



Ngā mahi a te Kaunihera

Council activities





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26

Council's group of activities.....	28
Leadership.....	30
Representation.....	31
Planning for the future.....	36
Building communities.....	40
Communities.....	41
Recreation and open spaces.....	52
Regulatory Services.....	57
Stormwater.....	62
Transportation.....	66
Water Supply.....	71
Protecting the environment.....	78
Natural environment and sustainable living.....	79
Wastewater.....	82
Solid Waste.....	86
Supporting our economy.....	89
Economic development.....	90
Support services.....	93

Council's group of activities

Guide to this section of the Annual Report

Our achievements report on how well Council's activities performed during 2022/23 against the goals and targets set out in Chapter three of the Long Term Plan (LTP) 2021-31. 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 Long Term Plan 2021-31.

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 Long Term Plan 2021-31 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.

Future initiatives

This section looks ahead and identifies key initiatives planned for the next two to three 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 739 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:

- Representation
- Planning for the future
- Communities
- Recreation and open spaces
- Regulatory services
- Stormwater
- Transportation
- Water supply
- Natural environment and sustainable living
- Wastewater
- Solid waste
- Economic development
- Support services

Council has structured its activities into 13 groups. These activity groups are comprised on individual activities which have a similar nature.

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 	Elected members represent the views of residents and make decisions which improve our communities and environment, now and for the future.
Planning for the future	<ul style="list-style-type: none"> Policy and planning Resource management Infrastructure planning 	In consultation with our communities and guided by our sustainable development approach, we plan for the future.
<i>Building communities</i>		
Communities	<ul style="list-style-type: none"> Community building Libraries and service centres Community facilities 	In the Western Bay of Plenty, no matter what age you are: <ul style="list-style-type: none"> people feel safe and welcome people are connected and feel they belong people can be active and healthy and enjoy the outdoors people have access to adequate housing people can learn and contribute
Recreation and open spaces	<ul style="list-style-type: none"> Coastal and marine Recreation reserves and facilities Sub-regional reserves 	The recreation and open space network makes a significant contribution to achieving the following outcomes from the Communities Strategy and Environment Strategy.
Regulatory services	<ul style="list-style-type: none"> Animal control. Building and health services Compliance Regulatory services Resource consents 	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.
Stormwater	<ul style="list-style-type: none"> Stormwater network Waihi Beach coastal protection 	A stormwater management system that manages flood risk contributes to improving water quality and contributes to enhancing ecological and cultural values.
Transportation	<ul style="list-style-type: none"> Roading Network development Network optimisation Environmental mitigation Transportation health and safety 	Transportation networks are safe, affordable, sustainable and planned to meet our community's needs and support economic development.

Activity Groups	Activities	Primary Community Outcomes
Water supply	<ul style="list-style-type: none"> Council water supply 	Water supply is provided to our community in a sustainable manner.
<i>Protecting the environment</i>		
Natural environment	<ul style="list-style-type: none"> Environmental protection 	A clean green valued environment, achieved by: <ul style="list-style-type: none"> increasing indigenous 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
Wastewater	<ul style="list-style-type: none"> Wastewater 	Wastewater services are well planned and maintained to ensure a clean and healthy environment.
Solid waste	<ul style="list-style-type: none"> Solid waste 	Effective waste management practices that minimise waste to landfill and encourage efficient use of resources to reduce environmental harm.
<i>Supporting our economy</i>		
Economic development	<ul style="list-style-type: none"> Economic development 	To encourage the sustainable use of local resources in a way which strengthens economic opportunities and improves social outcomes.
Support services	<ul style="list-style-type: none"> Communications and community engagement Human resources Customer services Information management Information technology Financial management Corporate assets and quality management Procurement Risk management 	



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

Hautūtanga

Leadership

Representation



Overview

This activity 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 activity also includes the combined Partnership Forum and collaborative processes with other councils.

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

Significant effects the representation activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ Competitive 2022 Local Body Election
	✓ Diverse Council and Community Board representation
	✓ Establishment of Community Forums
	✗ Low voter turnout in 2022 Local Body Election
	✗ Resident satisfaction survey targets not achieved for representation, opportunities to participate in decision making and decisions made in the best interests of the District
Economic	No specific action relating to this wellbeing.
Environmental	✓ Participation in the Shift Hub - Exploration of sustainable transport options
Cultural	✓ Establishment of Māori Wards underway

Highlights:

In the 2022 local body election, Western Bay elected its youngest mayor, James Denyer, at 46 years of age. This marked a generational shift in leadership that reflects changing demographics and interests within the community.

Heightened competition saw eight mayoral candidates compared with three in the 2019 election. Twenty Seven people were nominated for councillor roles compared to 23 in 2019. In previous elections, some community board seats went uncontested, however this was not the case last year, with every community board having contests for seats. This indicates a more robust democratic process, where residents had a choice for their representation.

This election also showcased the impact of the “Generation Change He panoi ā reanga” campaign, which aimed to diversify the candidate pool. There was progress for equal gender representation, with the number of community board seats won by women increasing from 30 percent in 2019 to 45 percent in 2022. The elected officials also had a broader range of ages and ethnic backgrounds.

Western Bay of Plenty District Council’s first Community Forum of 2023 was held in the Kaimai Ward. Following that, councillors from the Katikati-Waihi Beach Ward and the Maketu-Te Puke Ward also called meetings for their communities.

Community Forums are a new meeting format, set-up by Council to respond to each individual community's evolving needs. They are designed to be a less formal setting to kōrero with Councillors and the Council team.

In August 2023, Council voted to have Māori wards for the 2025 and 2028 local body elections. This was a significant change that will lead to better, more inclusive decision-making. This decision also aligns with one of our strategic priorities of building authentic Te Tiriti-based relationships.

We are working with local community groups and focussing on neighbourhood feedback, receiving significant feedback in the pre-engagement stage of the 2024-2034 Long Term Plan. This provided Elected Members with comfort that a variety of views can be considered to make informed decisions.

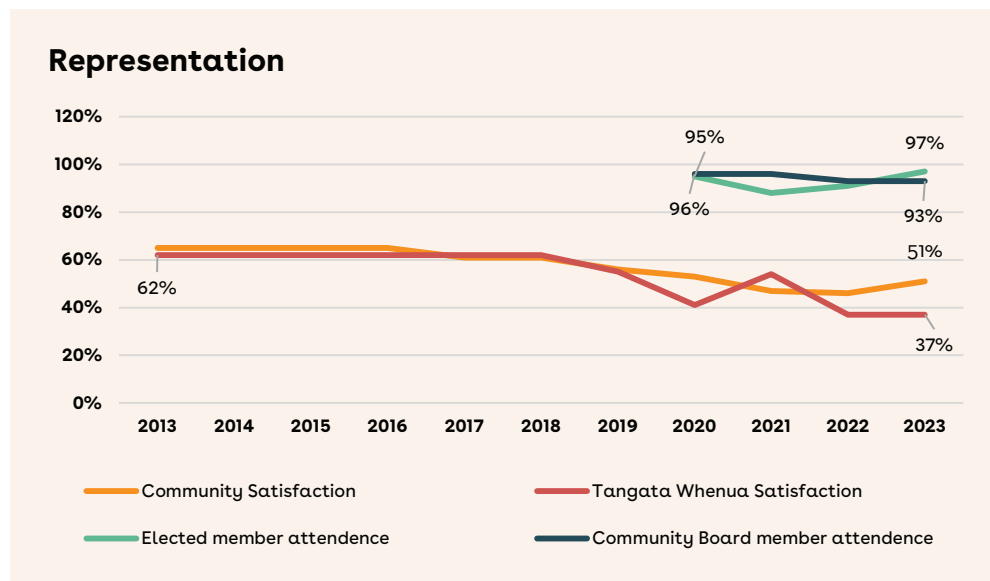
Future Initiatives:

- A full review of the representation arrangements, including how we'll approach the introduction of our new Māori wards, is underway.

Committee	Chair	Deputy Chair
Council	Mayor, James Denyer	Deputy Mayor, John Scrimgeour
Annual Plan and Long Term Plan	Deputy Mayor, John Scrimgeour	Councillor, Rodney Joyce
Strategy and Policy	Mayor, James Denyer	Councillor, Richard Crawford
Projects and Monitoring	Councillor, Don Thwaites	Councillor, Allan Sole
Audit, Risk and Finance	Councillor, Murray Grainger	Councillor, Tracey Coxhead
District Plan	Deputy Mayor, John Scrimgeour	Councillor, Murray Grainger
Community	Councillor, Margaret Murray-Benge	Councillor, Grant Dally



Service performance results



Elected Member attendance - the attendance of the elected members at Council and Community Board meetings remains consistently high. In 2023 the target of 80% was achieved by both meetings having more than 93% attendance.

Satisfaction with Council performance - this monitors the level of satisfaction from the community and Tangata Whenua. The community satisfaction was 51%, and Tangata Whenua remained at 37%.

How we represent you

One Mayor and 11 Councillors

Three Community Forums

- Katikati-Waihi Beach, Kaimai and Maketu-Te Puke Community Forums

Two Māori Representation Forums

Comprising iwi and hapū representatives.

- Te Kāhui Mana Whenua o Tauranga Moana and 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.

Goals

- We have effective representation arrangements for our communities
- We engage with our communities, listen well, lead effectively and make well informed decisions
- 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
- Our strategic relationships at all levels are maintained and strengthened.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Result	Narrative
		Target	Result		
We have effective representation arrangements for our communities.	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%	97%	91%	
We engage with our communities, listen well, lead effectively and make well-informed decisions.	Key Resident Measure Level of satisfaction with representation provided by elected members:				Key reasons for dissatisfaction include lack of transparency & visibility & lack of understanding of people's needs.
We actively seek and consider the full range of residents' views on our plans, policies and projects.	<ul style="list-style-type: none"> Community Māori 	≥60%	51%	46%	
We have strong relationships with Tangata Whenua and work together in a range of ways so that Tangata Whenua perspectives inform our decisions.	Supporting Measures Percentage of eligible population that votes in Local Body Elections	≥40%	37.6%	No election	Elections are triennial events and there was no election in 2022.
Our strategic relationships at all levels are maintained and strengthened	Level of satisfaction with opportunities to participate in decision making.				Key reasons for dissatisfaction include not listening to the community & lack of information or updates on projects.
	<ul style="list-style-type: none"> Community Māori 	≥60%	47%	47%	
	Percentage of residents satisfied that the decisions Council has made are in the best interests of the District.	≥60%	49%	41%	A significant increase in the number of people who are satisfied with Council's efforts. (41% in 2022) Key reasons for dissatisfaction include problems with infrastructure in core services.

What we do	How we track progress	30 June 2023		2022 Result	Narrative
		Target	Result		
Representation will be provided by: <ul style="list-style-type: none"> • One Mayor • 11 Councillors • Five Community Boards • Three Ward Forums • One Māori representation forum 	Number of meetings held per annum: <ul style="list-style-type: none"> • Council, based on 6-weekly cycle • Community Boards based on 8 weekly cycle • Māori representation forums • Ward Forums 	≥8 ≥6 ≥2 ≥4	14 30 3 0	8 5 2 7	Ward Forums have been abolished and replaced by Community Forums. Related results follow; <ul style="list-style-type: none"> • Kaimai Community Forum: 2 • Maketu-Te Puke Community Forum: 2 • Katikati-Waihi Beach Community Forum: 1
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	17	12	No Community Events were held between September 2022 and February 2023 due to Local Body Elections and induction of Elected Members.

Planning for the future



Overview

Planning for the future includes the development of strategic plans, policies and bylaws to support the health, safety and general wellbeing of our communities. This involves responding to legislative changes, updating and developing new strategies, monitoring the impact of growth and development in our District, undertaking community engagement and working with key stakeholders and other agencies to plan for our future.

We provide planning and consultation for our communities, we plan for the future.

Significant effects the planning for the future activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ Wilson Park reserve concept plan development
	✓ Community feedback on Long Term Plan
	✓ Arawa Road Reserve development
Economic	✓ Annual Plan development
Environmental	✓ Feasibility study to develop Resource Recovery Centres
Cultural	No specific action relating to this wellbeing.

Highlights:

A feasibility study was done to investigate community-led resource recovery centres for the District. These centres provide positive outcomes, including meaningful employment, as their kaupapa centres on reducing waste going to landfill. The feasibility study found that our existing community recycle centres would be suitable for resource recovery activities, and we decided to progress implementing these in phases, with Te Puke going first.

Wilson Park is a 3-hectare recreation reserve near the town centre in Waihi Beach. It is currently used for a variety of events including markets, sports, exercise and recreation. A concept plan has been developed to upgrade the park and incorporate the priorities that our community shared with us through consultation. These are: keeping open space and power provision for events, upgrading facilities, improving entrances, and planting trees to create more shade.

Arawa Road and Penelope Place is a small settlement in Pongakawa off State Highway 2, with approximately 70 homes adjacent to orchards and dairy farms. The Arawa Road Reserve is an unformed paper road often used by the community. We have adopted a final concept plan for the reserve based on the community's aspirations. This includes developing natural play features, realigning fences, as well as the potential for wider walking and cycling links and a pump track.

Annual Plan and Long Term Plan

The development of the Annual Plan is Council and the community's time to look at the plans for the upcoming financial year. We received over 300 submissions on the Annual Plan. Balancing the needs of the community alongside inflationary pressures was a key focus of the Annual Plan. We took significant steps to find savings, reduce project funding, and utilise the General Rate Reserve - using \$1.6 million - to reach an average rate increase of 7.04 percent.

The General Rate Reserve is an accumulation from surpluses arising from underspends in previous years.

Councillors also included in the Annual Plan:

- The prioritisation of stormwater projects as part of Council's capital programme in response to this year's weather events.
- \$1.9 million to install a roof, bulkhead, and liner at Katikati's Dave Hume Pool.
- To re-start the concept planning for the Katikati Beach Road Boat Ramp.
- \$524,000 for a new Waihi Beach Library and Community Hub.

Engagement on the Long Term Plan from the region was superb, with community responses received through the Your Place Tō wāhi engagement. The consultation objectives were to be community-led, acknowledging residents have busy lives and are most interested in what happens in their neighbourhoods.

This approach enabled the community to drive the agenda on how they provided feedback and helped us reach groups that are traditionally less engaged with local government. Your Place Tō wāhi was used for District Plan pre-engagement previously, and will be used as our umbrella campaign for several projects in the upcoming financial year and the Climate Change Action Plan.

Future Initiatives:

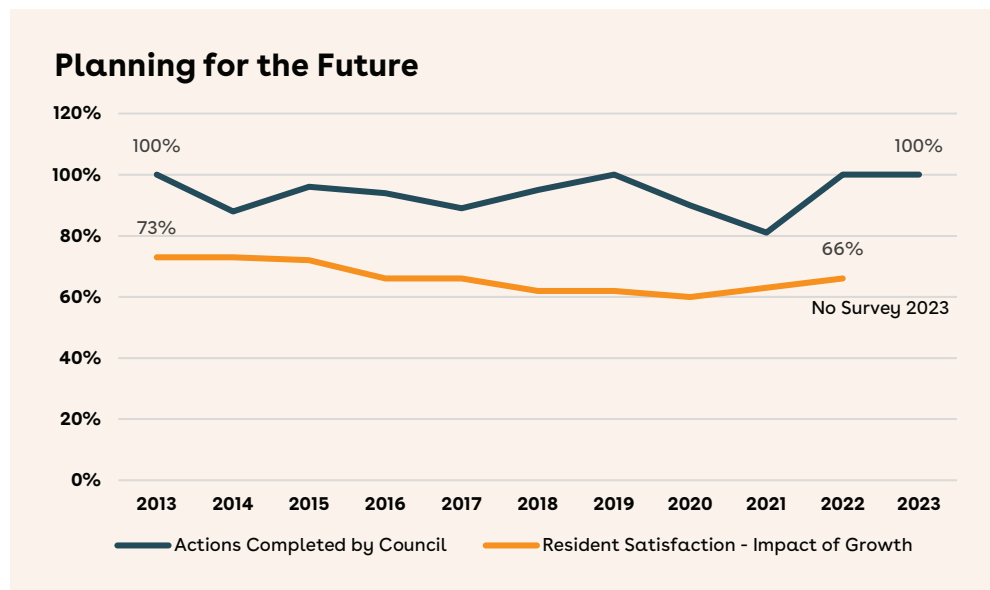
We will be working on several comprehensive plans that outline our vision and approach and address various aspects of the District's development and sustainability. These include the:

- Long Term Plan - our plan for the next ten years.
- Waste Management and Minimisation Plan - our approach and action plan for reducing the District's waste.
- Speed Management Plan - this aims to make our roads and communities safer and will set the speed limits on the District's roads (excluding state highways).
- TECT Park Strategic Plan - this will provide direction for the park in its next decade of development and operation.
- Reserve Concept Plan - we'll create several concept plans for the development of the district's reserves.
- Plan change 92 (i.e. housing intensification at Ōmokoroa and Te Puke) - this mahi aims to resolve issues received by public submissions.

What we provide

- Policy and planning, resource management, and infrastructure planning activities

Service performance results



Actions completed by Council as defined in the Council approved work programme - 100% of actions scheduled for 2022/2023 year were completed. Key area of focus was progressing Plan change and District Plan review as per the requirements under the Resource Management Act. This included enabling housing intensification in Ōmokoroa and Te Puke.

Resident satisfaction with the impact of growth on the District - On a two yearly basis, this survey monitors the impact of growth on factors like lifestyle, range of housing choices, personal and road safety, travel time, and employment opportunities. Next survey is scheduled for 2024.

Goal

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

What we do	How we track progress	30 June 2023		2022 Result	Narrative
		Target	Result		
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.	<p>Key Performance Measure</p> <p>Plans, strategies, and District Plan changes are developed or reviewed in accordance with Council approved programme.</p>	100%	100%	100%	Plan change and District Plan review processes required by the Resource Management Act have progressed in line with Councils approved programme. This has included notification of Plan Change 92 which enables housing intensification in Ōmokoroa and Te Puke. Operative decisions for private plan changes 93 & 94, and the receipt of a Private Plan Change to rezone land in Pongakawa for housing. Concept plans for Wilson Park and Arawa Road are also progressing.

What we do	How we track progress	30 June 2023		2022 Result	Narrative
		Target	Result		
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.	<p>Key Resident Measure</p> <p>Level of resident satisfaction with the impact of growth on:</p> <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 <p>Based on two yearly surveys</p>	No Survey	No Survey	66%	Next survey is scheduled for 2024. The target for the 2022 survey was ≥90%.
	State of the Environment reporting is completed on a five yearly basis	Not Required	Not Required	100%	
The District Plan updated to meet the needs of the District.	Plan changes and the District Plan review meet statutory requirements.	100%	100%	100%	Two Private Plan Changes were processed, and decisions released. No appeals were lodged, and the plan changes were made operative.
	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	≥10 years supply	≥11 years supply	The SmartGrowth HBA Housing Capacity Assessment 2022 confirms the current settlement pattern will provide sufficient development capacity in the short and medium terms. In the long term (10-30 years) the Western Bay of Plenty District will have sufficient capacity, with the continued growth of Ōmokoroa which accounts for approximately 70% of available development capacity. Structure plans for Ōmokoroa and Te Puke have been reviewed through the housing intensification plan change 92.
Council processes comply with the statutory requirements.	LTP, Annual Plan and Annual Report are each adopted within statutory timeframes.	100%	100%	100%	2023-24 Annual Plan (adopted August 2023 within statutory extension) and 2021/2022 Annual Report adopted within statutory deadlines.
	The percentage of Council bylaws that are reviewed within statutory timeframes.	100%	100%	100%	



Te whakawhanake i ngā hapori

Building communities

Communities



Overview

This group of activities includes the following Council activities:

- Community Building
- Community Facilities (community halls, cemeteries and elder housing)
- Libraries and Service Centres.

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

We provide the communities activities so that communities can meet their own aspirations to enhance their wellbeing.

Significant effects the communities activity has had on the four wellbeing areas during the year:

Highlights:

Community Building

We have continued our strong partnerships with community organisations through our service delivery contracts. These contracts covering sports, arts, culture and heritage, social services, events, and economic development support local initiatives and aim to improve overall community wellbeing.

Events were a highlight this year. The 'Cultures in Katikati' event showcased various community groups working in harmony to organise an inclusive festival that allowed people to experience different cultural traditions. Te Kete Matariki attracted over 5000 people celebrating Matariki with performances, live music, dance and a hangi.

The Emergency Management team has worked to gauge the level of awareness and preparedness for local and regional hazards, by doing surveys at local events. The feedback from these surveys was mixed, with some people having a good level of awareness, while others showed room for improvement. This information is valuable for planning future initiatives to enhance people's hazard awareness and community readiness. There are currently 10 active Community Response Teams across the district, and this work will support the teams in their crucial role in supporting communities before, during and after an event.

Wellbeing	Effects (positive and negative)
Social	✓ Regional healthy housing programme supporting communities with inadequate housing.
	✓ CCTV fund available for local communities to install CCTV to improve community safety.
	✓ Community response teams involved along with many volunteers in responding to the various flooding events across the District
Economic	No specific action relating to this wellbeing.
Environmental	No specific action relating to this wellbeing.
Cultural	✓ Cultural events successfully delivered including events celebrating Matariki, our new public holiday.

Community Facilities

The Regional Healthy Housing Programme (Twenty Degrees) continues to deliver great benefits to communities with inadequate housing. The programme exceeded its targets for home assessments and is actively seeking central government funding to extend their work.

District wide all cemeteries are developing capacity for more plots as the demand increases.

Libraries and Service Centres

We care for our people and communities and put our customers at the heart of everything we do. Our Customer Service team stands-out across Aotearoa, as it won the Best Customer Experience Award at the latest Association of Local Government Information Management Awards.

In Te Puke, Ōmokoroa, and Katikati, childrens' librarians have been actively collaborating with local parenting education groups known as SPACE groups, which are run through Playcentre. The objective of this collaboration is to provide support to new parents and help them cultivate effective reading practices with their children.

In Katikati, the children's librarian is working with the Katikati Primary School to hold a book club to encourage a love of reading and has also set-up a story time group for adults with disabilities, through a partnership with local agency Cool Crew.

In Te Puke a collaboration between the Te Puke Colab and The Daily Café Charitable Trust has resulted in the creation of The Homework Hub. This provides valuable support to teenagers to help them complete their school and homework.

Due to the increasing demand and interest in technology-related learning, the Pātuki Manawa Digital Hub in Katikati has introduced an additional after-school Code Club session. This initiative is also popular at Te Puke Library.

The Te Puke community also benefits from vital services through the library's weekly Justice of the Peace clinic and a fortnightly Citizen's Advice clinic.

The Ōmokoroa Library has seen an increase in book circulation, which can be attributed to the continuous growth of the community. Summer holiday programmes attracted high participation numbers and feedback was overwhelmingly positive.

Future Initiatives:

Community Building

- In partnership with other key stakeholders, we are working on a Digital Inclusion programme. This is designed to address the 'digital divide,' and disparity between those people who have access to digital technology and those who do not. The programme could include providing access to digital devices, internet connectivity, digital literacy training and other support to help people embrace the opportunities presented by the digital world. The start-up phase of this project will roll out in the second half of 2023.
- Our events calendar is also filling up, with many community events to be held over summer 2023.

Community Facilities

Housing:

- Housing is a key focus of our mahi. We will continue to work on the development and delivery of local housing plans in Te Puke and Katikati, in partnership with housing networks in those communities.
- A positive development is on the horizon at Heron Crescent, Katikati, with plans to grow the number of units available for Elder Housing from 11 to at least 17, or possibly more, depending on funding. This reflects our commitment to providing quality housing for our senior community members.
- In Te Puke we will work with Waitaha and Tapuika to support the development of local village plans in the Manoeka Road area and in Waitangi. These plans are iwi-led and will feed into our future planning work for Te Puke and its surrounds.

Cemeteries:

- A draft concept plan is currently under review for the future extension of the Te Puke Cemetery to introduce the district's first Natural Burials area. This thoughtful addition aligns with evolving preferences for environmentally conscious burial practices.
- An additional ashes wall is also in the pipeline for installation at the Te Puke Cemetery. This is expected to be operational before the existing wall reaches full capacity.

Libraries and Service Centres

- We will expand digital outreach programmes in the eastern areas of the region to enhance our community's accessibility to digital resources.
- The introduction of new guardians will be explored, their focus to be on the safety and wellbeing of our library community.
- The Pātuki Manawa Digital Hub in Katikati is going to expand its footprint. The hub is set to play a more prominent role in fostering digital education, skill development, and technological innovation among the community.
- The Waihi Beach Library & Service Centre will be developed and we'll expand afterschool and holiday programmes across the region.
- We will continue to pursue service collaboration with agencies, i.e. Oranga Tamariki, AA, Citizens Advice Bureau and others, as demand in the community requires.

What we provide

Community building

The community building activity involves working with our communities and local organisations to achieve social and cultural wellbeing.

Working with community and local organisations

Organisations such as:

- Sport Bay of Plenty
- Creative Bay of Plenty
- Socialink
- Katikati Community Centre
- Colab Te Puke
- A Friend's Place Waihi Beach
- Citizen's Advice Bureau

Civil defence and emergency management

Community facilities

Community facilities include community halls, elder housing and cemeteries. Community facilities contribute to achieving social and cultural wellbeing. They contribute to having communities where people are connected and feel they belong, have access to adequate housing, and have spaces where they can be active and healthy and learn and contribute.

Elder housing

59 units across the District (15 units in Waihi Beach, 10 units in Katikati, and 34 units in Te Puke).

Community Halls

19 Community halls spread within the communities across the District.

Cemeteries

Five cemeteries across the District, located in Katikati, Oropi, Te Puke (2) and Maketu.

Libraries and service centres

Our libraries and service centres sit at the heart of our community. They provide welcoming and inclusive spaces where people can connect and access knowledge. Our libraries empower people through literacy, learning and free access to information and resources. Reading, digital fluency, free computer access and training are all central to our libraries. They also house our local heritage, stories and history. Our libraries and service centres belong to everyone and contribute to connected communities where lifelong learning opportunities thrive.

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.

Customer service

90,329 inbound calls to our contact centre and service requests raised.

Library items

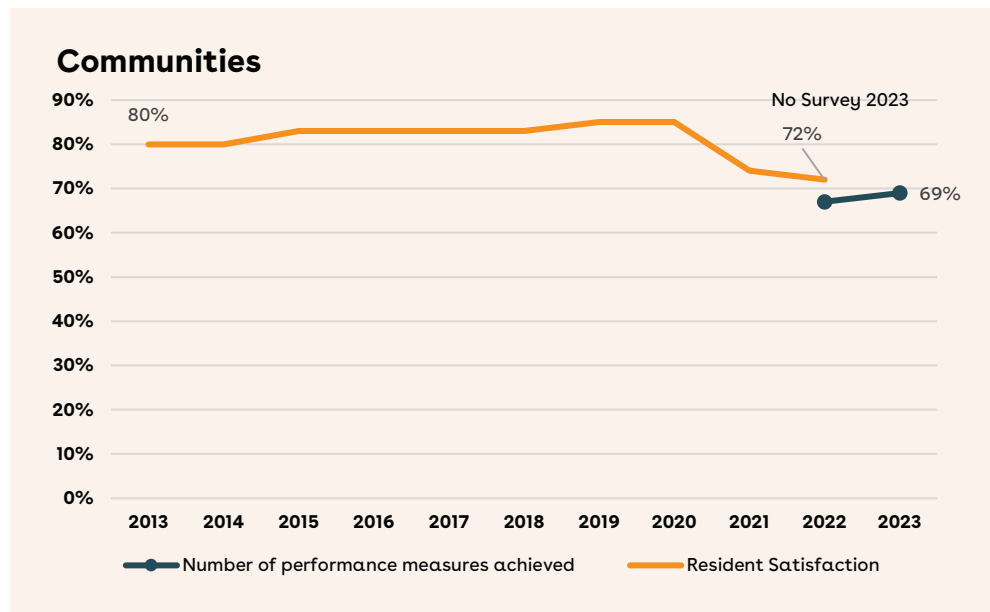
133,993 items held by libraries (includes hard copies and e-books and local history archives).

Events and activities

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

Free Wifi

Service performance results



Community targets achieved - this monitors the achievement of all the targets set for levels of service. For the 2022/2023 year 69% of the measures were achieved against a target of $\geq 70\%$, an increase from last year.

Resident satisfaction with Community Development - on a two yearly basis, this survey monitors satisfaction with the community development programme. Next survey is scheduled for 2024.

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
This group of activities includes the following Council activities: <ul style="list-style-type: none"> Community Building Community Facilities (community halls, cemeteries and elder housing) Libraries and Service Centres. 	Key Performance Measure Number of activity performance measures achieved (Community Building, Community Facilities, Libraries and Service Centres) 2020 unaudited baseline result 66%.	$\geq 70\%$	69%	67%	Community targets achieved - this monitors the achievement of all the targets set for levels of service. For the 2022/2023 year 69% was achieved, last year (2021/2022) 67%.
	Key Resident Measure Level of resident satisfaction with Community Services based on a two yearly survey. This includes community development, library services and cemeteries.	No Survey	No Survey	72%	Next survey is scheduled for 2024. The target for the 2022 survey was $\geq 80\%$.

Community building

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 improving access to adequate housing
- Council's Civil Defence and emergency management functions are maintained

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
We fund and support collaborative networks and programmes	Accreditation under Safer Communities and Welcoming Communities is maintained.	Accreditation maintained	Accreditation maintained	Accreditation maintained	Accreditation has been maintained. The Welcoming Communities programme continues to flourish. Safer Communities, at a national level, is being reviewed. A decision on continuing with accreditation will be made in the 2023/2024 year.
We fund and support community led initiatives	Number of projects receiving funding from Community Matching fund that are successfully delivered.	≥90%	98%	85%	\$140,000 was distributed to successful applicants. A small number of projects were delayed due to consenting requirements.
	Percentage of deliverables in service delivery contracts that are met.	≥90%	100%	100%	All Service Delivery contracts progressing well, with contract objectives being met.
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%	100%	All projects funded in this financial year have been completed.

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
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	197	81	The Twenty Degrees Programme is delivering exceptional value for money for Western Bay homes. The programme has leveraged funding from central government and significant contributions from local businesses and the community, to achieve this result.
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	Achieved	EOC (Emergency Operation Centre) roster numbers continue to grow but we continue to recruit due to staff movement. Training is being monitored and encouraged and this has had a good uptake, in line with expected progress.
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.	80%	85%	No survey	There was no survey planned or undertaken in 2022.
	Percentage of residents that have taken any action to prepare for an emergency. Based on a two-yearly survey.	80%	90%	No survey	There was no survey planned or undertaken in 2022.

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.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
We will provide cemeteries at Katikati, Maketu, Oropi and Te Puke that cater for the burial needs of the community.	Number of cemeteries where plot availability is >30% of annual plot requirements or 5 plots at any one time.	4	4	4	
	Areas for natural burials provided in the District.	1	0	0	Work has begun on the Draft Concept Plan, for the proposed Natural Burials area of the Te Puke Cemetery.
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	2	Memorialisation opportunities are provided in the Katikati and Te Puke Cemeteries. Further opportunities also exist in various reserves.
Partnerships with hall committees will be maintained.	Number of 10-year maintenance programmes in place with existing hall committees.	≥14	14	14	Council meets with the 14 hall committees to review and approve maintenance programmes.
	Minimum number of notifications (per year) each hall committee will receive regarding annual budget and policy changes.	≥1	1	1	Hall committees are notified each year of annual budget and policy changes. Regular communications are maintained throughout the year regarding maintenance spend.

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
We provide affordable rental housing for older people with limited financial means.	Percentage of service requests actioned within agreed timeframes.	≥90%	82%	65%	<p>These service requests have predominantly been actioned on the agreed day but the timing of sign off has made them overdue.</p> <p>Service requests have not met agreed timeframes primarily due to suboptimal staffing and available resources.</p>
	Annual housing occupancy rate of all available units.	≥90%	100%	100%	All available units are occupied within 1 month of any vacancy occurring.
	Number of units provided across the District. Aim is to increase stock over time.	70	59	70	The number of available units declined in 2023. The planned 7 units were completed on Beach Road in Katikati, however 11 units have been demolished on Heron Crescent in Katikati to make way for 26 new units to be built, the project commencing in the 2023-24 year. There are a further 7 damaged, unoccupied units, that are awaiting Council decision to demolish due to an unprecedented flood event on 29 May 2023.

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

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
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 (Te Puke, Katikati, Waihi Beach and Ōmokoroa).	1 centre	1 centre	1 centre	Other Library and Service Centres planned are; Waihi Beach, 2025; Te Puke, 2028: and Ōmokoroa in 2031.
	Number of physical visits to libraries and service centres per annum.	≥310,000	253,441	188,542	An increase of 64,899 on the previous year, 188,542 (2022). Council has created many online options for tasks/processes that allows users to transact at home, these tasks previously done in the libraries and service centres. The change in these service options was actioned during Covid-19 lockdowns have since changed behaviors resulting in less visits to libraries and service centres.
	Resident satisfaction with library and service centres service. (Based on a two-yearly survey)	≥85%	No Survey	81%	Next survey is scheduled for 2024. The target for 2023 was incorrectly stated as ≥85%, this however was the target for 2022. There was no survey planned in 2023, the next survey is in 2024.

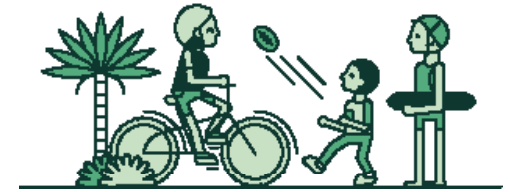
What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
We provide access to free WiFi technology and programmes that meet community needs.	Number of free wi-fi users.	80,000	41,043	30,002	41,043 WiFi users compared to 30,186 last year (2022) an increase of 10,857. The target for 2022 was 75,000. There were less Wifi users than expected, impacted by less seasonal workers being employed, typically strong users of the service in Te Puke.
We provide access to and maintain collections, including heritage collections, that meet customer needs.	Number of library items available per person.	2	2.2	2.1	Active borrowers 18,291, population 59,440 Items available (including electronic) 133,993
	Increasing membership 2020 - membership 17,000	≥17,000	18,291	16,925	An increase of 1,366 on last year, 16,925 (2022).
We provide programmes and events that cater for community needs and aspirations.	Number of events and programmes facilitated by Council library services.	≥400	1,045	375	There were 9,526 attendees to events, many of these were online events stimulated by digital hubs created and available since Covid-19 lockdowns. Other event opportunities were as a result of the Summer Student Programme that conducted children focused events for the community.
	Number of partnerships for programme delivery.	≥4	3	4	Katikati Community Centre in The Hub, Katch Katikati monthly business breakfast in The Hub. Digital Alliance NZ (computer classes) - delivered at Te Puke and Katikati Libraries
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.	No survey	No survey	85%	Next survey is scheduled for 2024 88% satisfaction reported using the HappyOrNot kiosks that are in all our 5 spaces for customers to rate our customer service performance and to leave comments. The target for the 2022 survey was ≥90%.
	Percentage of service requests resolved within specified timeframe.	≥95%	94%	95%	For July-September 2022 only. We ceased conducting these Surveys in October 2022.
	Percentage of customers surveyed where service requests were not actioned.	≤5%	1%	2%	For July-September 2022 only. We ceased conducting these Surveys in October 2022.



Jess Ellis Mural Painting, Waihi Beach

Photographer: Anna Menendez

Recreation and open spaces



Overview

The benefits of an active, healthy community, particularly as the population ages, are well known. Our network of public open space and facilities provides opportunities for people to interact socially and improve their health as well as contributing to the protection of cultural, landscape and ecological values.

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

Significant effects the recreation and open spaces activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ New trails established at Waihi Beach Water Catchment area
	✓ Waitekohekohe Recreational Park in Katikati
	✓ New toilets at Waihi Beach Community Centre
Economic	No specific action relating to this wellbeing.
Environmental	✓ Protection of heritage features at Otaipara Reserve
Cultural	✓ Community consultation on development of Maramatanga Playground

Highlights:

We have developed a new reserve site at Otaipara Reserve in Maketu, which contains a significant number of heritage features that were granted protection by Heritage NZ Archaeological Authority in April 2023. This project includes the creation of recreational areas, amenities, and natural spaces for the community to enjoy.

New walking trails in the Waihi Beach Water Catchment area were created, providing opportunities for people to explore the natural beauty of the region.

Waitekohekohe Recreational Park in Katikati was formally opened on 4 March, 2023. It now offers more horse trails, an equestrian carpark and visitor parking for mountain bikers and horse riders.

At Waihi Beach new toilet facilities were provided in the Community Centre and Cooney Reserve. Island View Reserve toilet was also renewed.

We ran community engagement to get feedback for the development of Maramatanga Playground in Te Puna and the replacement of Panepane Wharf on Matakana Island.

The transformation of part of Oliver Park as a Te Puke dog exercise area commenced and will be completed in Spring 2023 for the enjoyment of local dogs and their owners.

Future Initiatives:

- There are plans to renew the Minden Lookout in Te Puna, which is currently closed. Design and consent is scheduled for 2024 and the build in 2025.
- The Landing jetty in Katikati is in the process of being upgraded to enhance the jetty's safety and usability.
- Panepane Wharf on Matakana Island is set to be rebuilt in 2024.
- Tenders are open for the Dave Hume Pool roofing project in Katikati. Work is planned for 2024 and aims to enhance the pool in all weather conditions.

What we provide

Coastal structures

- 27 boat ramps
- 13 wharves and jetties
- 6.9km of sea wall
- Five pontoons

Sub-regional Parks

- TECT Park
- Hūharua Park

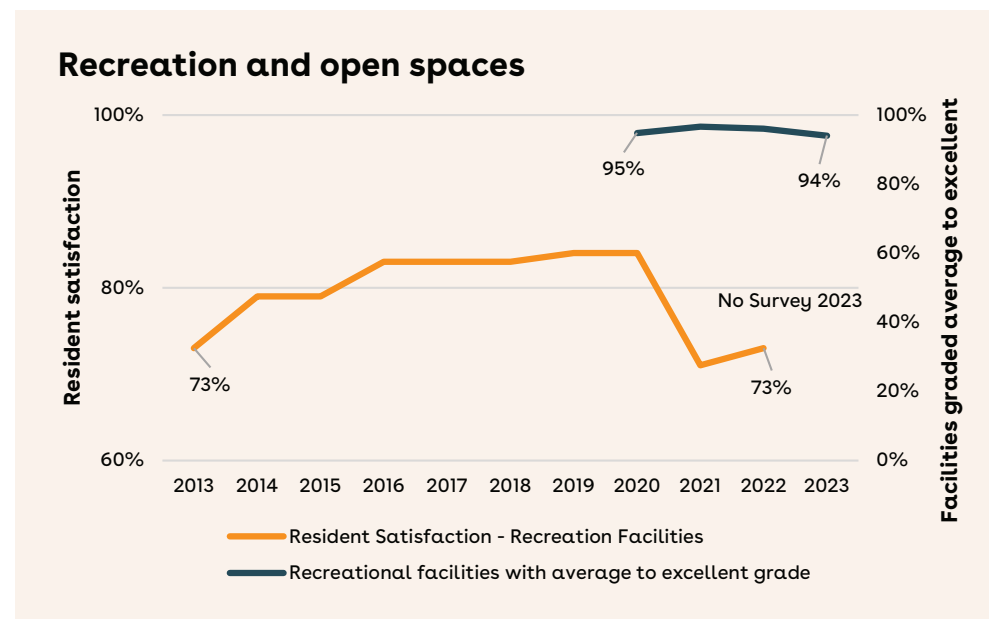
Recreational facilities

- Two swimming pools
- Six skate parks
- Six camping grounds
- 30 playgrounds
- 32 sports fields
- 44 hard courts
- 76 public toilets
- 51.7km of paths

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.

Service performance results



Facilities graded average to excellence - this monitors quality of recreational facilities provided throughout the District. The 2023 result showed 94% of recreational assets achieved average to excellent rating.

Resident satisfaction with Reserves and Recreational Facilities and Amenities - on a two yearly basis, this survey monitors satisfaction with the recreation and open space facilities and amenities. Next survey is scheduled for 2024.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
We provide safe, attractive and well-maintained facilities and amenities to our community.	<p>Key Performance Measure</p> <p>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).</p>	≥90%	94%	96%	Council continues to maintain recreation facilities to a high standard through its renewal investment.
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.	<p>Key Resident Measure</p> <p>Increasing overall resident satisfaction with recreation and open space facilities and amenities.</p> <p>Two yearly survey based on residents who are 'very satisfied' and 'satisfied'.</p>	No survey	No survey	73%	The next survey is scheduled for 2024. The target for the 2022 survey was ≥80%.
We provide a fit for purpose, future-proofed swimming pool network that meets the needs of local communities.	<p>Increasing user numbers at Dave Hume Swimming Pool and Te Puke Memorial Pool</p> <ul style="list-style-type: none"> Katikati Te Puke <p>Note: When pools re closed for development target is 0.</p>	0	18,008	17,351	<p>Katikati - Increased total from last year but still down from pre COVID-19 levels. 17,351 (2022).</p> <p>The target for 2022 was ≥25,000. The planned target for 2023 was 0 reflecting an expected closure for the building of the pool roof, which did not occur. This roof project is underway in the 2023-24 year, having an impact on availability for users.</p> <p>Te Puke - The pool was only available for a 6 week period between February and April 2023, leading to lower user numbers. This was as a result of delays in the pool painting project due to poor weather.</p>
We engage with our community on an ongoing basis to ensure our planning processes for recreation and open space respond to community needs.	<p>The number of recreation and open space community engagement processes undertaken each year continues to be maintained or increased.</p> <p>Baseline will be number of engagements taken in 2021/22</p>	Maintain or increase ≥2	3	3	Community engagement has resulted from consultation with the Arawa Road recreation opportunities concept plan, the Transport Choices Fund Te Puke Cycleway, and the Wilson Park concept plan (3rd consultation).

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
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.	2	2	1	The target in 2022 was “no application”. Green Flag was awarded for both Hūhuru Park and TECT Park. In 2022 an application did proceed and was awarded for TECT Park. Green Flag is an internationally recognised award for parks and green spaces that meet high standards of quality and sustainability.
We provide an accessible network of reserves within urban areas for recreation and amenity purpose.	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.	≥85%	99%	98%	<p>Results:</p> <ul style="list-style-type: none"> Waihi Beach 100% of 2,956 lots Katikati 100% of 1,959 lots Ōmokoroa 98% of 2,275 lots Te Puna West 100% of 139 lots Te Puke 99% of 2,820 lots Paengaroa 100% of 244 lots Pukehina Beach 100% of 627 lots Maketu 86% of 502 lots <p>Overall 800m accessibility to 11,415 of 11,522 total lots (99%)</p>
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.	≥95,000	164,942	149,295	<p>Total includes only the following:</p> <ul style="list-style-type: none"> Ōmokoroa Plummers Point - 90,815 Paengaroa - 1,951 Waihi Trig - 46,512 Te Puke Kahikatea path - 25,664 <p>NOTE - this year's total includes Te Puke. Total for last year 149,295 (2022).</p> <p>The target for the 2022 was ≥90,000 counts.</p>
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.	No survey	No survey	84%	<p>The next survey is scheduled for 2024.</p> <p>The target for the 2022 survey was ≥90%.</p>
	Increasing resident satisfaction with the quality of recreation and open space opportunities locally and across the District.	No survey	No survey	84%	<p>The next survey is scheduled for 2024.</p> <p>The target for the 2022 survey was ≥90%.</p>

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
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.	<p>Key resident measure</p> <p>Level of satisfaction with our transportation networks (roads, cycling and walkways).</p>	≥60%	48%	54%	Resident satisfaction has remained constant (60%) in respect to walkways and cycleways compared with last year. This measure is an aggregate measure that has been impacted by roading feedback.

Regulatory Services



Overview

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. 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.

Significant effects the regulatory services activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ Wander Dog series and the Doggy Day Out engaging dog owners
	✓ 70% less infringements issued by engaging freedom campers
Economic	✓ Resource consents granted for Ōmokoroa Country Club, Ōmokoroa Town Centre and Te Puke Housing Development
	✗ Building and Resource Consents not processed within statutory timeframes
	✗ PIM applications not processed within statutory timeframes
Environmental	✓ Natural protection lots continue to be monitored
Cultural	No specific action relating to this wellbeing.

Highlights:

In the Resource Consent area several large developments were granted approval in 2022/2023 including the Ōmokoroa Country Club retirement village, Ōmokoroa Town Centre, 100+ lot housing developments on Seddon Street and Dunlop Road, Te Puke, and resource consents for the Rangiora Business Park.

In the building consent area, we are working to improve our processing and approval timeframes for consents. We've developed a system for larger-scaled developments with adequate quality assurance in place. The Building Team has also introduced a new on-line portal that's being rolled out across many building consent authorities. Western Bay of Plenty District Council and Tauranga City Council are early adopters and are now aligned to provide a unified experience for our customers across the District.

The Animal Services team had a highly successful year with their Wander Dog series and the Doggy Day Out. These events allow us to engage with dog owners and forge stronger relationships with our communities, whilst also providing valuable dog training advice. The events were so successful, the Animal Services team has embarked on a winter series of dog related events.

Freedom campers enjoy exploring our region. Four summer ambassadors were employed from mid-December to Waitangi Day, to positively engage with freedom campers and provide information about local facilities. This resulted in 70% less infringement notices being issued this season. Freedom campers were also surveyed to help fine tune the strategy for next season.

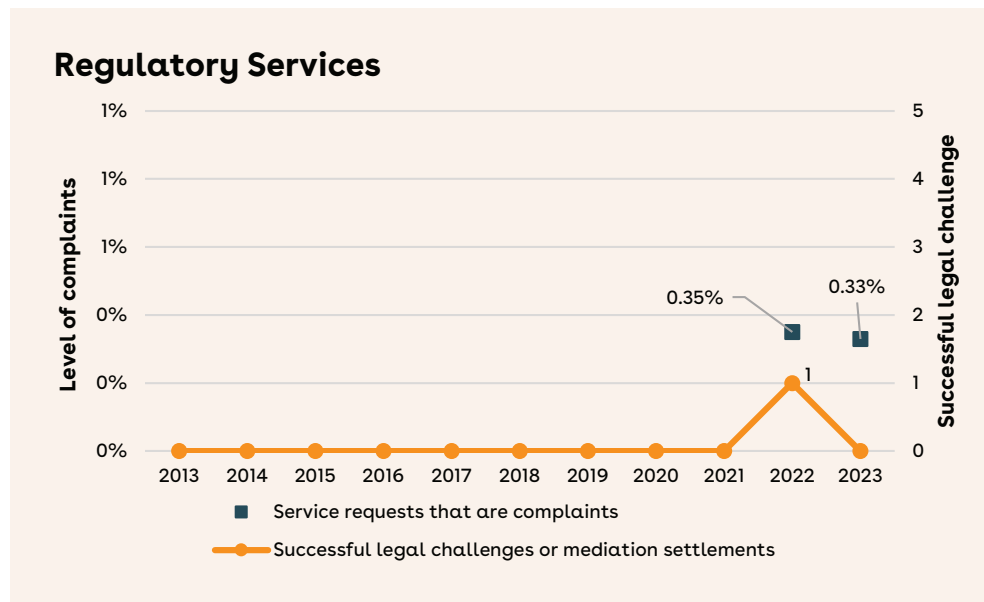
Future Initiatives:

- The Resource Consent team is working to improve its level of service and turn-around times for processing consents, and is gearing-up to process consents for substantial new housing developments and the establishment of industrial parks or commercial zones.
- In the area of Building Services, a second phase of the new online portal will be launched for processing building permits. This is designed to simplify and expedite the application process, ensuring a more efficient experience for our customers.
- The Freedom Camping Act to provide only dedicated Council managed land for self-contained freedom campers. This change will likely change the scope of our monitoring activities.

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



Successful legal challenges or mediation settlements - this monitors instances where there has been a successful legal challenge or mediation settlements. In 2022/23 there were no successful challenges or mediation settlements.

Service requests that are complaints - this monitors the level of complaints received about council regulatory processes. A total of 3,961 regulatory services requests were received of which 13 (0.33%) 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.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
<p>Resource Consent Services The quality of the environment is maintained and enhanced through effective decision making on resource consents.</p> <p>Animal Control Services Provide a safe environment for the public through promoting responsible dog ownership.</p> <p>Building Services Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.</p> <p>Community Protection Improve, protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour.</p>	<p>Key Performance Measure</p> <p>Number of successful legal challenges or mediation settlements (excludes weathertightness claims).</p>	0	0	1	No successful legal challenges or mediation settlements for the Resource Consents activity.
	<p>Key Resident Measure</p> <p>Percentage of service requests that are complaints about Council processes for:</p> <ul style="list-style-type: none"> Animal control Health and Licensing District Plan and Bylaw Compliance Building Resource Consent Compliance and Enforcement 	≤3%	0.33%	0.35%	13 complaints were lodged out of a total 3,961 service requests.
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%	69%	93.2%	Application processing results were negatively impacted by sub optimal staffing and available resources.
	Percentage resource consents monitoring schedule completed to ensure compliance with consent conditions.	100%	100%	99.9%	All 967 consents were monitored as planned.
	Number of resource consent decisions overturned through appeal.	0	0	1	No resource consent decisions were appealed in 2022/2023.
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%	81%	84%	Application processing results were negatively impacted by sub optimal staffing and available resources.

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
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.	≥80%	54.3%	67%	The processing of Requests for Further Information was negatively impacted by sub optimal staffing and available resources. The target for 2022 was ≥75%.
Code of Compliance Certificates are issued within the statutory period.	Percentage of Code of Compliance Certificates that are issued within the statutory timeframe.	100%	93.5%	98%	Results were negatively impacted by suboptimal staffing and available resources. Other factors impacting the results have been addressed with improved systems.
Land Information Memoranda (LIM) and Project Information Memoranda (PIM) will be processed within the statutory timeframe (10 days).	Percentage of LIM and PIM applications processed within the statutory timeframe (10 days).	100%	30% (PIMs) 100% (LIMs)	96%	PIM's assessments have become increasingly complex therefore taking longer because more and more building developments are being undertaken on challenging or marginal land. This has affected the 10 working days timeframe.
Known dogs in our District are registered.	Percentage of known dogs in our District that are registered.	≥98%	96%	96%	The Animal Services Team had a significant push to register as many dogs as possible, the result is advancing towards the target.
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%	87.5%	85%	The awareness of the benefits of microchipping are being pushed by vets and lost dog organizations. All dogs impounded are microchipped on the release back to their owners.
We will respond to customer service requests in a timely manner.	Percentage of service requests received that are actioned within specified timeframe.				
	• Animal	≥90%	98%	95%	Animal – 1,216 service requests received, of which 1,190 were actioned within agreed timeframe.
	• Building	≥90%	99%	93%	Building - 466 service requests received of which 459 were actioned within agreed timeframe.
	• Health	≥90%	94%	88%	Health - 82 service requests received of which 77 were actioned within agreed timeframe.
	• District Plan and bylaw compliance	≥90%	95%	94%	The District Plan / bylaw compliance / resource consent compliance and enforcement are reported together - 1,591 compliance requests were made, of which 1,504 were within prescribed timescales.
	• Resource consent compliance and enforcement	≥90%	95%	94%	

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
Food business are regularly monitored and assessed	Percentage of food businesses that are scheduled for verification are assessed in accordance with statutory requirements.	95%	100%	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%	99.8%	98.9%	Out of 536 infringement notices issued, 1 ticket needed to be cancelled.

Stormwater



Overview

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

Council’s stormwater network is designed to manage the risk of flooding and coastal erosion to buildings and property, in a way that avoids negative impacts on the environment. The stormwater network includes watercourses, open channels, swales, pipes and structures that channel stormwater to a final discharge point. It includes primary and secondary overland flow paths, stormwater detention and stormwater 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.

Significant effects the stormwater activity has had on the four wellbeing areas during the year:

Highlights:

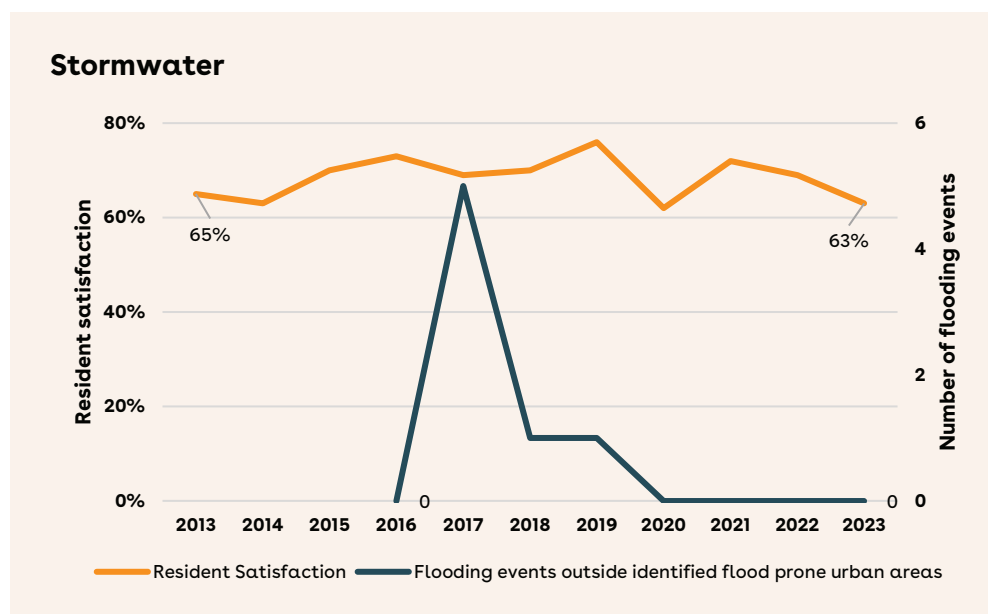
- The region was hit by several storms during the year that caused significant flooding, but only in areas that have been identified as prone to flood.
- Although the rainfall in the first half of 2023 was significantly above average Council’s stormwater network performed well. The reason for that was that most of the rain was from low intensity storms.
- Work has been completed on Pond 5 in Te Puke. This pond will provide stormwater treatment for future growth areas. It suffered damage from the extreme weather this year and is now being monitored after undergoing a clean-up. Designs are underway for retention ponds in this area.
- Work has started on 3 ponds in Ōmokoroa to allow for future growth.
- Two pumpstations were completed in Bowentown to reduce the flooding impact in this area.
- The Waihi Beach Stormwater Model is currently being updated. Once complete Council will review the model and identify potential projects to mitigate ongoing flooding issues and support growth at Waihi Beach.

Wellbeing	Effects (positive and negative)
Social	✓ Waihi Beach Stormwater Model currently being updated to mitigate ongoing flooding issues.
	✓ Work has started on 3 ponds in Ōmokoroa providing for future growth.
Economic	✗ Impact of flooding on households at Waihi Beach.
	✗ Impact of District wide flooding events.
Environmental	✓ Completion of 2 pumpstations in Bowentown to reduce flooding impact.
	✗ Damage to Pond 5 at Te Puke due to extreme weather events.
Cultural	No specific action relating to this wellbeing.

Future Initiatives:

- The focus for stormwater projects will be to support growth in Te Puke and Ōmokoroa and to address the stormwater issues in Waihi Beach.
- The stream bank protection works along 2 Mile Creek are scheduled to begin before the fish passage season.
- Discussions are underway with Tauranga City Council to run a school education program about water, stormwater and waste water on behalf of Western Bay District Council.

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 2023 there were no flood events outside a flood prone area.

Resident satisfaction with Stormwater systems - the level of satisfaction with stormwater systems in 2023 was 63%. This is a decrease from the 2022 result of 69%.

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.

What we provide

- Two dams
- 10 pump stations
- 16 soak holes
- 34km of open drains
- 49 stormwater ponds
- Over 3,320 manholes
- 231km of stormwater pipes (including 1.2km of rising mains)
- 663 catchpits

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Result	Narrative
		Target	Result		
We use an integrated catchment based management approach to provide a stormwater network that minimises risks of flooding events	<p>Key Performance Measure</p> <p>The number of times per annum flooding occurs outside identified flood-prone urban areas during a one-in-50 year or less storm event.</p>	≤3 events	1	0	<p>One habitable floor was identified by Council staff as being inundated during an event on 29 May in Waihi Beach. We have achieved this target.</p> <p>An on-site assessment suggests that the issues is not related to Council’s stormwater network rather the private stormwater system within the property.</p>
	<p>Key Resident Measure</p> <p>Level of resident satisfaction with stormwater systems.</p>	≥65%	63%	69%	<p>With the large number of weather events affecting the District there has been a decrease in residents’ satisfaction compared to the (2021/2022) results of 69% satisfaction with stormwater management.</p> <p>This is likely due to higher-than-average rainfall volumes experienced this year.</p>
	<p>The number of flooding events that occur within the Western Bay of Plenty District.</p> <p>For each flooding event (District wide), the number of habitable floors affected (expressed per 1000 properties connected to Council’s stormwater system).</p>	≤30 (3%) per event	1.72	0	<p>The region was hit by three flooding events. Waihi Beach suffered a significant flooding event on 29 May 2023. Of 52 properties assessed, 23 properties had habitable floors affected. Council has 13,389 properties connected to its stormwater system. We have achieved the target.</p> <p>Council spoke to affected residents at Waihi Beach and collated specific information about the affected properties.</p>
	<p>For a one in ten year flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to Council’s stormwater system).</p> <ul style="list-style-type: none"> • Waihi Beach • Katikati • Ōmokoroa • Te Puke • Maketu 	<p>Per event</p> <ul style="list-style-type: none"> • ≤60 (6%) • ≤10 (1%) • ≤10 (1%) • ≤30 (3%) • ≤30 (3%) 	<ul style="list-style-type: none"> • 0 • 0 • 0 • 0 • 0 	<ul style="list-style-type: none"> • 0 • 0 • 0 • 0 • 0 	

What we do	How we track progress	30 June 2023		2022 Result	Narrative
		Target	Result		
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:				
	• Abatement notices	0	0	0	
	• Infringement notices	0	0	0	
	• Enforcement orders, and • convictions	0	0	0	
	received by Council in relation to those resource consents				
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%	100%	80%	All fieldwork was performed as per the approved consent monitoring plans.
	Number of awareness / education initiatives on best practice delivered.	≥3	0	0	School education events were cancelled due to COVID-19 and have not restarted. These will restart in 2023/2024.
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.				82 enquires were recorded as urgent. This includes the following subtypes: blocked drain/ culvert, flooding private land and flooding home.
	• Urgent	≤60 mins	73mins	73mins	The target for urgent in 2022 was ≤120 mins. The ability to respond within the targeted response times was impacted by the nature and severity of weather events during the year.
	• Non-urgent	≤24 hrs	17hrs 21mins	0	During last year (2022) all non-urgent responses were categorised as urgent, hence the N/A result.
	• The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the Councils stormwater system.	≤30	23.8	2	319 Stormwater complaints for 13,389 connections.

Transportation



Overview

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

Council's transportation activity 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.

Significant effects the transportation activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ Installation of a Bailey bridge on No. 4 Road, Te Puke following a flooding event.
	✓ Ōmokoroa Road and Western Avenue upgrades.
	✗ Annual Residents Satisfaction with transport networks.
Economic	✓ Access to Central Government funding for Local Road initiatives.
	✓ Prole Road (Ōmokoroa) transformation, access to 2,500 new homes development.
Environmental	✓ Additional 1.1kms cycleways and walkways constructed, providing access to reserves.
Cultural	No specific action relating to this wellbeing.

Highlights:

During the Auckland Anniversary weather event there was an unexpected washout of the existing single-lane bridge on No. 4 Road in Te Puke. We acted swiftly to address this, with support from Waka Kotahi NZ Transport Agency. A Bailey bridge which is a portable, prefabricated truss bridge, was installed to restore access for local residents.

Significant upgrades have improved the safety and accessibility of two key roads in Ōmokoroa: Ōmokoroa Road and Western Avenue. These enhancements, with a combined value of nearly \$10 million, were undertaken as part of our preparations for growth on the peninsula.

The completion of the Ōmokoroa Road Urbanisation Stage One and Western Avenue Urbanisation projects marked a milestone, being among the first projects partially funded by the Crown Infrastructure Partners (CIP) fund. Alongside upgrading sections on both roads, totalling 2km, the existing road has been widened to 11.5m and new 2.5m shared paths have been constructed on both sides of the roads. The projects also included undergrounding of powerlines, new streetlights and plantings, two new roundabouts, bus bays, safe crossing points and kerbing.

Construction also began on a significant \$23.5 million roading upgrade in Ōmokoroa. This project is pivotal for the development of 2,500 new homes in the area and supporting the planned Ōmokoroa Town Centre and two future schools. The upgrade encompasses the transformation of Prole Road from a rural road into a suitable urban thoroughfare. Key elements of the project include the reconstruction of 1.7km of road, stretching from Ōmokoroa Road to Waipapa River, the installation of new shared walking and cycling paths on both sides of the road, on-road cycle lanes for experienced cyclists, safe pedestrian crossings, and the creation of a dual-lane roundabout at the intersection of Prole and Ōmokoroa Roads.

The funding for this work is a collaboration between our Council, contributing \$16 million, and \$7.5 million secured through the Government's Infrastructure Reference Group. Construction is expected to finish by early 2025.

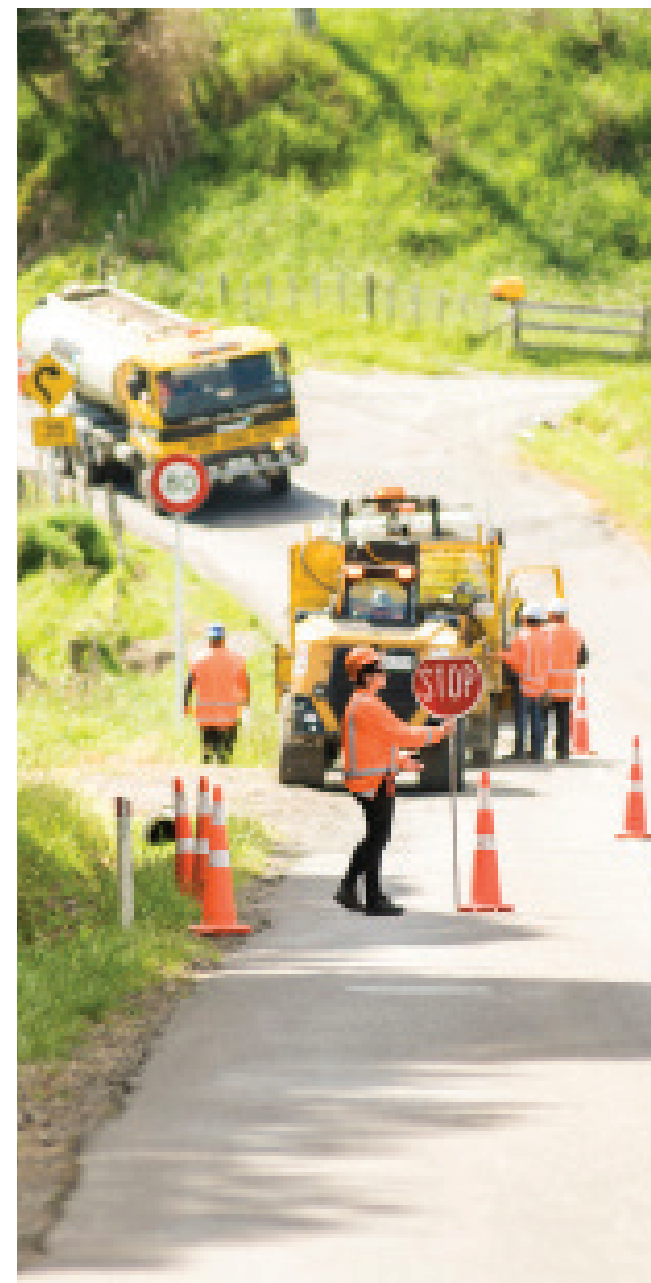
Future Initiatives:

- Waka Kotahi NZ Transport Agency is expected to assess Road to Zero safety measures along the route from Ōmokoroa Road to Loop Road in the upcoming year. The planning and investigation work for the four-lane project is an ongoing effort, and this process is likely to require design changes with wetland mitigations having a significant impact on the project. Collaboration continues between Waka Kotahi NZ Transport Agency, the Department of Conservation, Bay of Plenty Regional Council, local Iwi, landowners, and Council.
- The Manu Taiko consortium, responsible for safety improvements on State Highway 2, is working on new roundabouts on the state highway and Ōmokoroa Road. This includes the four-lane design extending to Prole Road and a second roundabout planned for the Francis Road intersection to serve the industrial area. Waka Kotahi NZ Transport Agency will contribute \$5 million to the project, along with land valued at \$1.49 million. Our role includes managing the project and contributing additional land valued at \$1.93 million.

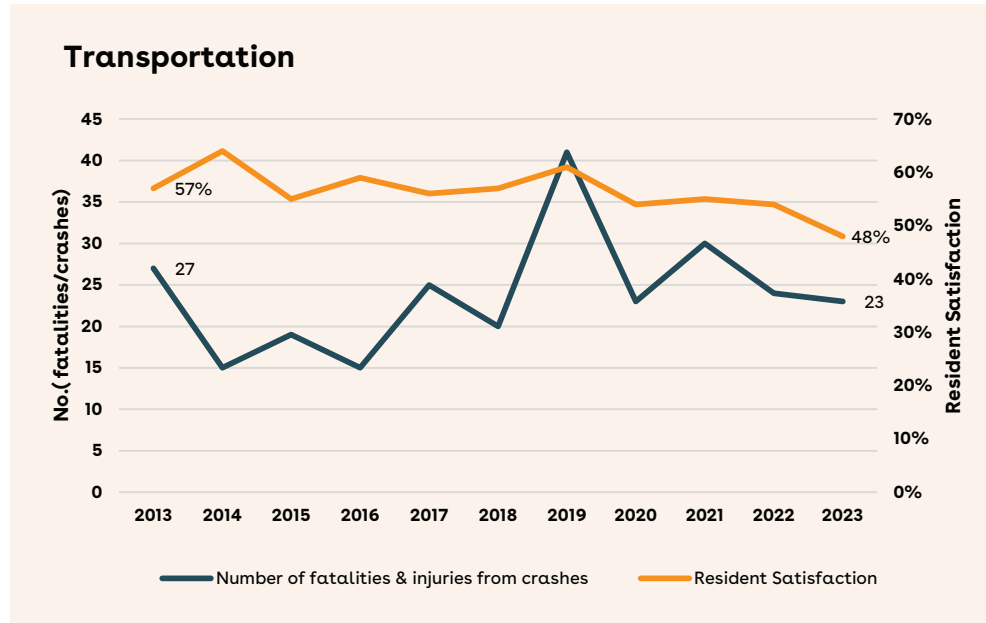
- Our Council and the SmartGrowth leadership group have endorsed the submission of the Tauriko Network Connections business case to the Waka Kotahi NZ Transport Agency Board. The business case outlines improvements for State Highway 29, as well as an upgrade of State Highway 29A. These improvements include widening the existing section of road between Barkes Corner and the Takitimu Drive intersection to six lanes, as well as constructing a new four-lane highway parallel to State Highway 29. The existing highway between Redwood Lane and Takitimu Drive would become a local road, servicing local traffic and multimodal transport.
- Several business cases have been submitted for Waka Kotahi NZ Transport Agency's co-funding consideration, including the Rangiuuru Business Park Interchange, Ōmokoroa roading upgrades, Rangiuuru Business Park local roading, Welcome Bay Road improvements, Te Puke to Maketu Road shared path and No. 1 Road improvements.

What we provide

- 1,073km roading network with connections to State Highways
- 177km urban roads
- 895km rural roads
- 915km sealed roads
- 157km unsealed roads
- 248 bridges
- 3,715 streetlights (excludes State Highways)
- 200km hard surfaced footpaths
- 6km metalled surfaced footpaths



Service performance results



Number of fatalities and injury crashes on the local road network - in 2023 there were 4 fatalities and 19 serious injuries from crashes on our local roads.

Resident satisfaction with Transportation - this survey monitors the level of satisfaction with roading, cycleways and walkways. The result for 2023 was 48%, which is a decrease from 54% in 2022. Key reasons for dissatisfaction being the perceived need to widen the roads and delays caused due to roadworks.

Goals

- Transportation networks support and promote economic development
- The impact on the environment of the transportation system is mitigated where practicable
- Transportation networks support and promote economic development
- Transport systems enable healthy activity and reduce transport-related public health risks
- Transport systems improve access and mobility
- Land use and transportation network planning are integrated.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
<p>Transportation networks support and promote economic development.</p> <p>The impact on the environment of the transportation system is mitigated where practicable. Transport systems enable healthy activity and reduce transport-related public health risks.</p> <p>Transport systems improve access and mobility.</p> <p>Land use and transportation network planning are integrated.</p>	<p>Key Performance Measure</p> <p>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.</p> <ul style="list-style-type: none"> Fatal crashes Serious injury crashes 	<p>≤0</p> <p>≤0</p>	<p>1</p> <p>-1</p>	<p>-3</p> <p>-5</p>	<p>Fatalities: 4 (2022/2023): 3 (2021/2022)</p> <p>Serious Injury crashes (fatality and seriously injured people): 23 (2022/2023): 24 (2021/2022).</p>
	<p>Key Resident Measure</p> <p>Level of satisfaction with our transportation networks (roads, cycling and walkways)</p>	<p>≥60%</p>	<p>48%</p>	<p>54%</p>	<p>Resident dissatisfaction has increased with respect to the transportation network.</p>
	<p>The percentage of customer service requests relating to roads and footpaths to which Council responds within 15 working days.</p>	<p>≥90%</p>	<p>N/A</p>	<p>77%</p>	<p>No system currently set up to measure.</p>
	<p>Level of customer satisfaction with action taken to resolve service requests.</p>	<p>≥85%</p>	<p>89.6%</p>	<p>90.6%</p>	
<p>We will respond to customer transport related issues.</p> <p>The network and its facilities are up to date, in good condition and fit for purpose.</p>	<p>The average quality ride on a sealed local road network, measured by smooth travel exposure.</p>	<p>≥90%</p>	<p>96.6%</p>	<p>98%</p>	
	<p>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.</p> <ul style="list-style-type: none"> Sealed roads Unsealed roads <p>Please note: (0 = defect free: 5 = unsatisfactory)</p>	<p>0.3</p> <p>3.0</p>	<p>0.1</p> <p>1.9</p>	<p>0.3</p> <p>1.7</p>	

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
The network and its facilities are up to date, in good condition and fit for purpose.	The percentage of sealed network that is more than one metre under width, as per road classification.	23%	25%	17.2%	The target for 2022 was 22% Population growth is driving traffic volume requiring existing roads to be wider to meet roading classification requirements. Council has not met the target for the current year.
	The percentage of the sealed local road network that is resurfaced.	≥4%	7.1%	6%	65.9cl.km out of 932cl.km (cl.km is centreline kilometres)
Adverse environmental effects, such as dust, noise and vibration are managed effectively.	Length of unsealed roads (km).	≤155km	157km	157.9km	The target for 2022 was ≤158km
	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	0	
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%	97%	96.8%	
	The increase in total length of cycleways and walkways within the District.	≥1,000m	1,101m	308m	1,101m of new walkways were constructed during 2022/23 year (308m in 2022).

Water Supply



Overview

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

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 customers include residential, commercial, horticultural and agricultural users.

Significant effects the water supply activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ Progress on potential water fluourodation treatment.
	✗ Drinking water treatment and distribution standards not met.
Economic	✓ Reservoir levels maintained supporting current growth.
Environmental	✓ Progress made in identifying new groundwater resources.
Cultural	✓ Water Safety Plans submitted to Taumata Arowai.

Highlights:

We have moved to adopt new water regulations following updates to the Drinking Water Standards. To comply involves adjusting testing protocols, enhancing the Water Safety plan, and infrastructure upgrades.

The Water Services Act stipulates that Councils must ensure a sufficient water supply to accommodate future growth. Substantial progress has been made to identify new groundwater sources within the Eastern (Te Puke, Maketu, Paengaroa and Pukehina areas) and Central (Ōmokoroa, Te Puna and Minden areas) supply zones, which are experiencing expansion. These production bores are anticipated to be working in 2024/2025, and will enhance our water supply capacity for these regions.

Water Safety Plans have been submitted to the newly established Taumata Arowai, for each of the District's 5 water supply systems. This plan guides operational activities, risks, and informs future improvements.

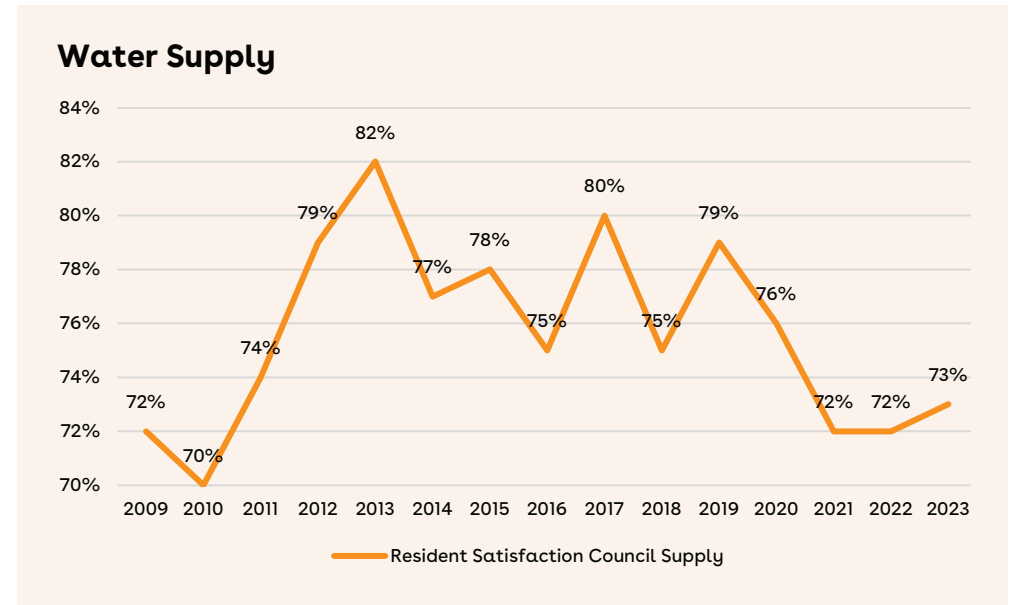
Future Initiatives:

- To accommodate growth in the Central Zone (Ōmokoroa, Te Puna and Minden areas) a reservoir and treatment plant upgrade will be needed. Considerable progress has been made with the planning of the upgrades and procurement will start in 2023/2024 with construction to be completed in 2024/2025. Provision will be made in the designs for UV (Ultraviolet) installation to achieve Class 4 treatment standards and enable the potential for fluoride dosing.
- The need to upgrade treatment plants to achieve class 4 treatment and potential fluoridation in future, has meant we need to plan future treatment plant upgrades. Work is well underway to develop masterplans for the treatment plants. This will assist with prudent financial planning in the design process.
- Many of our Council's bores have reached a point where significant maintenance is needed to ensure they are reliable. Work has started to refurbish these 15-20-year-old bores, and will continue for the next 5 years across the District. About 25% of the Council water network has asbestos cement pipes that have reached or are approaching the end of their life. Roughly 11% of these pipes have been replaced in the last decade and the balance will be replaced over the next 15 years.
- The Department of Internal Affairs is progressing with the Affordable Waters Reform. In April 2023 Government announced that 10 new entities will be created. Our Council will be part of the Bay of Plenty entity that is scheduled to go live in October 2025. Legislative changes still need approval before this proposal will go ahead. Balancing active participation in reform discussions, with the regular operational demands remains a challenge, and the reforms will be a significant focus in the upcoming year.

What we provide

- Nine water treatment plants
- 18 bores at nine bore fields
- 26 reservoir and tank sites
- 26 booster pump stations
- About 915km of pipes
- 17,880 connections and meter sets

Service performance results



Resident satisfaction with the quality of Council Water Supply - this survey monitors the level of satisfaction with the Council water supply. In 2023 the result was 73%. Key reasons for dissatisfaction were silica, build-up stains and hard 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.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
Provide potable water of an appropriate standard and quality to meet the needs of consumers within the three supply zones.	<p>Key Performance Measure</p> <p>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)</p> <ul style="list-style-type: none"> • B or better for treatment • b or better for distribution 	100%	100%	100%	
		100%	100%	100%	
Sustainably manage our water resource, water supply infrastructure and consumer use of water across the three supply zones	<p>Key Resident Measure</p> <p>Level of resident satisfaction with the quality of Council's water supply.</p>	≥80%	73%	72%	Key reasons for dissatisfaction include silica, build-up stains & hard water
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%	100%	
	Percentage of year where reservoirs are maintained at a minimum of 50% full, in accordance with Ministry of Health Requirements.	100%	99%	100%	One reservoir dropped below 50% due to a bore failure but that was for less than one day

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.	<p>The extent to which Council's drinking water supply complies with:</p> <ul style="list-style-type: none"> Part 4 of the drinking-water standards (bacterial compliance criteria), and Part 5 of the drinking-water standards (protozoal compliance criteria) 	≥99%	Part 4 - 44% Part 5 - 0%	0% 0%	<p>This metric was established prior to the implementation of Taumata Arowai's new regulations, which became effective on November 14, 2022, but were reported against starting January 1, 2023. Consequently, our performance is being reported against two distinct sets of criteria. The compliance with both sets of requirements underwent independent assessment and verification by an independent auditor.</p> <p>From 1 July 2022 – 31 December 2022 we measured compliance against Parts 4 and 5 of the Drinking Water Standards 2005, (revised 2018) with a target of ≥99% bacterial and protozoal compliance for treatment plants.</p> <p>Part 4 - We fulfilled the test quantity criteria but fell short of the maximum allowable days between samples for a specific period. For the 1st quarter we met compliance for 7 plants out of 8, and for the 2nd quarter we were non-compliant in all 8 plants.</p> <p>Therefore, the result of 44% compliance is 7 of 16 reporting periods.</p> <p>Part 5 - This non-compliance is attributed to the treatment plants' incapability to execute protozoal treatment. To attain protozoal compliance, essential infrastructure enhancements are necessary.</p>

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.	<p>The extent to which Council's drinking water supply complies with:</p> <ul style="list-style-type: none"> Part 4 of the drinking-water standards (bacterial compliance criteria), and Part 5 of the drinking-water standards (protozoal compliance criteria) 		Treatment compliance: 0%	N/A	<p>From January 1, 2023, the reporting of new Drinking Water Quality Assurance Rules (DWQAR) has commenced, as introduced by Taumata Arowai. These regulations gauge compliance based on the following criteria: Bacterial, protozoal, chemicals, and cyanotoxin for treatment plants, and microbiological, residual disinfection, disinfection by-products, and plumbosolvent metal rules for distribution networks.</p> <p>From 1 January 2023 - 30 June 2023 we measured compliance against the newly introduced standards.</p>
			Distribution compliance: 20%	N/A	<p>Treatment plant compliance could not be met due to the inability to treat Protozoa. Distribution compliance has not been met due to inadequate number of compliance tests and network analysers that needs to be installed to comply with new rules. 1 out of 5 (therefore 20%) distribution zones as listed below was compliant.</p> <p>Compliant - Te Puke</p> <p>Non-Compliant - Athenree, Katikati, Ōmokoroa-Minden, Pongakawa</p>

What we do	How we track progress	30 June 2023				2022 Results		Narrative
		Target		Result		P4	P5	
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.	Distribution Zones (Yes or No)	P4	P5	P4	P5	P4	P5	<p>This metric was established prior to the implementation of Taumata Arowai’s new regulations, which became effective on November 14, 2022, but were reported against starting January 1, 2023. Consequently, our performance is being reported against two distinct sets of criteria. The compliance with both sets of requirements underwent independent assessment and verification by an independent auditor.</p> <p>From 1 July 2022 – 31 December 2022 we measured compliance against Parts 4 and 5 of the Drinking Water Standards 2005, (revised 2018) with a target of whether distribution zones were compliant or non-compliant.</p> <p>Council lost its secure bore status. Infrastructure upgrades are required to either regain secure bore status or provide UV (Ultraviolet) treatment. Provision was made in the 2021-2031 LTP for UV’s will comply with new Taumata Arowai rules and standards.</p>
	• Athenree	Y	Y	Y	N	Y	N	
	• Katikati	Y	Y	Y	N	Y	N	
	• Ōmokoroa Minden	Y	Y	Y	N	Y	N	
	• Pongakawa	Y	Y	Y	N	Y	N	
	• Te Puke	Y	Y	Y	N	Y	N	
					Treatment compliance: 0%		N/A	<p>From January 1, 2023, the reporting of new Drinking Water Quality Assurance Rules (DWQAR) has commenced, as introduced by Taumata Arowai. These regulations gauge compliance based on the following criteria: Bacterial, protozoal, chemicals, and cyanotoxin for treatment plants, and microbiological, residual disinfection, disinfection by-products, and plumbosolvent metal rules for distribution networks.</p> <p>From 1 January 2023 – 30 June 2023 we measured compliance against the newly introduced standards.</p>
				Distribution compliance: 20%		N/A	<p>Treatment plant compliance could not be met due to the inability to treat Protozoa. Distribution compliance has not been met due to inadequate number of compliance tests and network analysers that needs to be installed to comply with new rules. 1 out of 5 (therefore 20%) distribution zones as listed below was compliant.</p> <p>Compliant - Te Puke Non-compliant - Athenree, Katikati, Ōmokoroa-Minden, Pongakawa.</p>	

What we do	How we track progress	30 June 2023		2022 Results	Narrative
		Target	Result		
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 the networked reticulation system. To be monitored through the water metering system.	≤25%	21.6%	16.5%	The water losses in this measure are calculated by deducting the volume of water sold and unbilled water usage (or non-revenue water) from the total volume of water produced. Non-revenue water includes leaks (real water losses), water used for firefighting and operational use like flushing.
	The average consumption of drinking water per day per resident within the Council's District	≤200 litres	206 litres	210 litres	The target for 2022 was ≤220 litres
We will respond to customers issues with the water supply.	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 Non-urgent call outs 	≤60 mins ≤24hrs	57mins 24hrs 18mins	66mins 25hrs 50mins	
We will respond to customers issues with the water supply.	Resolution of call-outs: from the time Council receives notification is received to the time service personnel confirm resolution of the fault or interruption.				Non-urgent call outs improved from last year but did not meet the target of 28 hours. Systems are being reviewed with contractors to ensure future targets are met.
	<ul style="list-style-type: none"> Urgent call outs Non-urgent call outs 	≤5hrs ≤28hrs	3hrs 17mins 32hrs 13mins	4hrs 34mins 44hrs 6mins	
	Total number of complaints received by Council about any of the following:				144 complaints for 17,880 connections
	<ul style="list-style-type: none"> Drinking water clarity, taste, odour pressure or flow Continuity of supply and Council's response to any of these issues expressed per 1000 connections to the networked reticulation system.	≤30	8.1	48	



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 land use 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.

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

- increasing biodiversity and 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 the natural environment and sustainable living activity has had on the four wellbeing areas during the year:

Highlights:

Our Council, in collaboration with Bay of Plenty Regional Council (BOPRC), continues its efforts to protect areas of natural significance in the District. Through various environmental programmes, the focus remains on supporting landowners and the Council in preserving ecologically important spaces. These initiatives aim to safeguard natural habitats, biodiversity, and ecosystems and foster a sustainable environment for present and future generations.

We continued to support environmental education programmes within primary and secondary schools, and during field trips. These programmes foster ecological awareness and environmental stewardship. Over 600 students were involved in 31 in-class sessions, providing students with valuable theoretical knowledge on environmental conservation, sustainability, and biodiversity. Over 30 field trips were held, allowing students to experience first-hand the natural beauty and ecological significance of their local environment.

We have also fostered strong relationships with hapū and local environment groups to ensure that the programmes incorporate and respect Mātauranga Māori. By incorporating Māori perspectives and values, the initiatives promote a holistic and culturally inclusive approach to environmental education.

Wellbeing	Effects (positive and negative)
Social	✓ Environmental education programmes operating in primary and secondary schools across the District
	✗ Annual Residents Satisfaction with promotion of employment/business opportunities
	✗ Annual Residents Satisfaction with promotion of Town Centres and events
Economic	✓ Environmental projects across the District supported by the Community Matching Fund
Environmental	✓ Organisations working to protect and enhance areas of high ecological value funded to carry out volunteer management and pest control
	✓ Private land covenanted through a protection lot monitored for compliance with requirements to manage pests
Cultural	✓ Ensuring programmes incorporate and respect Mātauranga Māori

In March 2023, the month-long Sustainable Backyards event, coordinated by Envirohub, had another successful run. The event featured a series of activities and workshops across the District and helped raise awareness of sustainable practices and environmental stewardship. By partnering with Envirohub and other stakeholders, we facilitated a wide range of events that covered topics such as waste reduction, energy efficiency, water conservation, and more.

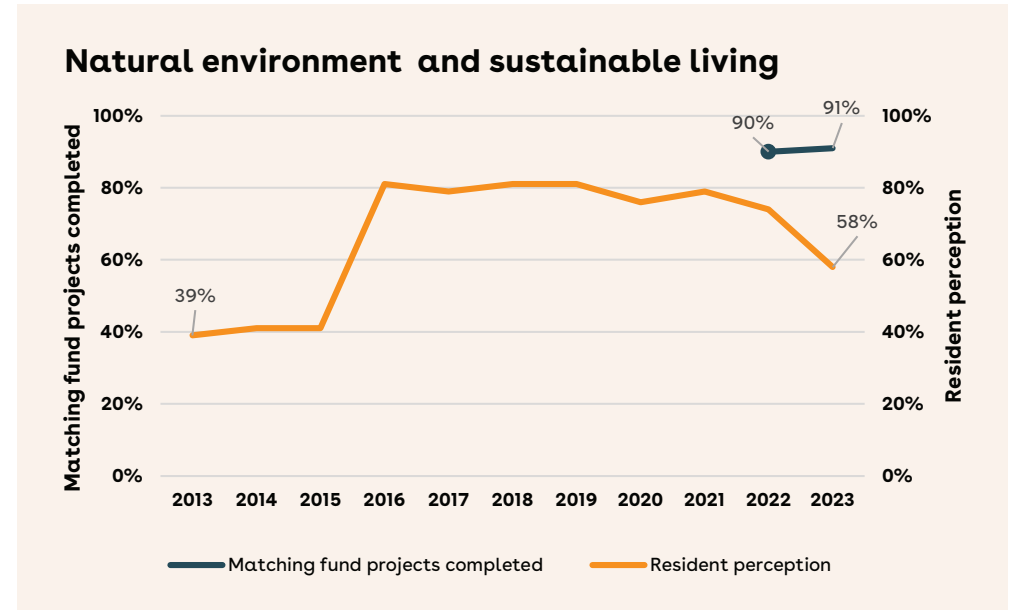
Future Initiatives:

- A new programme, Space for Nature will launch in 2023. This programme aims to support townships within the District to enhance biodiversity outcomes in their local areas. By encouraging residents and businesses to create green spaces and natural habitats in their own backyards, we seek to promote a healthier environment and improve ecological diversity. The 'Space for Nature' programme will likely involve educational workshops, resources, and incentives to encourage the community's active participation in conservation efforts.
- We will run a spatial planning exercise in Te Puke to assess the blue and green networks in the area to understand their current state and effectiveness. Blue/green networks are a way of planning, based around waterways (blue), and planting and parks (green). The aim is to identify any opportunities for improvement and to better integrate and enhance the town's natural and water resources. This mahi will ensure that Te Puke's development aligns with sustainability principles and fosters a more harmonious relationship between urban and natural environments.

What we provide

- Education programmes and initiatives
- Liaison with councils and partners focussing on environmental issues
- Environmental programmes
- Support for:
 - Environmental service delivery providers
 - Community groups

Service performance results



Community matching fund projects completed - The community matching fund provides community funding for environmental initiatives. Of the environmental projects granted funding, 91% were completed in 2023.

Resident perception of an improvement in environmental features - For 2023 the result was 58% which is a decrease from 2022 result of 74%.

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

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Result	Narrative
		Target	Result		
We support multi-agency programmes and community-led programmes that increase indigenous biodiversity, improve water quality and protect significant natural habitats and cultural heritage sites, in both urban and rural environments	Key Performance Measure Percentage of projects funded through Community Matching Fund completed.	≥90%	91%	90%	Projects have been successfully funded and completed. The Community Matching Fund is well received and recognised in the community. 1 project delayed. Key reasons for dissatisfaction include poor water quality, better control of pollution, roadside litter & plants damaging wildlife.
	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%	58.2%	74%	
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.	≥10 ha	29.3 ha	1,802 ha	
	Number of protection areas monitored	≥50	100	80	
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	6	10	31 events were delivered during Sustainable Backyards, 5 events for Sustainable Backyards Bitesize, 1 event for Predator Free initiative along with 184 new trappers, Sustainable Neighbourhoods programme, 4x Migrant Communities Initiatives and 5 Ecological Connectivity Strategy engagement sessions.
	Number of schools engaged in local environmental and sustainable living initiatives led by local organisations	≥6	11	10	
Use structure planning processes and assessment tools to develop blue/green networks to maintain and protect natural assets.	Percentage of structure plans incorporating a blue/green network plan.	100%	100%	0%	Ōmokoroa Structure Plan Stage 3 has been notified as part of Plan Change 92. The plan change and Stage 3 structure plan includes extensive use of the existing gully network and associated zoning of Natural Open Space.

Wastewater



Overview

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

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.

Significant effects the wastewater activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ New UV system installed at Katikati treatment plant.
	✓ Improvement of effluent quality at Te Puke treatment plant.
	✓ Te Puna village uptake for system connections reducing the number of non-compliant septic systems.
Economic	✓ New pumpstation installed in Hartwood Avenue, Ōmokoroa.
	✗ High level of complaints received about the sewerage systems including grinder pump issues.
Environmental	✗ Stormwater infiltration at Katikati treatment plant resulting in overflow into wetlands, later required to be desludged.
Cultural	✗ Maketu irrigation field bore monitoring providing non-compliant results.

Highlights:

The District received an above average amount of rainfall during the first 6 months of 2023. This was combined with high intensity storms that had a significant impact on the wastewater treatment plants. The Katikati plant was worst affected with high stormwater infiltration. The result was that the wetland could not provide adequate emergency storage and water had to be over pumped to the harbour on two occasions. The wetlands were desludged to improve the outflow quality. A new UV system has been installed at the Katikati Wastewater Treatment Plant (WWTP). A masterplan was also developed to better understand future upgrade requirements.

Site investigations were also completed for the alternative disposal options for the Te Puke WWTP. The purpose of the investigation was to determine the suitability of these sites for land disposal.

A new pumpstation was installed in Hartwood Avenue Ōmokoroa to accommodate future growth in the area. The growth in Ōmokoroa is limited by the capacity of the existing main pumpstation pumping effluent to Tauranga. To optimise this capacity, we will only allow sealed wastewater systems in future housing developments to reduce infiltration.

We have seen an improvement of effluent quality at the Te Puke WTPP with phosphorous levels all within the consent limits. Work has also progressed with the design of the new plant.

To reduce the number of non-compliant septic systems in Te Puna Village, we installed a pressure network. It has been positive to see a good uptake of private owners connecting to the new system, which will reduce the environmental impact in the Te Puna area in the long run.

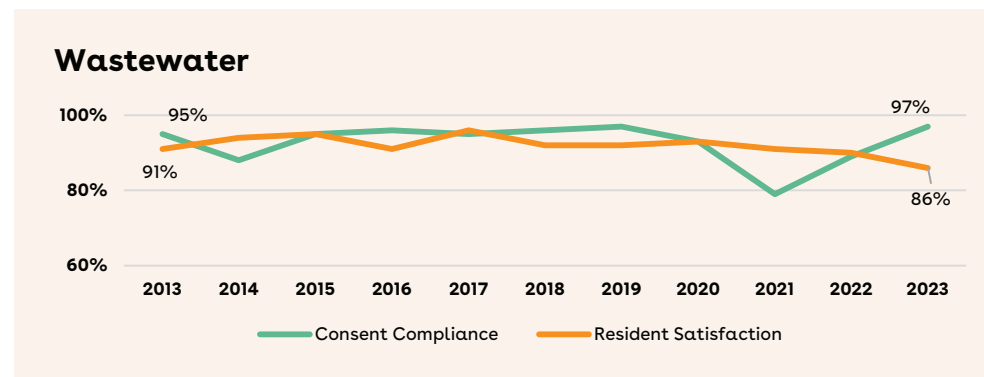
Future Initiatives:

- Work is underway to design a new treatment plant at Te Puke as well as an irrigation field for Maketu, both of which will improve our compliance at these two plants.
- With this year’s storms and flooding there was a lot of infiltration in the Waihi Beach network that led to overflow on the network and plant. We reached agreement with the community to raise private gully traps in the areas susceptible to flooding.
- A trial run at the Katikati WWTP to test new technology showed superior results. Work will progress in the next year to complete the design and progress construction. This will enable us to consistently meet discharge consent requirements. Two pipe breaks occurred on the Katikati outfall pipe. The condition of the pipe and complexity of repairs means we will replace the pipe or implement alternative options.

What we provide

- Five treatment plants
- 63 pump stations
- 307.8km of pipes
- 712 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 2023 targets at all treatment plants were achieved except for Maketu.

Resident satisfaction with sewage disposal systems - the result for 2023 was 86%.

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.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Result	Narrative
		Target	Result		
All areas in our District served by Council's reticulated wastewater disposal systems meet acceptable health, safety and environmental standards	<p>Key Performance Measure</p> <p>Percentage compliance with Resource Consents for each wastewater scheme</p> <ul style="list-style-type: none"> • Katikati • Maketu/Little Waihi • Te Puke • Waihi Beach • Ongare Point 	<p>≥90%</p> <p>≥96%</p> <p>≥90%</p> <p>≥97%</p> <p>≥95%</p>	<p>98%</p> <p>89%</p> <p>100%</p> <p>100%</p> <p>100%</p>	<p>70%</p> <p>94%</p> <p>90%</p> <p>97%</p> <p>95%</p>	<p>Design improvements and desludging has been a focus area and there is work progressing on that. Maketu irrigation field bore monitoring non-compliant results have been a known ongoing issue</p> <p>The target for Maketu/Little Waihi in 2022 was ≥94%.</p>
	<p>Key Resident Measure</p> <p>Level of resident satisfaction with Council's reticulated wastewater disposal system.</p>	<p>≥90%</p>	<p>86%</p>	<p>90%</p>	
Maintain wastewater systems and have capacity to meet demand. Provide wastewater services that meet customer needs.	<p>The number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system.</p> <p>NOTE: only applies when, 1mm of rain has fallen in a 24 hour period.</p>	<p>≤2</p>	<p>1.45</p>	<p>4.68</p>	<p>There were 16 reports of dry weather overflows for 11,015 sewer connections recorded</p>
	<p>Compliance with resource consents for discharge from the sewerage system measured by the number of:</p> <ul style="list-style-type: none"> • Abatement notices • Infringement notices • Enforcement orders • Convictions <p>received in relation to those resource consents.</p>	<p>0</p> <p>0</p> <p>0</p> <p>0</p>	<p>0</p> <p>0</p> <p>0</p> <p>0</p>	<p>0</p> <p>0</p> <p>0</p> <p>0</p>	

What we do	How we track progress	30 June 2023		2022	Narrative
		Target	Result	Result	
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. 	≤60mins	56mins	51mins	
	The total number of complaints received by Council about: <ul style="list-style-type: none"> Sewerage odour Sewerage system faults Sewerage system blockages Council's response to issues with sewerage system Expressed per 1000 connections to the Council's sewerage system.	≤40	51.8	33	570 complaints for 11,015 connections. 354 of 570 complaints received were related to grinder pumps, where an aging infrastructure of these pumps is contributing to problems. It has been proposed to allocate funding in the upcoming LTP for renewal and upgrade of Pumps in Maketu to address these issues.

Solid Waste



Overview

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

Our Solid waste activity 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 activity is to reduce the amount of waste produced by reducing, reusing, recycling and recovering waste going to landfill.

Significant effects the Solid Waste activity has had on the four wellbeing areas during the year:

Highlights:

Our Kerbside Collective team, which handles rubbish and recycling services for our communities, has been gradually expanding its services to include more households. We have been actively identifying additional properties and 22 new roads were added to our collection route.

By the end of June 2023, the kerbside collection service reached 18,865 households. Out of these, 12,211 households received the full service, which includes food scrap collection. However, 6,809 households, mainly located in remote rural areas, still do not have access to the kerbside collection service due to practical challenges. For these households, we are providing a mobile recycling service at three designated sites.

To make the collection process more efficient, we designed a new PAYT tag (Pay-As-You-Throw) with input from residents. This tag has proven to be effective even in bad weather conditions, and easily falls into the collection hopper as intended.

In the year ending 30 June 2023, we successfully diverted 3,724 tonnes (42%) of waste from ending up in landfill, leaving 5,070 tonnes (58%) to be sent to landfill. The materials that were diverted from landfill included 487 tonnes of food scraps, 1,458 tonnes of glass, and 1,779 tonnes of mixed recycling.

Wellbeing	Effects (positive and negative)
Social	✓ Mobile recycling service set up at three designated sites for households with no access to kerbside collection.
	✓ Annual Residents Satisfaction with household rubbish disposal methods.
	✓ Zero waste education programs provided.
Economic	✓ New PAYT (Pay as you throw) tag implemented.
	✓ Business waste minimisation provided.
Environmental	✓ 42% (3,724 tonnes) of waste diverted from landfill.
	✓ Availability of 3 hazardous waste drop off points at Athenree, Katikati and Te Puke.
	✓ 22 new roads added to Kerbside collection route.
Cultural	No specific action relating to this wellbeing.

Future Initiatives:

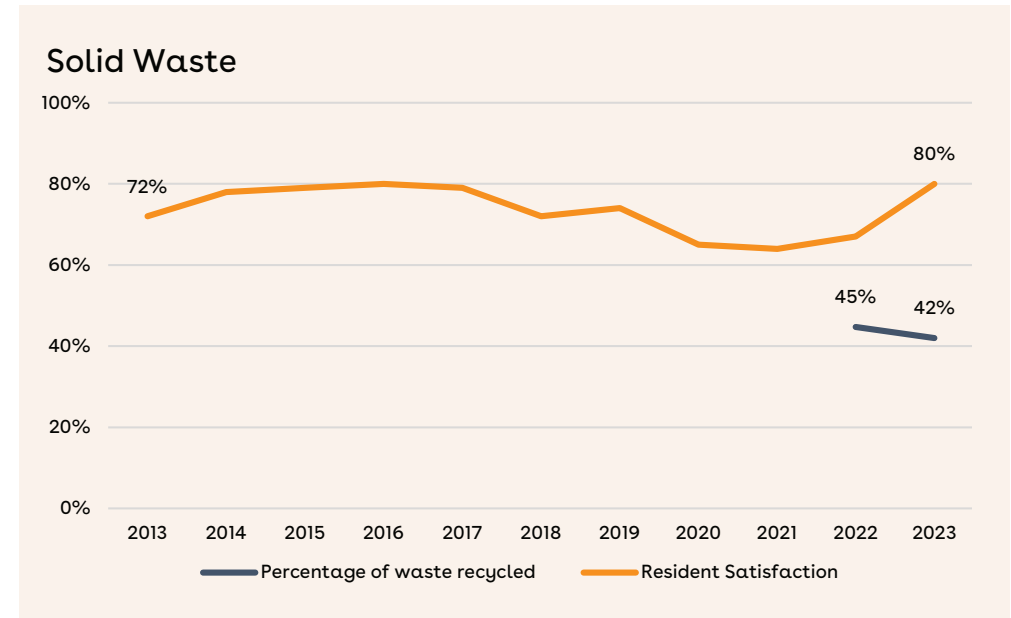
We will:

- Implement Community Resource Recovery Centres at Te Puke and Katikati Recycle Centres.
- Collaborate with the kerbside bin inspector to reduce contamination in mixed recycling bins and monitor the national standardisation of kerbside recycling collections.
- Promote the reduction of food waste in rubbish bins and encourage more households to participate in the food scrap collection.
- Advocate and raise awareness about the circular economy in all waste-related initiatives.
- Align all our actions and initiatives with the new Aotearoa Waste Strategy and our Council's Waste Minimisation Management Plan.
- Work towards providing a construction and demolition waste collection and facility for the District.

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
- Kerbside recycling, glass, food scraps and general waste services.

Service performance results



Waste recycled - A total of 8,794 tonnes of waste was collected of which 42% was recycled. This exceeded the target of $\geq 33\%$.

Resident satisfaction with household rubbish disposal methods - the level of satisfaction with household disposal methods was 80% in 2023, an increase from 67% in 2022.

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 for our community.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Result	Narrative
		Target	Result		
<p>All areas in our District served by Council's reticulated wastewater disposal systems meet acceptable health, safety and environmental standards.</p> <p>Assist small urban communities along the Tauranga Harbour to ensure that the wastewater disposal options available to them meet health and safety requirements.</p> <p>Apply the latest proven and cost effective waste management and minimisation approaches.</p> <p>To collect information to enable decision making.</p> <p>To create benefit for our community.</p>	<p>Key Performance Measure</p> <p>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.</p>	No audit	42%	N/A	<p>In total 8,794 tonnes of waste were collected - 3,724 tonnes of that were diverted from landfill.</p> <p>The target for 2022 was ≥33%.</p>
	<p>Key Resident Measure</p> <p>Percentage level of customer satisfaction with household rubbish disposal methods.</p>	≥80%	80%	67%	
<p>All Council-owned solid waste facilities' including closed landfills, meet environmental standards.</p>	Number of abatement / infringement notices issued.	0	0	0	Complying with resource consent conditions.
	Number of greenwaste and/or recycling facilities provided.	≥4	4	4	Greenwaste drop-off sites operational in Athenree, Katikati, Ōmokoroa and Te Puke
	Number of initiatives funded by the Ministry for the Environment Waste Minimisation.	≥1	6	6	Zero waste education, Business waste minimisation, Waste Free Living, Love Food Hate Waste, Home worm composting and Mobile recycle centres trailers
	Number of hazardous waste drop off points.	3	3	3	Available at Athenree, Katikati and Te Puke



Te tautoko i tā tātou ōhanga

Supporting our economy

Economic development



Overview

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, enabling an environment for collaboration and shared outcomes.

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

Significant effects the economic development activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Mayors Taskforce for Jobs, Ara Rau Skills and Employment Hub, and Poutama Pathways for Rangatahi supporting youth into employment, education and training.
Economic	<ul style="list-style-type: none"> ✓ Local providers working to enhance local town centres and communities through events and promotions. ✗ Annual Residents Satisfaction with promotion of employment and business opportunities. ✗ Annual Residents Satisfaction with promotion of town centre events in Katikati, Te Puke and Waihi Beach.
Environmental	<ul style="list-style-type: none"> ✓ Tourism Bay of Plenty’s ‘The Green Room’ programme in Waihi Beach, supporting sustainable business practices.
Cultural	No specific action relating to this wellbeing.

Highlights:

Waihi Beach successfully launched ‘The Green Room’ with the support of Tourism Bay of Plenty and other funding and delivery partners. This initiative is a 12-week course designed to assist businesses in the tourism sector in their transition towards zero carbon and environmentally sustainable practices. The programme aims to guide and support businesses in adopting eco-friendly measures and reduce their carbon footprint.

Youth pathways to employment have been a significant focus. Priority One’s Ara Rau Skills and Employment Hub organised several successful industry open days. These events were designed to attract prospective employees and young individuals looking for future career opportunities. The Hub’s efforts aim to address skill gaps in the region and create a workforce that is better aligned with the needs of the local job market.

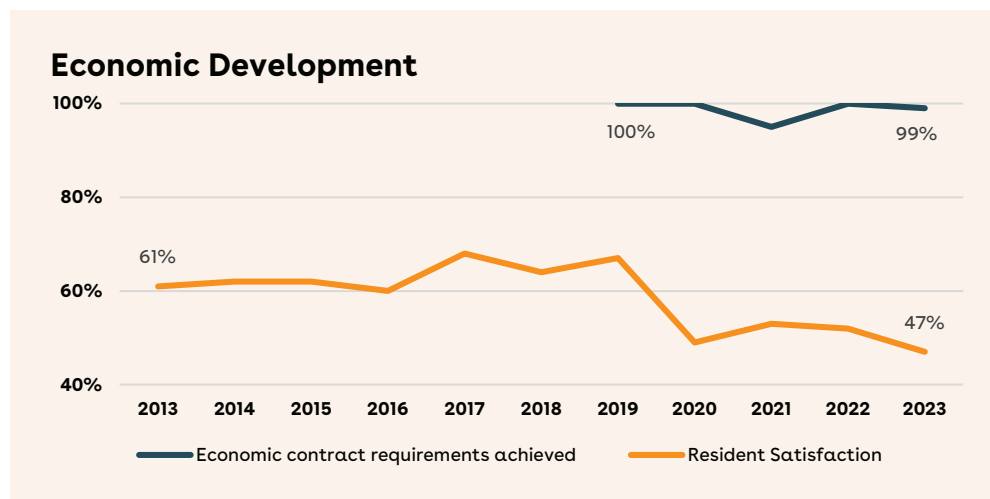
Council became a member of the Mayor’s Taskforce for Jobs. Based in the Te Puke and Maketu area, the programme coordinator works with local youth to find them a job or training. In the Katikati and Waihi area the He Poutama Pathways for Rangatahi programme offers a similar service.

Local service delivery contractors, Te Puke Economic Development Group, EPIC Te Puke, Katch Katikati, and Waihi Beach Events and Promotions played a significant role in delivering or supporting successful community events. These events included The ECHO Walking Festival, Festival of Cultures, Matariki events, and Christmas celebrations.

Future Initiatives:

- The annual Flavours of Plenty festival, which celebrates local produce, is set to be even more impressive in 2024. This event is not only a platform for local businesses to highlight their products, but also an opportunity for the community and visitors to experience the rich flavours and culinary talents. The festival aims to attract more participants, elevate the quality of offerings, and create a memorable experience for all attendees.
- Our service delivery contractors have planned a range of initiatives to support the growth of local businesses. Through events like Business After 5 gatherings, business breakfasts, and green drinks, local entrepreneurs will have opportunities to network, collaborate, and share ideas. These events provide an informal setting to connect, exchange insights, and create potential partnerships.
- The combination of Flavours of Plenty and ongoing business support initiatives demonstrates a concerted effort to boost the local economy, promote community engagement, and nurture a thriving business environment in the region.

Service performance results



What we provide

- Promotion of Town Centres
- Support for external organisations, and economic development and tourism

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.

Economic contracts where key contract requirements were achieved -

Economic contractors met the requirements of their contract. Key contractors include Priority One, Tourism BOP and others and the town centre promotion agencies.

Resident satisfaction with promoting business and employment opportunities -

this survey monitors satisfaction with town centre promotion, events, tourism, business support, and promotion of business and employment opportunities. In 2023 the level of satisfaction was 47% which is a decrease from 2022 (52%).

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2023		2022 Result	Narrative
		Target	Result		
<p>Foster partnerships between organisations, including local and central government and businesses to support economic, social, cultural and environmental development.</p> <p>Council services are committed to being business friendly to encourage and enable businesses to flourish and contribute to building vibrant communities.</p> <p>Enable an environment where community groups and business can collaborate and work together on shared outcomes for communities</p>	<p>Key Performance Measure</p> <p>Percentage of economic contracts where key contract requirements have been achieved.</p> <p>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.</p>	≥90%	99%	100%	All economic contracts have met or exceeded their KPI's.
	<p>Key Resident Measure</p> <p>Level of resident satisfaction with our role in promoting employment and business opportunities within the sub-region.</p>	≥65%	47%	52%	Key reason for dissatisfaction is the lack of promoting these opportunities. The target and result were calculated excluding those surveyed who 'don't know'.
<p>Council will support external organisations tasked with developing economic activity in the District.</p>	<p>Total invested in economic support through service delivery contracts.</p>	≥ \$11 per resident	\$12.02	\$8.24	<p>Investment partners:</p> <ul style="list-style-type: none"> Priority One - \$189,017 Tourism Bay of Plenty - \$232,000 Te Puke EDG - \$73,738 EPIC Te Puke - \$43,798 Katch Katikati - \$114,000 Waihi Beach Events and Promotions - \$62,000 Investment Total - \$714,553 <p>Population (2022) 59,440</p> <p>The target for 2022 was ≥\$12 per resident.</p>
	<p>Level of resident satisfaction with promotion of town centres and events in Katikati, Te Puke and Waihi Beach.</p>	≥65%	53%	58%	The target and result were calculated excluding those surveyed who 'don't know'

Support services



Overview

Our Corporate Plan guides 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, human resources, customer services, information management, information technology, financial management, corporate assets and quality management, procurement, and risk 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.
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 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 Support 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.