list-style-type: none"> ✓ Four waste minimisation initiatives supported by the Ministry for the Environment’s Waste Minimisation Fund.
	<ul style="list-style-type: none"> ✓ No abatement or infringement notices issued.
	<ul style="list-style-type: none"> ✓ Two mobile recycling trailers purchased for rural collections with Ministry for the Environment’s Waste Minimisation Fund and a grant from the Glass Packaging Forum.
	<ul style="list-style-type: none"> ✗ Illegal dumping
Cultural	No specific actions related to this wellbeing.

Highlights

Council’s new Kerbside Collective kerbside waste and recycling collection service was implemented on 1 July 2021 which has proved very successful.

The number of properties has steadily increased during the year from an initial 17,464 to 18,317, and we continue to identify additional properties to add to the service. Small commercial properties are assessed on a case by case basis against criteria identified in the policy such as the ability for trucks to access properties to empty the bin set.

The refuse component of the kerbside service operates on a Pay-As-You-Throw (PAYT) basis where tags are pre-purchased and attached to the red lid bins when they are put out for collection. This is a user pays service and users can choose when to put their red lid bin out for collection – offering a financial incentive to minimise waste.

The total amount collected through the Kerbside Collective service from 1 July 2021 to 31 May 2022 was 7376 tonnes of which 3300 (44.7%) was recycled. These results were impacted by COVID-19 when the collection of glass and food was stopped in March 2022 due to lack of drivers. Both services were reinstated at the end of April beginning of May 2022.

Initially only plastics graded 1 and 2 were collected. However, in response to public demand, a secure market for grade 5 plastics has been identified and these plastics are now included in the recycling service and can also be accepted at the recycling centres.

A Solid Waste Protocol Analysis (SWAP) on the kerbside services is required to identify opportunities for further diversion.

SWAP audits show how rubbish bins are used and identifies areas where communication and education programmes can be used to get customers to use all services provided to divert waste from landfill.

The autumn SWAP analysis was not completed due to COVID-19 restrictions, however the summer analysis was in December 2021. The results collected show opportunities for further diversion of waste, especially organic food waste which remains more than 30% of rubbish to landfill.

The recycling centres continued their operation throughout the District and have been impacted by the introduction of the kerbside services. This is reflected in the reduction of customers utilising the centres alongside a reduction in the volume of recyclables. In contrast greenwaste collection has increased, which is attributed to the closure of the Tauranga City's Transfer Station in Maleme Street Tauranga as well as Jack Shaw's landfill in Tauriko.

A Waste Assessment (WA) has been completed to inform the review of the Waste Management Minimisation Plan which is due in 2023. Completion of the WA before 30 June 2022 was required to continue eligibility to receive the quarterly waste levy, based on population, payable to Council by Ministry for the Environment.

A review of the Waste Minimisation and Management Bylaw was completed to include sections on the disposal of construction and demolition waste, events management and the kerbside services introduced in July 2021.

Waste Minimisation programmes and education workshops continued where possible subject to the disruption of COVID-19. Some home worm composting workshops were held during the year. These workshops were originally designed to inform people what to do with their food scraps. Inevitably the level of attendance at these workshops were impacted by the kerbside food collection service. As a result, only four workshops are now held each year.

Zero waste education in schools started again after COVID-19 restrictions were lifted and are now being delivered in person in schools within the District again. The business waste minimisation program is still being delivered for businesses who want to increase their waste diverted from landfill. The business contract is also used for events to assist organisers to divert waste from landfill.

Waste free living program continued with workshops on-line and in person. The programme will now also deliver programmes for waste free periods to colleges and marae in the District.

All Council's waste minimisation programmes are funded through the waste minimisation levy Council receives from the Ministry for the Environment.

Future initiatives

A feasibility study, due in July 2022 is underway to consider establishing Community Resource Recovery Centres at the current recycling sites in the District. Consultation will take place with community groups who are interested in resource recovery based on the capacity and appropriateness of the three sites.

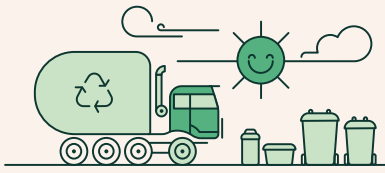
Kerbside Collective services will continue, and opportunities to extend the service will be identified and implemented. Council will also continue with SWAP audits, one per season, subject to resourcing.

Council, working collaboratively with Toi Moana Bay of Plenty Regional Council and Tauranga City Council, will continue to explore the recovery and recycling of construction and demolition waste in the sub-region. The potential development of a transfer station at Ōmokoroa with resource recovery and greenwaste is also being considered.

A review of the Council's Waste Management & Minimisation Plan will start in 2023. The review will look at actions to ensure areas for improvement as highlighted in the Waste Assessment is addressed.

Council submitted to the Ministry for the Environment's consultation on various projects that included the standardisation of kerbside recycling, the container deposit scheme, and a circular economy. Council will consider appropriate actions when the outcomes of this processes are known.

What we provide



Recycling and greenwaste centres in Athenree, Katikati and Te Puke

Greenwaste drop-off centre in Ōmokoroa

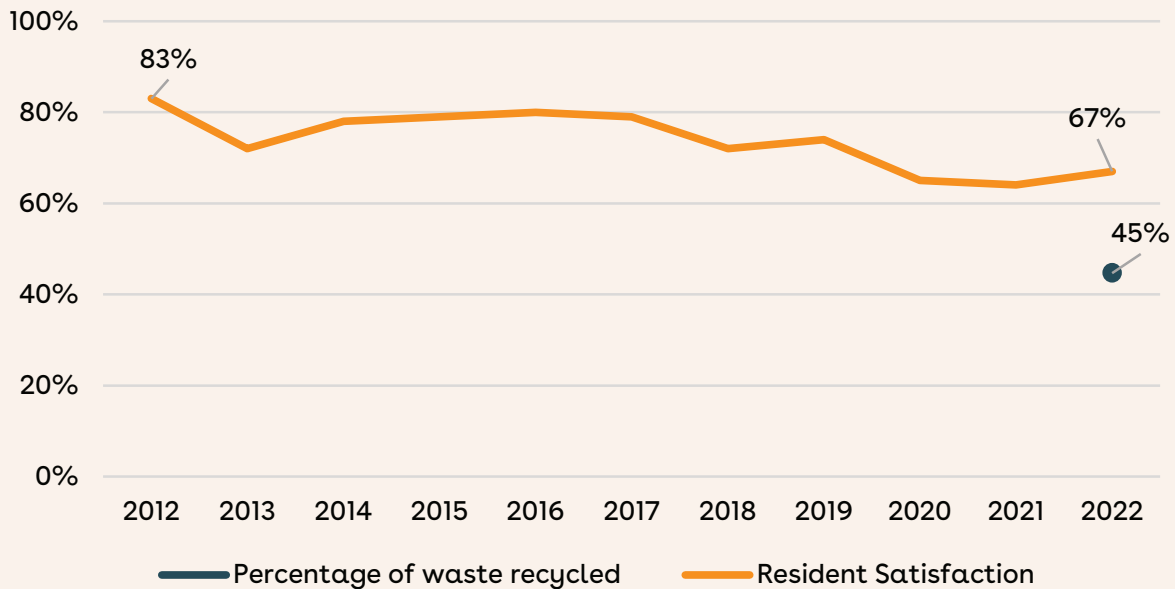
Education programmes

Monitoring of illegal dumping (fly-tipping)

Ongoing monitoring of closed landfills

Service performance results

Solid Waste



Waste recycled -

The new kerbside service commenced in July 2021. A total of 7376 tonnes of waste was collected of which 44.7% was recycled. This exceeds the target of $\geq 33\%$

Resident satisfaction with household rubbish disposal methods -

the level of satisfaction with household disposal methods was 67% in 2022. Key reason for dissatisfaction is the need for more recycling options and transfer stations.

Goals

- Reduce and recover more waste
- Apply the latest proven and cost-effective waste management and minimisation approaches
- To collect information to enable informed decision making
- To create benefit to our community

Performance measures

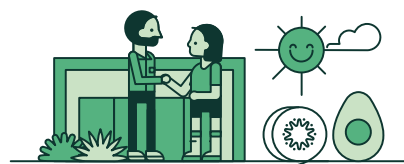
Performance measures		Target	Result	Narrative
		2021/22	2021/22	
Key performance measure	Percentage of waste recycled or recovered as estimated by solid waste two yearly audit. The audit will be undertaken as per the Solid Waste Analysis protocol issued by the Ministry for the Environment.	≥33%	N/A	<p>No audit was undertaken due to introduction of kerbside collection.</p> <p>Kerbside collection was introduced in July 2021. The audits are no longer required.</p> <p>Kerbside results reveal:</p> <ul style="list-style-type: none"> • 7376 tonnes of waste collected • 44.7% recycled
Key resident measure	Percentage level of customer satisfaction with household rubbish disposal methods.	≥80%	67%	<p>Key reasons for dissatisfaction are the need for more recycling options and transfer stations. The target and results were calculated excluding those who 'don't know'. The survey results including those who don't know is 61%.</p> <p>Users of the new kerbside collection service had a 77% level of satisfaction in the first-year service provided.</p>
All Council-owned solid waste facilities, including closed landfills, meet environmental standards	Number of abatement/infringement notices issued.	0	0	
	Number of greenwaste and/or recycling facilities provided.	≥4	4	
	Number of initiatives funded by the Ministry for the Environment Waste Minimisation.	≥1	6	
	Number of hazardous waste drop off points.	3	3	



Te tautoko i tā tātou ōhanga

Supporting our economy

Economic development



Overview

This strategy focuses on Council's role in supporting economic development, tourism, promotions, events and town centre development.

Why we provide it

Council supports and promotes economic development with a focus on the interconnections between a strong economy and achieving social, cultural, environmental outcomes. We foster partnerships between organisations, focus on ensuring our own service delivery is fit for purpose for local businesses, and we enable an environment where community groups and businesses can collaborate on shared outcomes for communities.

Significant effects of providing this activity

Identified key effects the representation activity has had on the four wellbeings during the year.

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Funding support for Katikati Pathways for Rangatahi - Youth to Employment Programme.
Economic	<ul style="list-style-type: none"> ✓ Continued funding to Priority One and Tourism Bay of Plenty. ✓ Continued funding and support to local economic agencies within communities to promote economic activity and provide support to new and existing businesses. ✓ Community Matching Fund supporting local initiatives.
Environmental	<ul style="list-style-type: none"> ✓ Support for tourism and visitor experiences that have a lighter environmental footprint.
Cultural	<ul style="list-style-type: none"> ✓ Annual grant to Film BOP has been formalised to a three yearly service contract.

Highlights

COVID-19 continued to impact on the economic activity within the District. Council was unable to host kanohi ki te kanohi (face to face) events due to lockdowns and the red traffic light system.

Despite this, Council continued to maintain strong links with all service delivery providers (i.e. town centre promotion, Tourism Bay of Plenty, Priority One) to provide funding, support and guidance as appropriate.

With international borders closed, Tourism Bay of Plenty focussed on domestic tourists when promoting the region. This included the promotion of walking and cycling opportunities in the Western Bay.

In May 2022 Tourism Bay of Plenty introduced a 12-week programme called The Green Room, which will be provided by Tourism Industry Aotearoa and funded by Toi Moana Bay of Plenty Regional Council. The Green Room will work with participants to help them gain the knowledge, skills, and confidence to actively pursue zero carbon and regenerative goals.

Twenty businesses participated from hospitality operators, accommodation providers to community group representatives and event organisers. Waihi Beach businesses have the goal to be the cleanest holiday destination in New Zealand.

Priority One continued to promote the western Bay sub-region to out of region businesses encouraging them to relocate.

The partnership with Instep Young Leaders programme continued during the year. This programme includes students from Katikati and Te Puke who meet regularly for guidance and direction.

This forum encourages connections with councils, businesses and tertiary institutions to enable relationships to be formed and provide development opportunities for the young leaders.

The Katikati community completed a town centre and community development plan. This was led by the

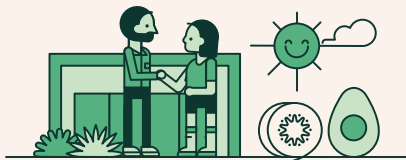
community and has resulted in a 10-year plan which will provide guidance for the development of Katikati. This plan was widely consulted within the Katikati community.

Future initiatives

It is anticipated that the opening of the borders will enable the international visitors and seasonal workers to experience / return to Western Bay.

Council will continue to work with the various economic agencies to provide support and promote economic activity throughout the District.

What we provide



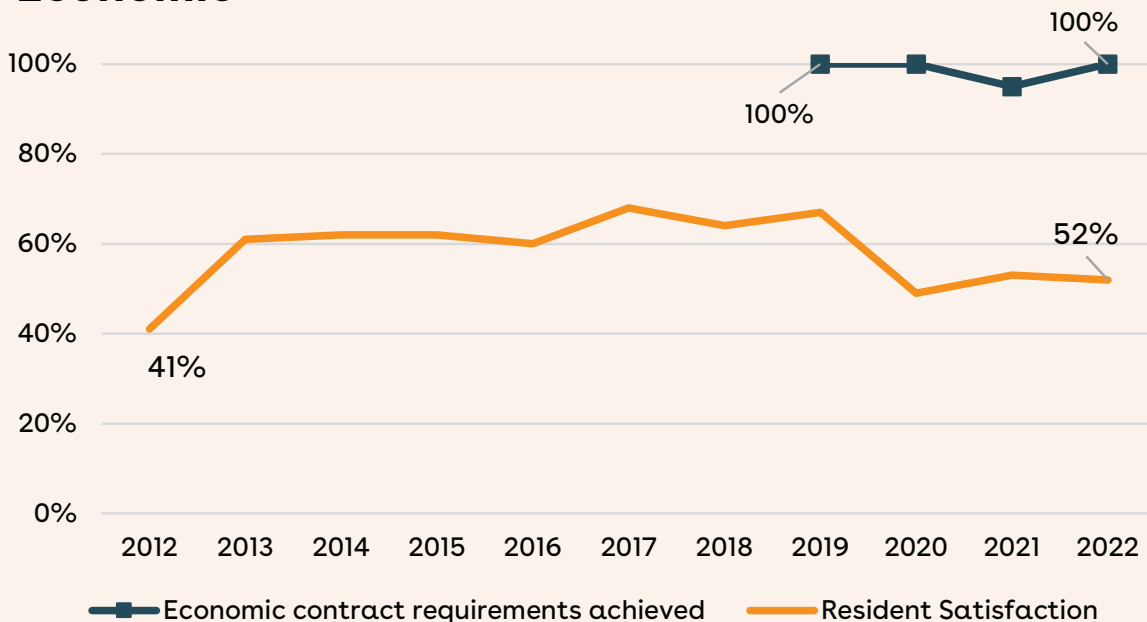
Promotion of Town Centres

Support for:

- External organisations
- Economic development

Service performance results

Economic



Economic contracts where key contract requirements were achieved

All economic contractors met the requirements of their contract.

Resident satisfaction with promoting business and employment opportunities

this survey monitors satisfaction with town centre promotion, events, tourism, and promotion of business and employment opportunities.

Goals

- Foster partnerships between organisations, including local and Central Government and businesses to support economic, social, cultural, and environmental development
- Council services are committed to being business-friendly to encourage and enable businesses to flourish and contribute to building vibrant communities
- Enable an environment where community groups and business can collaborate and work together on shared outcomes for communities

Performance measures

Performance measures		Target	Result	Narrative
		2021/22	2021/22	
Key performance measure	Percentage of economic contracts where key contract requirements have been achieved. Key service delivery contracts held with Priority One, Tourism BOP, Te Puke Economic Development Group, EPIC Te Puke, Katch Katikati and Waihi Beach Events and Promotions.	≥90%	100%	
Key resident measure	Level of resident satisfaction with our role in promoting employment and business opportunities within the sub-region.	≥65%	52%	The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is 37%.
Council will support external organisations tasked with developing economic activity in the District.	Total invested in economic support through service delivery contracts.	≥ \$12 per resident	8.24	Economic service delivery contracts paid 707,536 Population 58,329
	Level of resident satisfaction with promotion of town centres and events in Katikati, Te Puke and Waihi Beach.	≥65%	58%	The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is 43%.

Support services



Overview

Strategies within our Corporate Plan guide the activities that support our staff to produce their best work and deliver the highest standards of service to our customers. Support services include communication and community engagement, relationship management, customer services, information management, information technology, financial management, corporate assets, procurement, risk management, and quality management.

The key strategic approach for each of the corporate support activities is broadly described below:

Corporate support activity	What this activity does	Strategic approach
Customer services	Ensure customers receive timely, accurate and user friendly information, service and advice.	Focus on understanding the diversity of customers and their needs and respond to them effectively.
Communications and community engagement	Ensure customers and communities are engaged and kept informed.	Provide engagement opportunities and communications that are targeted to identified, diverse customer groups.
Relationship management	Maintain effective relationships with residents and key communities of interest.	The purpose of key relationships are clearly understood and our obligations to Māori under the Treaty of Waitangi are fulfilled.
Human resources	Manage workforce capability and capacity.	Future workforce needs are understood so staffing levels, skills and competencies are available to deliver the agreed services to the community.
Information management	Ensure data is accessible, clear and secure.	Information is managed to ensure it is easily accessible, the integrity of the data is maintained and it is used to add value to decision-making
Information technology	Ensure information systems are integrated, secure and responsive to business needs.	Smart use of technology to achieve agreed strategic initiatives and optimise the customer experience.
Financial management	Provide comprehensive financial planning and monitoring services.	Timely, accessible and reliable information is available to inform decision-making, both for staff and elected members

Corporate support activity	What this activity does	Strategic approach
Corporate assets	Sustainably manage Council's corporate buildings, equipment, vehicles and land.	Assets, planning and property staff work together to enable the sustainable development of corporate property, equipment and vehicles.
Procurement	Ensure services purchased provide the best value for money, are sustainable and environmentally responsible.	Sustainable purchasing practices that demonstrate value for money are environmentally responsible.
Risk management	Identify, minimise or mitigate risks.	Integrated risk Management information to inform decision-making and ensure continuity of Council services
Quality management	Document and review key processes to ensure knowledge is maintained and opportunities for improvement identified.	Documentation of key processes secures knowledge and facilitates opportunities for improvement.

Highlights

During the year work commenced on some of the initiatives identified in the 2020 Corporate Plan. This included:

- A sustainability initiative and the implementation of the carbon and energy management programme.
- Implementation of an electronic timesheet system.
- Specification and development of automated financial systems.

The introduction of the new kerbside waste collection contract and the new three waters maintenance contract required significant input from support services. In particular the IT focus was to work with the agreed contractors and partners on developing integrated systems to provide a seamless customer experience.

Future initiatives

The development of our internal systems and processes to achieve efficiencies and enhance the services to customers will continue. This includes:

- The scope and development of the customer relationship module.
- Project management methodology and resourcing.
- Scope and development of financial modelling tools.
- Continuation of the corporate sustainability programme including the application for carbon reduction certification through Toitū Envirocare.

