

Council activities

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Council's group of activities

Guide to this section of the Annual Report

Our achievements report on how well Council's activities performed during 2024/25 against the goals and targets set out in chapter three of the Long Term Plan (LTP) 2024-34. 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 2024-34.

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 Council measures for performance and customer satisfaction.

Service performance results

- How we have tracked progress towards our goals
- How we have tracked progress - levels of service

The Long Term Plan 2024-34 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.

In the Long-Term Plan 2024-2034, the Council has introduced new performance measures. Where data is available, comparative figures for these new measures have been calculated and included in the Annual Report for 2023/2024 financial year.

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:

- Community building
- Community facilities
- Economic development
- Libraries and Service Centres
- Natural environment and sustainable living
- Planning for the future
- Recreation and open spaces
- Regulatory services
- Representation
- Solid waste
- Stormwater
- Support Services
- Transportation
- Wastewater
- Water supply

Council has structured its activities into 15 groups. These activity groups are comprised of 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
Community building 	- Community development and cultural development support - Emergency management	In the Western Bay of Plenty, no matter what age you are: - 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.
Community facilities 	- Elder housing - Cemeteries - Community halls	In the Western Bay of Plenty, no matter what age you are: - 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.
Economic development 	Economic development	To encourage the sustainable use of local resources in a way which strengthens economic opportunities and improves social outcomes.
Libraries and Service Centres 	Libraries and Service Centres	In the Western Bay of Plenty, no matter what age you are: - 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.
Natural environment and sustainable living 	Environmental protection	A clean green valued environment, achieved by: - 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.
Planning for the future 	- Policy and planning - Resource management - Infrastructure planning	In consultation with our communities and guided by our sustainable development approach, we plan for the future.
Recreation and open spaces 	- Coastal and marine - Recreation reserves and facilities - Sub-regional reserves	The recreation and open space network makes a significant contribution to achieving the outcomes from the Communities Strategy and Environment Strategy.

Activity Groups	Activities	Primary Community Outcomes
Regulatory services 	- 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.
Representation 	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.
Solid waste 	Solid waste	Effective waste management practices that minimise waste to landfill and encourage efficient use of resources to reduce environmental harm.
Stormwater 	- 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.
Support services 	- Communications and community engagement - Human resources - Customer services - Information management - Information technology - Financial management - Corporate assets and project management - Procurement - Risk management	This activity doesn't make a direct contribution to community outcomes.
Transportation 	- 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.
Wastewater 	Wastewater	Wastewater services are well planned and maintained to ensure a clean and healthy environment.
Water supply 	Council water supply	Water supply is provided to our community in a sustainable manner.

Community Building



Our Community Building activity involves working with our communities and local organisations to achieve social and cultural wellbeing.

What we provide

Community support through grants and service delivery contracts that contribute to achieving social and cultural wellbeing:

- Events funding and support
- Safer communities
- Welcoming communities that embrace diversity
- Age-friendly and child/youth friendly, inclusive communities
- Genuine Te Tiriti based partnerships with Tangata Whenua
- Support for participation in active communities - sport and recreation
- Support to enable housing outcomes.

Why we provide this activity

Our community outcome

- Our communities are vibrant and welcoming to all.
- We have authentic Te Tiriti based relationships with Tangata Whenua.

Goals

- The District has strong collaborative networks, delivering agreed strategies and programmes that contribute to social and cultural wellbeing.
- 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.
- Communities have the capacity to deliver their own initiatives that achieve their goals.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	- Activities are targeted at improving the wellbeing of communities in our District. - Community building activities encourage participation and build tolerance and inclusiveness. - Community organisations are supported. - Improves safety in communities. - Building capacity and capability within communities and with Tangata Whenua assists in achieving local aspirations and supports good decision making.	- Difficulties in engaging with some groups in the community can mean the 'voice' of some parts of the community is not included in decision making. - Unable to prevent natural disasters causing human suffering and trauma on a large scale.
 Cultural	- Local heritage is preserved and promoted. - Events and programmes that support inclusiveness and ensure cultural diversity is celebrated, help to achieve wider social and cultural wellbeing. - Use of Marae to support Civil Defence.	- Management of the effects of a natural disaster may significantly impact on Tangata Whenua relationships to the land, sea and rivers. - Emergency events and shocks can negatively community connections and relationships.
 Environmental	Identification of hazards and appropriate steps taken to reduce and manage the risks associated with those hazards.	- Events or activities that are not well managed can cause local environmental effects, such as noise, traffic congestion. - Disasters can cause varying levels of damage to the environment. - Damage to lifelines (e.g. electricity, water supplies) causing wide-spread health and safety issues.
 Economic	- Arts, culture and events can encourage and support the creative economy, supporting entrepreneurs and businesses to our District. - Lifeline infrastructure, such as water, wastewater and electricity, is managed to ensure continuous supply.	Prioritisation of essential services in a disaster may have negative consequences to those communities not receiving emergency care.

Highlights

We started the year with the successful delivery of the Community Matching Fund 2024, which saw 28 groups across the rohe receiving funding for youth-focused, sport, social services, arts, culture, heritage, education, and sustainability projects. A key project this year has been the Ōmokoroa Community-led Development Steering Group's asset mapping exercise, setting the stage for an actionable community plan. Additionally, significant backing was provided for Papakāinga development, bolstered by Te Arawa ki Tai feasibility studies and developments at Tawhitinui and Tuapiro Maraes. We also signed a service delivery contract with Poutiri Trust in Te Puke, facilitating the Tu Mai Digital programme. This digital education and connectivity initiative was noteworthy for its inclusive approach, offering resources in Punjabi at the Sikh temple and in Te Reo Māori for Māori communities.

Midway through the year, we completed our Welcoming Communities re-accreditation process.

The momentum continued with the Western Bay Community Awards, where local organisations and individuals were celebrated.

Major events (including AvoFest and the Waihi Beach Summer Fair) drew thousands, while the Twilight Concert Series brought cultural vibrancy to Katikati. Reports from service delivery contractors highlighted successful local initiatives.

In June, Matariki events were held throughout the rohe, including dawn observations and organised community gatherings. Te Rereatukahia Marae also marked a historical occasion with visits from the Deputy British High Commissioner and the Deputy Irish Ambassador, recognising Matariki and acknowledging 150 years since the arrival of settlers from Ulster in Katikati. The Tu Mai Digital programme launched device training for new migrants at the Sikh temple, enhancing digital literacy. A key milestone was achieved with the opening of Council's elder housing village, Te Āhuru Mōwai in Katikati, a pivotal project within the Housing Action Plan.

The Marae Sustainability Initiatives Fund has supported various projects, including the rebuild of the Wharenuī and Wharekai at Oruarahi Marae on Matakana Island, roof repairs at Te Rereatukahia Marae, and similar support for Moko Marae along with a retaining wall construction.

Additionally, funding was provided for the new Wharekai at Tuapiro Marae. The iwi and hapū management plan funding (in collaboration with Toi Moana - Bay of Plenty Regional Council) supported the development of three hapū management plans. Papakāinga funding from the central government enabled feasibility planning for papakāinga housing, leading to Tuapiro securing further funding to build 10 houses next to their Marae.

Emergency Management

The Emergency Management team made significant strides throughout the year in enhancing the public's understanding of emergency preparedness. By participating in various local events, the team successfully educated residents on the importance of being prepared for emergencies and raised awareness about local hazards and associated risks. This outreach included presence at local markets, community events and visits to schools and retirement villages, as well as presentations for various district organisations.

A notable achievement was the expansion and engagement of Community Emergency Hubs. With 12 fully operational hubs and two more communities beginning their journey towards establishing their own hubs, the initiative has taken root.

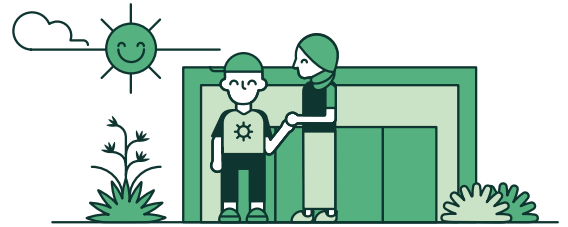
Operated by local volunteers, these hubs cater to community-level emergency responses. Council provides vital training, offering simulations of hub activation that involve role assignment, problem-solving, and interaction with Civil Defence.

In preparedness for real emergencies, Council enhanced its Emergency Operations Centre capabilities, pivotal for managing local responses during crises. With an increased number of trained staff and positive outcomes from an annual external review, Council has effectively boosted its response capacity.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
We fund and support collaborative networks, programmes and community led initiatives.	Number of projects receiving funding from Community Matching Fund that are successfully delivered.	>90%	96%	93%	27 out of 28 projects have been successfully delivered.
	Percentage of deliverables in service delivery contracts that are met.	>90%	100%	100%	
We engage with and fund Tangata Whenua to build capability and achieve aspirations.	Number of Iwi, hapū and Marae benefiting from projects delivered from the Marae Sustainability Initiatives Fund, the Iwi Hapū Fund, the Papakāinga Development Fund and the Cultural Events Fund.	>10	16	21	Te Haumi team made deliberate strides to work alongside iwi and hapū to understand their aspirations and how we can support these with the funds we have. Iwi and hapū worked hard themselves to articulate these aspirations and were keen to progress them.
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	67	85	The Regional Healthy Homes Programme operates across the Bay of Plenty region and has a 5 year work programme with different high needs communities targeted across the 5 years. In any one year there may be a higher or lower focus on communities in the Western Bay of Plenty area. This means the actual number of homes assessed and upgraded will vary from year to year - but 60 homes or more will be assessed and upgraded in any one year.
We will maintain capability to effectively respond to an emergency and provide education to raise public awareness.	The city/district/region is prepared for and can effectively respond to an emergency.	Advancing	Achieved	Achieved	
	Percentage of rostered staff that are trained in emergency management.	>80%	82%	80%	

Community Facilities



Community facilities includes 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.

What we provide

- Elder Housing
- Cemeteries across the District, located in Katikati, Maketu, Oropi and Te Puke (2)
- Help support community halls

Goals

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

Why we provide this activity

Our community outcome

- We can all enjoy a healthy and safe lifestyle.
- Our communities are vibrant and welcoming to all.

Significant effects of providing this activity - Housing for older people

Wellbeing	Positive	Negative
 Cultural	Many of the units are located in areas where residents are able to access cultural and art events.	Occupancy does not reflect the ethnic make-up of our District's population.
 Economic	- Housing is affordable to low income older residents. - Provision of housing is self-funded not requiring ratepayer funding.	Council will not be able to meet the demand for housing.

Significant effects of providing this activity - Community meeting places

Wellbeing	Positive	Negative
 Social	Halls and Marae provide an important public space for social interaction, recreation and learning.	- Halls may be in locations that are not accessible for some residents. - Difficulty encouraging people to join hall committees. - All ratepayers in the hall area are required to pay for hall maintenance but may not all use the hall.
 Cultural	Provides venues for cultural and art events.	May not provide appropriate facilities for certain types of cultural and art events.
 Economic	Provides a cost-effective venue for events and recreation activities.	Difficulty in raising funds and encouraging the use of halls to support ongoing maintenance and capital development costs.

Significant effects of providing this activity - Community cemeteries

Wellbeing	Positive	Negative
 Social	Meets community needs for cemeteries.	- Māori provide their own cemeteries, i.e. urupa. - May not meet the burial needs of our increasingly culturally diverse population. - Potential for increased demand due to the increasing proportion of older residents.
 Cultural	Preservation of history.	Inability to meet some very specific cultural requirements may lead to customer dissatisfaction.
 Environmental	Relevant legislative and industry health and safety standards are complied with.	Potential health effects.
 Economic	Primarily funded by those requiring the service.	There may be some people or their families who struggle to pay to use the cemetery.

Highlights

This year marked the successful completion of two major community facilities projects.

Te Āhuru Mōwai o Hiria

Te Āhuru Mōwai o Hiria, the new elder housing development at 15 Heron Crescent in Katikati, was officially opened in July. The project has delivered 26 warm, modern homes designed to support affordable, safe and connected living for older people in our community. The project was fully funded by the Government, with \$4.6 million from the Better Off Fund and \$6.5 million from the Ministry of Housing and Urban Development's Affordable Housing Fund, at no cost to ratepayers. The completion of this project brings Council's total elder housing stock to 85 homes. Construction began in May 2024 and finished in June 2025.

Te Ara Mātauranga - Waihi Beach Library and Community Hub

Over in Waihi Beach, the much-anticipated Te Ara Mātauranga - Waihi Beach Library and Community Hub was delivered ahead of schedule and on-budget.

The official opening of the \$5m facility in July brought the community together to celebrate a new hub for learning, connection and creativity. At 400sqm, the library and service centre is four times bigger than the old library. The hub includes three meeting rooms, public computers and dedicated work spaces.

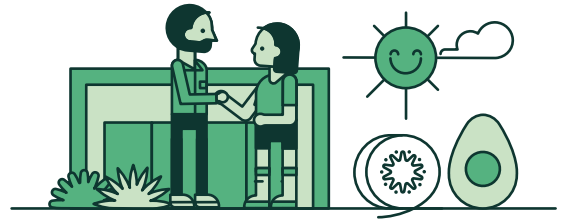
Other highlights from the year:

- We've maintained strong relationships with hall committees and elder housing tenants.
- Started planning for natural burial infrastructure, with bylaw updates underway following community consultation in April 2025.
- Repairs are being carried out on weather-damaged sections of the Council-owned Katikati Arts Junction building. The aim is to maintain the condition of the structure so that it can continue functioning as a community facility. The work will address issues affecting the front entranceway and southern wall, including the permanent removal of the glass entranceway. Repair work began in April 2025 and is scheduled to finish by the end of August 2025.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	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	3	The Maketu Cemetery Extension was delayed and redesigned due to an array of issues.
	Areas for natural burials provided in the District.	1	0	0	Council has now reviewed and adopted the cemetery bylaw which includes natural burials. The construction of a natural burial site in Te Puke is planned as funds become available.
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	Suitable memorial walls are in place with sufficient capacity for a further 10 years (approximately). A second wall was recently constructed at Te Puke as the original wall was at capacity.
Partnerships with hall committees will be maintained.	Number of 10-year maintenance programmes in place with existing hall committees.	>14	14	15	
We provide affordable rental housing for older people with limited financial means.	Number of units provided across the District. Aim is to increase stock over time.	76	85	59	Completion of 26 elder housing units at Heron Crescent, Katikati has meant a significant increase in number of units. We received \$11.1 million funding from the Central Government to build these units.

Economic Development



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

What we provide

- Town Centre Promotion in Te Puke, Katikati and Waihi Beach
- Support for external organisations, focused on strengthening our local and Western Bay of Plenty sub-regional economy
- Supporting economic development and tourism.

Why we provide this activity

Our community outcome

- Our economy is thriving.
- Our communities are vibrant and welcoming to all.

Goals

- Proactively engage and partner with business, councils, SmartGrowth and Central Government to support economic development.
- Create an environment that encourages and supports economic growth.
- Support services that are committed to enhancing workforce development and skills training.
- Promote tourism and destination development.
- Promote a circular economy and support the transition to a low carbon economy.

Significant effects of providing this activity - Community cemeteries

Wellbeing	Positive	Negative
 Social	- A vibrant and viable town centre provides a focus for the community and provides jobs and services along with a destination for socialising and leisure. - The social wellbeing of communities is affected by its residents' ability to access employment and a range of goods and services. - Economic growth can stimulate provision of additional services and facilities so improving the social infrastructure on offer to our communities.	Our role is limited and, while we can support provision of the 'right conditions' for economic development, we cannot control all aspects.
 Cultural	- We support protection and enhancement of this asset and are also aware of the economic opportunities available from cultural and historic tourism. - The Māori economy is significant in the District and has potential to grow and positively impact on the overall economy.	There is often tension between the protection of our cultural heritage and economic progress.
 Environmental	- Supports innovation which maximises the use of local resources and minimises waste that occurs in the production of goods. - Minimising the impact of economic growth on the environment while considering the benefits and need for such growth are important.	There is often a tension between environmental protection and economic progress.
 Economic	- A strong local economy is a key part of a robust, attractive, sustainable community. - Supporting the provision of the right conditions for economic development, including land, accessible town centres, supporting infrastructure and a quality lifestyle, is vital. - We provide visitor information facilities which encourage more visitors and more spending within the local economy.	The local economy is driven by many external factors. Our role is therefore limited and while we can seek to create desirable conditions for economic growth we cannot control the direct creation of employment opportunities and continuation of local economic development.

Highlights

Tourism Bay of Plenty managed to secure vital funding to host hallmark events like the ECHO Walking Festival and Flavours of Plenty, funded through the Regional Events Promotion Fund. Despite facing a broader economic slowdown, the region showcased good resilience, as highlighted in the Tourism Bay of Plenty and Priority One Annual Reports. Flavours of Plenty attracted 5000 attendees across numerous events and earned the Industry Collaboration and Alignment Award at the NZ Tourism Awards 2024. Similarly, the ECHO Walking Festival expanded its reach, engaging 860 participants with a suite of guided walks, supported by local economic agencies. These initiatives focus on leveraging tourism growth to support local economies.

The year's onset was marked by thriving local events, notably AvoFest and the Waihi Beach Summer Fair, which catered to visitors and community members alike.

Local development organisations, including Katch Katikati, Waihi Beach Events, EPIC Te Puke, and Te Puke Economic Development Group, continued to deliver impactful events, fostering business support

and community connections. Initiatives like the Waihi Beach Summer Fair and the Te Puke Picture Perfect Easter Trail are an example of this commitment. These initiatives were complemented by vibrant Christmas events across Waihi Beach, Katikati, and Te Puke, which revitalised local retail sectors.

The local economy benefited from increased collaboration, with Priority One and Tourism BOP working to enhance sector capacity and support local businesses.

Community projects also flourished, notably with the final design approval for Katikati Market Square. This development, anticipated to receive Council funding, promised to enhance communal spaces and foster local business engagement.

The Western Bay of Plenty Regional Deal proposal also took shape, jointly developed in collaboration Tauranga City Council, Western Bay of Plenty District Council, Toi Moana - Bay of Plenty Regional Council and WBOP Combined Tangata Whenua Forum presenting a 30-year growth vision. The proposal emphasized boosting export earnings, enabling future growth, and creating a sustainable, resilient, and liveable city.

Western Bay of Plenty has been selected as one of three regions to progress a City and Regional Deals in 2025/26.

The Mayor’s Taskforce for Jobs worked with 41 people and placed 21 young people mainly from the Te Puke/ Maketū ward into employment. In addition to this, Ara Rau, Priority One’s youth employment pathways service was instrumental in integrating NEETs (those not in education, employment or training) into the workforce. Eighty-five placements were made into work or training.

Energy needs were strategically addressed through the development of a comprehensive WBOP Energy Strategy, designed to navigate significant growth and decarbonisation challenges. The strategy laid out a coordinated response to energy supply and demand, ensuring resilience and competitiveness.

Celebrating innovation and economic diversity, Priority One’s Daybreak Festival and the successful ‘Cultivate Your Career’ Expos highlighted the vibrant business landscape and the importance of the horticulture sector, showcasing diverse employment opportunities across the region.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
Create an environment that encourages and supports economic growth. Support services that are committed to enhancing workforce development and skills training. Promote tourism and destination development. Promote a circular economy and support the transition to a low carbon economy. Proactively engage and partner with business, Councils, SmartGrowth and Central Government to support economic development.	Percentage of key performance indicators achieved within the service delivery contracts.	>90%	96%	New measure	All contractors met their key performance indicators (KPIs), except for one measure: the increase in average annual earnings in the Western Bay of Plenty (WBOP) for 2024. While the national average earnings rose by 5.8%, WBOP saw a smaller increase of 4.7%. However, when looking at the five-year average, WBOP outperformed the national trend growing by 5.3% compared to the national average of 4.9%

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.

What we provide

- One Head Office and Contact Centre (key service centre)
- Four libraries and service centres in Waihi Beach, Katikati, Ōmokoroa and Te Puke
- One Digital Hub as part of The Centre - Pātuki Manawa in Katikati

Why we provide this activity

Our community outcome

- Our communities are vibrant and welcoming to all.

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.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	- Libraries provide public space for social interaction and participation in community life. - Increases digital access for communities. - Provides a range of community-based educational opportunities for people of all types and ages. - Supports education and skill development. - Contributes to people's sense of belonging to an area. - Provides information about available community services, may improve access to those services.	None identified.
 Cultural	- Provides a mechanism to showcase, communicate and preserve cultural knowledge. - Provides a connection to our heritage and to the heritage of others. - Provides digital access. - Promotes empathy and understanding between different cultures. - Reduces social isolation and celebrates cultural diversity.	Having insufficient resources and knowledge to effectively cater to and reflect the range of cultures in our communities.
 Environmental	- Raises awareness of environmental issues through displays. - Allows access to knowledge about environmental issues. - Library buildings can be showcases for sustainability and eco-design.	None identified.
 Economic	- Enables individuals to gain knowledge, up-skill and become computer literate. - Helps individuals who are unable to access information technology elsewhere. - Provides an anchor for downtown developments. - Supports employers, e.g. referring potential employees.	User fees and charges for some services may be a barrier to access.

Highlights

Notably, the completion of the Te Ara Mātauranga (Waihi Beach Library and Community Hub) represented a significant milestone. Transitioning all resources from the old facility to the new state-of-the-art building ensured ongoing support for vibrant community interactions and service delivery.

The introduction of the Mindful Feedback system proved instrumental in capturing real-time customer insights, achieving an impressive satisfaction rate of 85-97 percent from 615 responses throughout the year. Although some negative feedback related to specific Council business units was noted, effective follow-up ensured that appropriate resolution and engagement occurred. Service request handling experienced fluctuations due to seasonal variations yet consistently met or exceeded the designated KPI's. Throughout the year over 30,712 service requests were managed, with up to 96 percent responded to within required timeframes.

The Contact Centre processed a total of 63,705 calls for the year. This included 51,209 calls handled during regular hours and 12,496 after-hours calls managed by Tauranga City Council (our after-hours service provider). The top categories of inquiries included roading, compliance, water services, and customer service planning, reflecting the diverse range of community needs addressed. The library network remained a vital hub for communities, contributing significantly to the cultural and informational ecosystem. 265,899 people visited our libraries, averaging 22,158 monthly visits. However, the overall annual number was lower than 2024 due to closure for maintenance. AA visits at our Te Puke Library and Service Centre increased by 2,379, bringing the total number of AA customers assisted to 14,127.

One of the major highlights was the orchestration of over 800 events across our libraries with over 14,000 attendees, and a growing collection of eBooks and eMags accessible via the BOP/Waikato consortium, leading to a 10.5 percent increase in electronic issues representing a notable shift towards digital reading materials. The events included diverse initiatives such as the SCAM workshops, Matariki and Halloween celebrations. The libraries holiday programmes and seasonal summer parties drew significant numbers. The programmes at the libraries always exceed expectations, especially when it comes to the response by the communities.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
We provide a network of libraries and service centres that provide a safe, welcoming, inclusive, and flexible spaces for community connection. We provide access to free WIFI technology and programmes that meet community needs. We provide access to and maintain collections, including heritage collections, that meet customer needs. We provide programmes and events that cater for community needs and aspirations. We provide customer services that are responsive to the needs of the community.	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	3 centres	1 centre	With the completion of Te Ara Mātauranga (Waihi Beach Library), we now provide a range of services across three locations: Pātuki Manawa (Katikati), Ōmokoroa, and Te Ara Mātauranga (Waihi Beach). These include digital education programmes for adults and children, shared working spaces, and rooms available for meetings and workshops.
	Number of physical visits to libraries and service centres per annum.	>270,000	265,899	272,061	The numbers are below 2024 because Ōmokoroa Library was closed for one week to undergo maintenance. Additionally, the Waihi Beach Library was closed for two weeks while relocating to a new location, and there was an extended closure during the Christmas and New Year holidays.
	Number of people attending events and programmes.	7,000	14,300	12,350	Events across all Libraries and Service Centres have been well attended. As this is a newly introduced measure, the initial target was underestimated; however, FY25 results have not only met but exceeded expectations.
	Number of library items (books and e-books) available per person* (LIANZA std 3 per resident).	2	2.69	2.0	We continue to increase our readership with customers through a variety of promotional drives.
	Percentage of customer satisfaction with service provided by frontline staff based on real time survey.	90%	97%	86%	

Natural Environment and Sustainable Living



Council's Environment Strategy sets out Council's contribution to achieving a clean, green and valued environment.

What we provide

- Education programmes and initiatives
- Support for environment service delivery providers
- Environmental programmes
- Community group support
- Liaison with the regional council and partners (with a focus on environmental issues).

Why we provide this activity

Our community outcome

- Our environment is clean, green and valued.

Goals

- Increasing indigenous biodiversity.
- Connecting people with the natural environment and having a lighter footprint.
- Protecting important natural and cultural areas.
- Address the impacts of climate change.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	- Provides environmental education which is recognised as one of the most valuable methods of supporting the natural environment. - The natural environment is a highly valued community asset. Everyone benefits from an enhanced natural environment. - Residents and visitors use the natural environment as a community resource and for opportunities to socialise. - Engagement of community members to create environmental community groups provides both social and environmental enhancement outcomes. Provides environmental education which is recognised as one of the most valuable methods of supporting the natural environment.	There may be some community environmental groups who consider our work with the natural environment to be inappropriate (possibly by location or by method of remediation/enhancement).
 Cultural	- The natural environment is a valued and significant cultural asset. - Protection and enhancement of the natural environment and cultural sites supports local identity. - Fosters respect for the cultural traditions and heritage of an area/environment.	- Risk of cultural sites being seen as less important. - Risk of the mauri or spiritual significance of a cultural site being diminished.
 Environmental	- Helps support habitats for native flora and fauna. - Helps to ensure that our use of the natural environment for farming practices is more sustainable into the future. - Helps to sustain and enhance biodiversity within our District. - Contributes to landscape character and visual amenity. - Can be used to manage or mitigate natural hazards and the predicted impact of climate change.	There may be some members of the community who hold differing views on the methods by which we seek to improve our natural environment, for example clearing mangroves.
 Economic	- A high quality natural environment is vital for continued commercial success across a range of businesses reliant on natural resources. - Provision of funding support is a vital tool in ensuring the establishment and ongoing support for these environmental protection and enhancement projects.	- Environmental restoration and protection projects may be perceived as impeding economic progress, for example land development. - Our work may initiate projects which will require financial support long term. Groups unable to manage themselves effectively in the future may request further financial support at a later date.

Highlights

The past year marked significant achievements in advancing conservation and sustainability efforts in the Western Bay of Plenty. The Community Matching Fund supported 10 projects focusing on conservation, habitat restoration, pest control, and supporting infrastructure. Notable planting activities were conducted at Bell Road Reserve and Huharua Park, in collaboration with local schools, as part of the Environmental Education Programme, with support from local hapū and iwi. Additionally, the Tauranga Moana Biosecurity Capital (TMBC) Symposium was successfully held at Mercury Arena, and significant progress was made on the Kaituna River Action Plan, integrated into the broader Kaituna / Waiari work programme.

The Pest Free Parks Initiative made headway with the nearing completion of its strategy and action plan, subsequently gaining approval in March and moving into its implementation phase. New service delivery contracts were established with partners like Ōmokoroa Environmental Managers, Whakamarama Community Inc, Project Parore, and the Kokako Ecological Expansion Project, under the Long Term Plan 2024-34. Collaboration with regional environmental funders supported strategic initiatives, coordinated by the Regional Environmental Funders Network and BayTrust.

Council expanded its collaborative outreach by becoming a partner in the Schools Sustainability Fund alongside regional environmental leaders. This partnership, under review for continuation, aligns with Council’s long-term sustainability goals. Relationships with iwi and hapū were nurtured, empowering leaders of essential environmental projects in collaboration with the council.

Under the Sustainable Living agenda, Council’s partnership with the Kai Resilience Network saw the advancement of the Mana Kai Mana Ora food security strategy.

Furthermore, the year witnessed the growth of Envirohub’s “Space for Nature” programme in Maketu, alongside the relaunch of the TMBC’s Biosecurity Hunt in regional hubs.

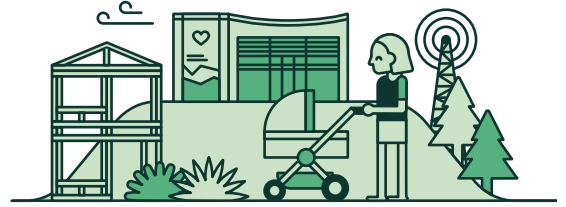
Council also entered a Memorandum of Understanding with Wai Kokopu to tackle pest plants, supporting a catchment wide weed strategy. Additionally, a biosecurity sentinel gardening programme and maara kai gardening programme were introduced in three schools.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	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.	Percentage of projects funded through Community Matching Fund that are completed.	>90%	90%	100%	9 out of 10 projects have been completed.
	Number of community groups supported who aim to improve environment outcomes.	>7	18	New measure	Council currently has seven service delivery contracts in place to improve environmental outcomes. In addition, six groups have received funding for specific projects and programmes, and a further five groups were supported through the environmental portion of the Community Match Fund. While the total funding amount remained unchanged, it was distributed across a greater number of smaller projects.
We use incentives, rules and monitoring to increase protection of significant natural and cultural features.	Number of QEII covenants and protection lots monitored throughout the district.	>100	57	86	The regular contractor has transferred the business to a new operator to continue monitoring. However, the transition period presented challenges in getting the new operator fully operational.

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
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. We use structure planning processes and assessment tools to develop blue/green networks that maintain and protect natural assets.	Number of environmental and sustainable living education initiatives.	>6	9	6	Includes environmental education programmes run through schools, and community-based programmes and events. Funded through Service Delivery Contracts (delivered every year): • Envirohub: Sustainable Backyards, Space for Nature • MOWS school education programme • BCA school education programme • KEEP community education initiatives • BOPRC Schools Sustainability Funding: • Ōmokoroa no. 1 School • Te Puke Primary • Te Puna Kindergarten • Waihi Beach School • Funded through alternative budgets: • Te Kapu o Waitaha Taiao education programme. We had a higher than usual amount of school education programmes as we entered into a combined funding arrangement with BOPRC SSRF for this financial period.

Planning for the Future



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

What we provide

Policy and Planning

- Bylaws
- Policies
- Strategies
- S17A reviews
- Advocacy

Environmental Planning

- District Plan
- Structure Plans
- Growth Strategies
- Monitoring

Goals

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

Why we provide this activity

Our community outcome

- Leaders are effective, informed and inclusive.
- We have authentic Te Tiriti based relationships with Tangata Whenua.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	- Engaging communities in planning and policy development processes enables them to have a voice in matters that affect their lives. - Community safety is enhanced by plans that adopt Crime Prevention through Environmental Design principles. - Community planning processes assist in defining community identity, encourage community leaders to emerge and provide a framework for realising community aspirations. - Engagement processes enable community members to hear and appreciate views different from their own. - Ensuring appropriate and timely social infrastructure is available to meet new communities' social needs, maximize their potential for development and enhance their wellbeing.	- Communities may not have the capacity for engagement on all plans and policies. - Policies and plans can be of advantage to some individuals or groups at the expense of others.
 Cultural	- Identifying and protecting cultural heritage sites. - Community development approaches recognise the diversity of their cultural and ethnic make-up. - Better understanding of the cultural traditions and heritage of people living within our District. - Engaging Tangata Whenua in planning and policy development enables their input into matters that affect their lives. - Supporting Hapū Management Plans assists iwi and hapū in improving resource management, as well as progressing their social and economic development.	None identified
 Environmental	- Protection of significant landscape features and sites of ecological significance. Improvements in the quality of the natural environment (for example waterways, air, native flora and fauna). - Protecting versatile soils. - Protecting amenity values. - Enhanced understanding of how well our natural environment can adapt to change and absorb the impact of human activities. - Minimising adverse environmental effects of our decision making protects and improves the environment.	Environment Court appeal processes are costly for all parties.
 Economic	- Land use and transport planning are more integrated. - Areas for business growth are identified and planned for to provide a range of quality employment opportunities. - Sensitivity issues that arise from incompatible activities being side-by-side are avoided. - Well-planned town centres and a quality-built environment present an attractive investment proposition.	- Some policy decisions take time to consult upon and may take months (or even years) to develop. - Environment Court appeal processes are costly for all parties.

Highlights

Annual Plan 2025/26

The Annual Plan 2025/26 is year two of the Long Term Plan 2024-34. It is the opportunity to update the budget and share the mahi we're planning in our community for the year ahead (1 July 2025 - 30 June 2026). As we put this plan together, we looked at what we said we'd do in the Long Term Plan and checked whether anything needs to change, based on what's happening now and what our communities need. Following a detailed financial review, Councillors looked ahead to address longer-term challenges - like lower rates revenue from regulatory services, repaying loans, building financial reserves, and making savings. The total rates increase for 2025/26 is 8.92%, this is lower than the 10.13% originally forecast in the Long Term Plan 2024-2034. This reflects our ongoing efforts to manage costs, deliver levels of service and to continue progressing key projects that support the wellbeing and priorities of our communities.

Representation Review

Council considered the 550 submissions received through consultation on its initial proposal and determined its final proposal in November 2024. The legislation enables appeals/objections on the final proposal to be made to the Local Government Commission, which then makes the final determination.

The Local Government Commission's determination was received on 8 April 2025. The Commission's determination upheld Council's final proposal in relation to Council representation arrangements but modified its proposed Community Board arrangements. These changes are designed to better reflect our growing and changing communities, and ensure fairer, more effective representation across the rohe.

The following arrangements will apply to the elections in 2025 and 2028*:

- 1 Mayor (elected by the whole District)
- 8 General Ward Councillors (reduced from 11), elected from three wards:
 - Katikati-Waihi Beach Ward: 2 Councillors
 - Kaimai Ward: 3 Councillors
 - Maketu-Te Puke Ward: 3 Councillors
- 1 Māori Ward Councillor elected from the new District-wide Māori Ward: Waka Kai Uru

We also have full community board coverage across the District for the first time. Some boards will now include subdivisions to better represent fast-growing areas:

- Te Puke - Eastern Community Board (includes Te Puke and Eastern subdivisions)
- Ōmokoroa - Kaimai Community Board (includes Ōmokoroa, Kaimai East, and Kaimai West subdivisions).

Plan making

Plan making focus has been both on plan changes and spatial planning, including the Papakāinga Plan Change (Plan Change 96), Te Puke Spatial Plan, Private Plan Change 95 for Arawa Road (Pongakawa) and National Planning Standards. Plan Change 96 - Papakāinga has progressed in step with updates from central government to ensure we aren't doubling effort on a proposed national direction for Papakāinga. Community engagement and focused workshops have helped to inform the next phase of developing issues and options the Te Puke Spatial Plan. An updated work programme approach was set at the beginning of 2025 to focus on spatial planning. Early progress on three new spatial plans for Te Puna/Minden, Katikati and Waihi Beach/Bowentown/Athenree has begun in response to central government updates on the proposed Resource Management system. Early progress on Commercial Centres Strategy and future plans for Belk Road area is occurring in collaboration with Tauranga City Council.

Regional Deal

The Western Bay of Plenty sub-region submitted a proposal in February 2025 for inclusion in the Government's City and Regional Deals programme. On 2 July 2025, a Memorandum of Understanding (MoU) was signed between the Western Bay of Plenty sub-region and central government, marking a significant step towards a potential City and Regional Deal partnership.

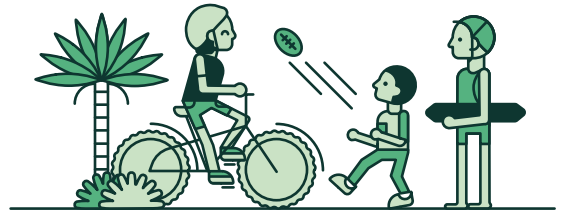
Other policy and planning matters

- Responding to legislative change including:
 - Completing the Water Services Delivery Plan.
 - We also await further announcements from the Government regarding amendments proposed to the Local Government Act signalled recently.
 - Considering the Government's "Going for Housing Growth" policy and assessing its implications alongside the wider resource management system reform.
- Collaborative natural hazard mapping
- Developed and adopted the Tahawai Reserve Concept Plan
- Review of Bylaws including: Livestock Movements, Cemeteries, Animals (excluding dogs), and Public Places Bylaw
- Reviewed the Easter Sunday Shop Trading Policy, the Class 4 Gambling Venues Policy and the TAB Venues Policy
- Review of the Kaimai Reserve Management Plan
- Continued review of the Traffic and Parking Enforcement Bylaw.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	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. The District Plan is updated to meet the needs of our District. Council processes comply with the statutory requirements.	Plans, strategies, and District Plan changes are developed or reviewed in accordance with Council-approved programme.	100%	100%	100%	Policies and plans have been reviewed as per the Council programme.
	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	> 10 years supply	> 10 years supply	> 10 years supply	Greenfield land available: • Ōmokoroa - 18 years • Katikati - 25 years • Waihi Beach - 11 years • Te Puke - 18 years

Recreation and Open Spaces



Our recreation and open space network plays an important role in contributing to the social, environmental, cultural and economic wellbeing of our communities.

What we provide

This activity includes all recreation and open space assets owned and administered by Council. Among other things, recreation includes leisure, organised sport, informal sports activity and passive recreation such as walking.

- Walking and cycling networks
- Neighbourhood reserves
- Campgrounds
- Esplanade and coastal reserves
- Swimming pools
- Indoor recreation centre (with Katikati College)
- Water access - boat ramps, wharves and jetties, pontoons
- Coastal erosion protection structures (seawalls)
- Playgrounds
- Heritage, natural and cultural reserves
- Skate parks
- Dog parks
- Public toilets
- Sport and recreation parks
- Sub-regional parks (TECT Park and Huharua Park).

Why we provide this activity

Our community outcome

- We can all enjoy a healthy and safe lifestyle.
- Our environment is clean, green and valued.
- Our communities are vibrant and welcoming to all.

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, accessible and that encourage participation.
- Collaborate and partner with Tangata Whenua and the community to provide recreation and open space experiences.
- Proactively plan for future recreation and open space needs taking into consideration the range of factors that influence this including growth, current provision, changing trends, access and environmental factors.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	- Provides space for physical activity, recreation and play; helps to provide for a healthy and interactive community. - A higher level of facilities and managed open space creates an attractive place to visit/live and a higher level of social/cultural wellbeing. - Fosters a sense of civic pride. - The open space network provides a smoke-free environment.	- Potential for negative impact on privacy, noise and loss of views. - Some uses affect neighbouring properties. - May attract anti-social behaviour (graffiti, drinking alcohol, bullying). - Managing community expectations for local recreation opportunities.
 Cultural	Provides a location for community events.	- Congestion and over-use of destination parks and facilities. - Increased traffic congestion around peak activity periods.
 Environmental	- Provides places of respite, retreat and connection to the natural environment. - Encourages community groups to work collectively on environment restoration projects (eg Coast care). - Protects areas of cultural, historic and environmental value.	- Littering and discarded rubbish. - Chemical use on parks (e.g. spraying weed killers). - Increased traffic congestion around peak activity periods.
 Economic	Attracts tourism to our District.	- Congestion and over-use of destination parks and facilities. - Increased traffic congestion around peak activity periods.

Highlights

This past year has been full of activity across our Recreation and Open Spaces activity. Construction of the Panepane Wharf kicked off in March. Locals and visitors alike can look forward to its completion by the end of October 2025. In Katikati, Dave Hume Pool is undergoing a major upgrade with a new bulkhead and liner – providing a longer swim season, better accessibility and more space for swimming lessons when it reopens by the end of 2025. The main 33.3m pool is being reconfigured to create two pools – a 25m pool and a new 7m learn to swim pool, which will run at a warmer temperature.

In Paengaroa, The Conway Reserve playground was completed and opened in early August. This project was delivered ahead of schedule, with much of next year's mahi already ticked off to make the most of time and budget. At Waitekohekohe Reserve, the new suspension bridge across the stream has been completed. In Athenree, we asked the public what they thought of the concept for the Ahi Pātiki Pathway – a planned 3m wide, 355m-long shared pathway across the Waiau Estuary, connecting Athenree and Waihi Beach.

The final vision is for this pathway to offer a safer, more connected route for walking and cycling, and new opportunities to enjoy the outdoors, fishing, birdwatching, kayaking, or simply soaking in the beauty of the estuary environment.

For the western part of our rohe, we're working on a new maintenance contract for six culturally significant pā sites. This is part of our commitment to supporting local partnerships through social procurement.

We also secured land for an active reserve at 7 Prole Road which is an exciting step toward creating more recreational space for our growing community in Ōmokoroa.

In Waihi Beach, the Wilson Park toilet upgrade was completed just in time for winter (late June 2025).

Looking ahead to summer, we're already planning with community groups and Tangata Whenua in Waihi Beach to make sure everything runs smoothly over the busy holiday season.

Further east, Te Puke's Centennial Park got a drainage upgrade, helping keep the grounds in better condition year-round, especially after heavy rain.

We also ticked off several renewals, including two playgrounds, new lights for the Centennial Park sports field, and a toilet upgrade at Katikati’s Kauri Point. Behind the scenes, we’ve started a formal review of how we maintain our parks and open spaces, making sure we’re doing the job in the best way possible.

At TECT Park, conversations continue about the future of the land leased to Te Matai Motorsport Inc, as well as potential partnerships with Thunder Ridge Motorsport Complex.

Lastly, we extended our main reserves maintenance contract with Downers for another three years. We’ve made a few changes to how we track progress and communicate to make sure we’re getting the best results.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
We provide safe, attractive and well-maintained facilities and amenities to our community. We continue to provide quality experiences that meet the needs of our community through ongoing engagement, planning, development and management of the recreation and open space network. We provide a fit-for-purpose, future-proofed swimming pool network that meets the needs of local communities. We provide safe, attractive and well-maintained facilities and amenities to our community. We provide an accessible network of reserves within urban areas for recreation and amenity purpose. 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.	The percentage of recreational facilities that have an average to excellent grading of equal to or less than 3 (1 excellent, 5 very poor) as defined in the NZ Park and Recreation Asset Grading manual).	>90%	94%	93%	
	The best practice score for strategic planning is comprised of 10 measures including parks strategy development, use of provision and distribution of levels of service, and development of activity strategies (% compared to peer group NZ wide).	>67%	76%	68%	

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
We provide safe, attractive and well-maintained facilities and amenities to our community. We continue to provide quality experiences that meet the needs of our community through ongoing engagement, planning, development and management of the recreation and open space network. We provide a fit-for-purpose, future-proofed swimming pool network that meets the needs of local communities. We provide safe, attractive and well-maintained facilities and amenities to our community. We provide an accessible network of reserves within urban areas for recreation and amenity purpose. 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.	Increasing user numbers at Dave Hume Swimming Pool and Te Puke Memorial Pool. - Katikati - Te Puke Note: When pools are closed for development the target is 0.	>25,000 >25,000	21,662 8,323	16,858 5,853	Number of users at Dave Hume Pool in Katikati have increased compared to FY25. Next season is expected to be lower due to the current reconstruction project underway. The number of users in Te Puke has declined due to multiple pool closures, which have been caused by factors such as power cuts and periods when the school has exclusive access from 9am to 3pm. The target for Te Puke pool will be reviewed in the upcoming Long Term Plan.
	Neighbourhood reserves (or a suitable equivalent experience e.g. sport and recreation parks) are located within 400 metres (-10 minute walk) of urban/ town residential properties.	>85%	85%	99%	
	Walking and cycling track counters identify increasing use over time.	>105,000	228,420	190,571	Total includes only the following: - Ōmokoroa Plummers Pt main – 107,223 - Paengaroa – 2,862 - Waihi Trig – 46,536 - Te Puke Kahikatea path – 71,79 In FY25 all totals are up compared to FY24. Council proactively encourages our communities to use the trail networks for recreation and health so there is an expectation that trail use grows over time so user count data increasing over time is not unexpected. The overall 18% increase compared to FY24 is mainly due to a significant increase in count data for the Te Ara Kahikatea path in Te Puke. Surfacing and drainage improvements in FY24 to mitigate storm-water ponding has contributed to improved access, encouraging greater trail use during FY25.

Regulatory Services



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.

What we provide

- Parking services
- Animal control services
- Resource consent
- Building consent processing and inspections
- Licensing for food and alcohol
- Noise control
- Dog shelters
- Building Act, Resource Management Act (RMA) and bylaw compliance monitoring
- Building Warrant of Fitness (BWOF)
- Fencing and swimming pool audits
- Land Information Memorandum (LIMs) and Project Information Memorandum (PIMs)

Why we provide this activity

Our community outcome

- We can all enjoy a healthy and safe lifestyle.
- Our environment is clean, green and valued.

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.

Significant effects of providing this activity - Animal Control

Wellbeing	Positive	Negative
 Social	- Provision of public places where both dog owners and other people can interact safely are important for community wellbeing. - We can manage the use of areas where the risk to public safety from uncontrolled access by dogs is too great. - Provides resources to deal with dog complaints which, if left unmanaged, can negatively impact upon community safety and wellbeing. - Registration of dogs enables lost dogs to be identified and returned to owners.	May be perceived by some members of the community as over-regulation in terms of their own social choices.
 Cultural	- Enables dogs and their owners to be directed towards using less culturally sensitive areas. - Different groups in the community have varying expectations on the management of dogs.	Dogs not under control impact upon sensitive cultural areas.
 Environmental	Protects the environment by directing dog owners to use recreation areas with minimal ecological impact.	Dogs that are not under control can impact upon sensitive ecological areas/environments.
 Economic	- Enforcement of dog restriction areas in some of our popular tourism areas, for example Waihi Beach, retains the appeal and therefore continued use by visitors of these locations. - Council is seen as dog-friendly and encourages positive dog interaction, which is appealing to residents and visitors.	- Responsible dog owners and people without dogs contribute towards the dog control activity which primarily deals with a small number of non-complying/irresponsible dog owners. - Public consultation costs associated with policy review/development projects.

Significant effects of providing this activity - Building Services

Wellbeing	Positive	Negative
 Social	- Ensures that buildings and structures are safely constructed, healthy and maintained. - Ensuring buildings are fit to meet future demands. - Complaint investigation and resolution addresses community concerns.	Community expectations not met in relation to our ability to demand action on behalf of private property owners.
 Cultural	Buildings can be sympathetic to or complement our cultural heritage.	No significant negative effects of the building services activity on cultural wellbeing have been identified.

Wellbeing	Positive	Negative
 Environmental	• We notify Heritage New Zealand where a listed building has applied for building consent. • Modern building construction techniques and materials encourage more sustainable buildings particularly in the efficient use of energy. • We can provide information that assists in improving sustainability within new building projects, e.g., energy and water usage.	• Increased restrictions on redevelopment of listed heritage buildings may impact on their future use, and therefore continued sustainability of some buildings.
 Economic	• Ensuring that consents and Code Compliance Certificates are processed within statutory timeframes so that applicants are not financially compromised by delays. • Ensure inspections can be undertaken within a reasonable timeframe. • Ensure reasonable guidance is provided to inform private decision making relating to development and building projects.	• Consent fees are a recognised cost of building.

Significant effects of providing this activity - Resource Consents

Wellbeing	Positive	Negative
 Social	• The current planning framework (outlined within our District Plan and supporting guidance documents) recognises the need to provide safe homes, streets and public spaces. • A healthy and safe community is one which is planned with long-term sustainability in mind. • A well-planned district is one with supporting infrastructure, facilities and services. Our planning framework recognises this and identifies provision of these elements. • Resource consent process enables those deemed affected to participate in the determination process.	• Individuals may have conflicting opinions on what constitutes the best outcomes. • Planning decisions may restrict an individual's options for use of their land.
 Cultural	• Planning frameworks provide for iwi/hapū aspirations. This includes recognising the cultural connection of Māori to their land, water, sites and wāhi tapu. • Our District Plan offers an opportunity to ensure the historical and cultural heritage of all citizens is recognised. • Iwi/Hapū Management Plans assist Council in taking account of iwi and hapū aspirations.	• Requires Tangata Whenua to reveal cultural heritage sites which they may be reluctant to do. • Developers and iwi/ hapū may have conflicting opinions on what constitutes the best outcomes for protecting cultural heritage.
 Environmental	• Our District Plan provides planning controls to enable protection of the natural and physical environment. • Structure planning promotes development in a controlled manner.	• The resource consent activity should maintain and enhance environmental wellbeing.
 Economic	• Our planning framework supports our local economy, recognises and provides for quality development and enables the uniqueness of our District and individual towns. • The provision of information held by Council on a property file can inform the viability of development and/or investment decisions.	• Resource consent application decisions (and associated conditions) may be considered onerous by applicants and may impact on the economic viability of some proposals. • Our District Plan and other supporting planning documents do not always support the desires of all individual businesses/commercial interests. • Resource consent fees are an additional cost to development.

Significant effects of providing this activity - Community Protection

Wellbeing	Positive	Negative
 Social	- Ensures provision of safe public spaces. - Benefits the community by supporting provision of safe, reliable infrastructure and resources. - Minimises risks from nuisances and offensive behaviour. - Protects and preserves public health.	Limits placed on some social activities can cause tensions.
 Cultural	Ensures clear standards and safe environments for all ethnic groups in their preparation of food.	Differences in food regulations may be complex for new immigrant food operators.
 Environmental	- Protects and preserves the environment. - Minimises the effects of nuisances.	More regulation, for example through the development of bylaws may frustrate some people in the community and create resentment at perceived over-regulation.
 Economic	Provides a benchmark for health and safety standards within food and liquor premises, engenders customer trust in establishments.	Business operators don't like receiving infringement notices.

Highlights

Animal Services

We saw a positive result in dog registration, with nearly 98 percent of the 9521 known dogs registered - an impressive outcome that reflects the great work of our team and local dog owners. Overall, the number of dogs in the District has slightly decreased since the previous year, and engagement with dog owners has remained strong.

Our Animal Services team continued to focus on working with the community through education and support. Our results:

- Dog-related complaints rose slightly by 5 percent (1589 complaints total)
- The number of impounded dogs dropped by 21 percent
- Dog infringement notices issued dropped by 37 percent.

This data represents that whilst numbers of complaints have increased, our approach to increased education and engagement are having a positive impact in reducing enforcement requirements.

As part of our annual Wander Dog Series, we also had five events across the rohe (District) which included our much-loved 'dog event of the year' Doggy Day Out, in Ōmokoroa.

Compliance

For our freedom camping monitoring activity, infringement notices nearly doubled - up 94 percent - compared to the previous year, highlighting growing challenges in this space.

Other monitoring work included:

- 739 resource consents were monitored to ensure compliance
- Health-related service requests were managed well, with 93.5 percent dealt with within the expected timeframes.

Alcohol licensing saw a 6 per cent increase in applications (377 total), all of which were processed within required processing times.

Building Services

There was a slight downturn in the building sector and building consenting volumes. New building consent applications were down by 2 percent, compared to the 2023/24 year and building amendments dropped 25 percent compared to the previous year. The overall position is total consent volumes finishing 5 percent below last year's total number of consents.

Whilst there was a continued downturn it compares positively with previous years building consenting downturn of 16 percent and 15 percent year on year respectively from year end in the 22/23 - 23/24 year and 21/22 - 22/23 years.

We've now moved to a shared services model under the CoLab group of councils, with all of our overflow consents being jointly processed. This regional model aligns with Central Government's call for more regional collaboration.

We're also preparing for upcoming national reforms in the building sector, including:

- Exemptions for granny flats (stand-alone dwellings)
- Self-certification options for Licensed Building Practitioners.

We continued our work to on improvements to public buildings safety standards under the building warrant of fitness regime. We saw a small rise in unconsented building work - likely due to confusion around pending government reforms.

Resource Consents & LIM's

We have seen a positive upturn in the number of consent applications, and LIM applications in the past year, with increased revenue in this activity.

There has been an 8 percent increase in the number of LIM's requested this year with all (100%) being provided within statutory reporting timelines.

Land use consents, subdivision applications and s.223 applications all showed positive growth for the District with increased volumes from the 2023/24 year. Land use consents granted increased by 23per cent, there was a 51 percent increase in subdivision applications granted and 225 per cent increase in s.223 applications granted.

Contractor resource was utilised more heavily during the year to accommodate the increased volumes of applications, and ensuring we continue to meet processing time expectations.

Overall, land use consents averaged 92 percent being processed within 20 working days, and subdivisions being granted 88 percent of the time within 20 working days.

There has also been increase in the number of consent hearings, with a number of consent applications triggering notification (limited or public notification), and resulting in submissions.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	
		Target	Result	Result	Narrative
Animal Control Services Provide a safe environment for the public through promoting responsible dog ownership. Known dogs in our District are registered and microchipped.	Dog attack allegations will be actioned within 2 hours of Council being notified.	<2 hours	64 mins	New measure	This measure is the response time between Customer Services receiving the complaint and the Animal Services receiving the service request.
	Percentage of known dogs in our District that are registered.	96%	97.6%	98.6%	
Building Services Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.	Average number of days to process building consent applications (statutory timeframe is 20 working days).	<20 days	12.5 days	14 days	The reduction in building consent volumes, coupled with a focus on enhanced reporting processes, has led to lower consent processing times. With an average of 12.5 days to process Building Consents, performance remains consistent with previous years, reflecting trends since the construction industry downturn.

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
Resource Consent Services The quality of the environment is maintained and enhanced through effective decision making on resource consents.	Average number of days to process each category of Resource Consent application.	22 days	22.6 days	14 days	The average number of days to process resource consent applications increased from 14 days in FY2024 to 22.6 days in FY2025, slightly above the target of 22 days. This reflects a significant rise in complex applications, combined with resourcing constraints due to staff vacancies. Despite these challenges, statutory compliance remains strong, with 91% of applications processed within 20 working days. To address this, we are implementing a focused improvement plan. • Process Efficiency: Continue enhancements to our internal processes and workflow systems to streamline processing. Increased performance monitoring and management of working days for all consents is underway to reduce working days and will be reported to Council regularly. • Resourcing: Align staffing with demand and required expertise and provide cross-team support during peak periods.
Community Protection Improve, protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour. Food businesses are regularly monitored and assessed. Parking is monitored within Te Puke and Katikati town centres and largely on a seasonal basis at Waihi Beach.	Complaints are actioned (either through compliance or enforcement action).	>95%	100%	New measure	Complaints and the action taken regarding food, health, alcohol, freedom camping, and RMA compliance for the last FY.
	Average time to acknowledge noise complaints.	30 mins	10 mins	New measure	Noise complaints typically occur during the evening or night when residents are trying to sleep. These complaints are directed to the call centre, which promptly contacts the after-hours team to respond usually within a few minutes. During the day, a two-call policy applies: complainants must call back after an hour if the noise persists. Fewer daytime complaints help keep the overall annual average lower.
	Hours that parking is monitored per day.	>4 hours	5 hours	New measure	Monitoring hours are between 9 am and 4pm in the Katikati area.
Land Information Memoranda (LIM) and Project Information Memoranda (PIM) will be processed within the statutory timeframe (10 days for PIMS).	Average number of days to issue PIMs.	<10 days	9 days	6 days	
	Percentage of LIMs issued within requested timeframe.	100%	100%	New measure	We saw an increase in the number of LIM's requested with 1226 requests made compared to 1127 in the previous year.

Representation



This activity has two areas of focus. It includes 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, and organising civic events such as citizenship ceremonies. The activity also includes Māori representation arrangements and collaborative processes with other councils.

What we provide

- One Mayor
- Eleven Councillors
- Five Community Boards (Waihi Beach, Katikati, Ōmokoroa, Te Puke, Maketu)
- Two Māori Representation Forums

Why we provide this activity

Our community outcome

- Leaders are effective, informed and inclusive.
- We have authentic Te Tiriti based relationships with Tangata Whenua.

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.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	- Improved ability for the public to participate and influence Council decision making. - Improved participation in decision making reduces a range of social issues for disadvantaged groups. - Working with local, sub-regional, regional and national networks and agencies is vital in keeping informed and advocating for the needs of our District. - Improved participation increases the community's satisfaction with decisions made by Council.	- Lack of knowledge and/or interest in Council activities and processes present barriers to residents participating in and influencing our decision-making. - The views expressed by the public are not always in agreement with each other which can lead to some residents believing their views have not been taken into account. - Working with other agencies can be time consuming and the outcomes are not always tangible.
 Cultural	- Provision for Tangata Whenua representation, for example through the two Partnership Forums. - Increased opportunities for co-governance and co-management of assets.	- Our formal processes for decision making and consultation may unintentionally discourage minority and disadvantaged groups within the community from taking part. - The perception of many Tangata Whenua that there is insufficient Māori representation in Council.
 Environmental	Effective representation ensures our decision-making protects and improves the environment.	None identified.
 Economic	A strong local economy is a key part of a robust, attractive, sustainable community.	Increased costs of providing more opportunities for the public to participate.

Highlights

Throughout the year, the Representation activity focused heavily on significant governance processes and local body election preparations for October 2025.

The Long-Term Plan 2024-2034 was advanced through multiple workshops, culminating in its adoption in September 2024. Several additional meetings and workshops were required throughout the year on a variety of topics, including Local Water Done Well, the development of the Annual Plan, various bylaw reviews and a range of legislative reforms. Expo-style community forums were also held in each ward, engaging cross-organisational efforts, which were well received by the community. Significant decisions also included Council appointing an interim Chief Executive Officer and withdrawing from Local Government New Zealand (LGNZ) membership.

Concurrently, the Representation Review was a key focus. Council considered the 550 submissions received through consultation on its initial proposal and determined its final proposal in November 2024.

The legislation enables appeals/objections on the final proposal to be made to the Local Government Commission, which then makes the final determination. The Local Government Commission's determination was received on 8 April 2025. The Commission's determination upheld Council's final proposal in relation to Council representation arrangements but modified its proposed Community Board arrangements. These changes are designed to better reflect our growing and changing communities, and ensure fairer, more effective representation across the rohe.

While largely upholding the Council's proposals, it maintained the existing five community boards and extended the Ōmokoroa and Te Puke community boards via subdivisions to better represent fast-growing areas:

- Te Puke - Eastern Community Board (includes Te Puke and Eastern subdivisions)
- Ōmokoroa - Kaimai Community Board (includes Ōmokoroa, Kaimai East, and Kaimai West subdivisions).

The by-elections for the Te Puke/Maketu Ward, Ōmokoroa Community Board and Maketu Community Board concluded successfully with the swearing-in of new elected members. Preparation for the 2025 local government elections proceeded, involving the development and roll-out of the elections communication strategy and distribution of voter enrollment information. Two candidate briefing sessions were held in June in association with Council’s external Electoral Officer, in Ōmokoroa and Te Puke.

With nominations due to open on 4 July, preparation involved setting up a nominations portal, training staff, and creating nomination documents and candidate information. Communications messaging to date has focused on enrollment and standing as a candidate. Work continued on the digital pre-election dashboard, which as a statutory publication deadline of 18 July. A more recent focus has been on triennial transition, including developing an induction programme for incoming councillors.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
We have effective representation arrangements and will consider 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. Representation will be provided by: - One Mayor 11 Councillors - Five Community Boards - Three Community Forums - Two Māori representation forums	Percentage of meetings attended by Elected Members (Mayor and Councillors) and Community Board Members.				
	Elected Members at Council and Committee Meetings.	> 80%	93.5%	94%	
	Community Board Members at Community Board Meetings.	> 80%	92%	92%	
	Number of meetings and workshops held per annum with Te Kāhui Mana Whenua o Tauranga Moana and Te Ihu o te Waka o Te Arawa.	> 5	9	17	Meeting times and locations were standardised, and agendas kept topical, supported by clear and targeted communication to elected members both before and after meetings.

Solid Waste



This section 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, demands on our natural resources will increase. The challenge is to lessen our impacts on the environment and reduce consumption and waste.

What we provide

- Kerbside recycling, glass, food scraps and general waste services
- Recycling and greenwaste centres in Katikati, Te Puke and Athenree
- Greenwaste centre in Ōmokoroa
- Waste minimisation education programmes
- Ongoing monitoring of closed and capped landfills in Athenree, Te Puke and Waihi Beach
- Monitor and remove illegal dumping (fly-tipping) across our District.

Why we provide this activity

Our community outcome

- We can all enjoy a healthy and safe lifestyle.
- Our environment is clean, green and valued.

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.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	• Providing recycling services promotes environmental consciousness. • Community and school involvement in programmes. • Better awareness of waste minimisation methods fosters improved community health, safety and well-being. • Community participation in services and events provides positive social feedback.	• Provision of recycling services may reduce personal responsibility to 'reduce' the amount of waste produced.
 Cultural	• Waste disposal services protect culturally sensitive Māori land and water resources.	• Waste entering water bodies affects the mauri of the environment.
 Environmental	• The hazardous waste collection removes household quantities potentially harmful substances. • Protection and enhancement of our District's environment. • Kerbside services enable the majority of the District to manage their waste effectively and divert material from landfill.	• Landfill sites can create leachate that infiltrates groundwater and gases that are discharged into the environment. • Collection services can lead to visual pollution on roadsides.
 Economic	• Provision of user-pay services ensures that the generator of waste pays for the provision of the service.	• User-pays can lead to illegal dumping of rubbish to avoid payment. • Financial cost of recycling and disposal services. The cost of recycling services is affected by the world markets for recyclable materials, for example glass and plastic.

Highlights

This year, we've continued to take big steps towards reducing waste and supporting a cleaner, more sustainable future for our communities. In Katikati, the resource recovery trial with Chrome Collective was extended through to March 2025. It's not just about recycling anymore, the trial now includes upcycling and finding new markets for unwanted items. Thanks to its growing success, we're exploring a move to a larger space to keep up with the demand.

On Matakana Island, we partnered with the Glass Packaging Forum to run a glass recycling trial. So far, over five tonnes of green glass and two tonnes of clear glass have been collected and removed. The trial is still ongoing as we explore more options to support the island community.

Food rescue programmes received continued support. In Te Puke and Katikati, community hubs are helping recover food that would otherwise go to waste, collecting it from local outlets and getting it to people who need it.

Our Kerbside Collective waste collection contract continues to run smoothly. As of June 2025, 19,702 households across the rohe are now part of the service up from 17,961 when the service was first introduced in 2021. Additional roads were added this year, and a new waste educator was brought in-house in May to focus on reducing contamination in recycling bins and help households recycle better.

We've continued running waste education and behaviour change programmes through our contract provider. A recent SWAP audit will help shape improvements to this work moving forward.

We also introduced safe disposal of items containing harmful gases at the Te Puke Recycling Centre and made changes to how we handle hazardous waste. It's no longer collected at recycling centres instead; we'll hold special collection events during the year.

In a joint effort with Waikato District Council and Toi Moana - Bay of Plenty Regional Council, we've been working on a Central North Island Waste Strategy and Infrastructure Plan. This work is ongoing and will help guide long-term investment across the region.

We also supported and joined the 2025 EnviroChallenge event at Tauranga Girls' College, helping inspire the next generation of environmental leaders.

To make sure we're staying on track, we completed our Waste Levy Spending Report for the Ministry for the Environment. And finally, we're continuing to collaborate with Tauranga City Council on a Subregional Waste Infrastructure Network Business Case, which will help shape the future of waste services for everyone in our wider region.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
Reduce and recover more waste. Apply the latest proven and cost effective waste management and minimisation approaches. To collect information to enable decision making. To create benefit for our community. All Council-owned solid waste facilities, including closed landfills, meet environmental standards.	Percentage of waste recycled or recovered through the kerbside collection service.	> 45%	38%	40%	The Ministry for the Environment puts the household average for recycling at 35%. In kerbside collections, the recycling rate is even lower, with only about one-third of materials being recycled or composted. WBOPDC showed a significant drop in glass volumes presented for recycling which could be a result of cost of living. The food waste volumes fluctuate, and mixed recycling tonnages are down as well.
	Total kerbside waste to landfill per household per annum (Council kerbside waste).	< 250kg	289.7kg	280kg	A contributing factor is lack of transfer stations in the district and people using their rubbish bin for wastes that could have gone to a transfer station. SWAP audit show that the food waste still makes up to 27%; and Greenwaste 19% of general waste going to landfill.
	Number of greenwaste and/or recycling facilities provided.	> 4	4	4	Katikati Recycling Centre expanded to a Resource Recovery Centre and increased the holding capacity at Ōmokoroa greenwaste for a more cost-efficient service.

Stormwater



Council's stormwater network is designed to manage the risks 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.

What we provide

- 222.3km of stormwater pipes
- 3,732 manholes
- 19 soakholes
- 2 dams
- 9 pump stations
- 914 utility catchpits
- 46 stormwater ponds
- 34.94km of open drains
- 1.2km of rising mains

Why we provide this activity

Our community outcome

- We can all enjoy a healthy and safe lifestyle.
- Our environment is clean, green and valued.

Goals

- 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.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	- The stormwater network reduces the risk of damage from flooding to individual properties. - The stormwater network provides a safe living environment for the whole community.	- Disruption during the implementation of works. - Individuals can affect the stormwater network and neighbouring properties by altering natural flowpaths. - Flooding can affect public health and safety. - Stormwater can cause public health issues through the bacterial contamination of beaches.
 Cultural	- The stormwater network can help in protecting sites of cultural and historical significance from erosion and flooding. - Acknowledges the significance of the receiving waters and the need to improve the mauri of water bodies, which improves health and wellbeing.	Contamination of the receiving environment is unacceptable to Tangata Whenua.
 Environmental	- The stormwater network reduces the potential for damage and erosion to property, essential utilities and transport infrastructure. - The stormwater network can help prevent other contaminants from reaching sensitive environments.	- Stream degradation through erosion by inadequately controlled discharges. - Barriers for fish, contamination from sediment and pollutants. - Beach erosion from stormwater outlets. - Transfer of contaminants such as silt, nutrients, toxic substances.
 Economic	- The stormwater network reduces the potential for damage and erosion to property, essential utilities and transport infrastructure. - Efficiencies are available through integrating stormwater activities with others such as land use, transportation and industrial development	- The cost of maintaining the stormwater network to ensure it is free from blockages before high rainfall events. - Existing stormwater issues include costs associated with damage related to flooding, stream erosion and personal safety.

Highlights

The Waihi Beach Stormwater Liaison Group, which includes members of Waihi Beach SWAT (Stormwater Action Team), iwi representatives from Te Whānau o Tauwhao (hapū of Ōtawhiwhi Marae), the Waihi Beach Community Board, District Councillors, and Council staff, has developed a list of 75 stormwater projects to improve drainage systems. The group has examined various solutions on the project list in terms of their effectiveness at reducing flooding, as well as factors such as cost and feasibility.

Some initial projects have been completed, primarily focusing on remedial and preventive measures. Modeling and feasibility assessment have also been conducted on several large-scale stormwater solutions to evaluate their impact on flood risk and their potential effects elsewhere in the area. Following a review of these feasibility assessments, Council has selected projects to proceed based on the interests of the community.

The liaison group also met in early 2025 and an information day for Waihi Beach was held on 15 February, drawing good community engagement and helping identify key stakeholders early to manage risks around the Earth Dam consent process. Design is progressing steadily for this complex project and staff are ensuring major stakeholders like Tasman

Holiday Park are engaged through these works as there is a high potential the Park will be permanently impacted. Council staff are exploring options to minimise disruption and will report risks to Council as the optioneering progresses.

The project to protect Waihi Beach's Two Mile Creek and the adjoining central business district properties from erosion has finished. Additionally, a planting plan for the ecological restoration of Te Mata Reserve is currently underway and is estimated to finish in winter.

Staff have engaged Tonkin & Taylor to review levels of service for the Stormwater activity, focusing on current standards, benchmarking against other utilities and exploring the communities' expectations for the stormwater network. The next steps include workshops for the newly elected members towards the end of 2025, and community consultation as part of early work on the next Long Term Plan (2027-37).

Council staff have recently met with a number of other community groups in Te Puke and Maketu and are working through how Council may address these through the same Long Term Plan process.

Design for Wilson Park, the Boardwalk, and Athenree Montessori School stormwater projects is complete and moving into construction.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
We use an integrated catchment based management approach to provide a stormwater network that minimises risks of flooding events.	The number of times per annum flooding occurs outside identified flood-prone urban areas during a one-in-50 year or less storm event.	<3	0	0	No recorded events outside identified flood prone areas
	The number of flooding events that occur within the Western Bay of Plenty District. For each flooding event (district-wide), the number of habitable floors affected (expressed per 1000 properties connected to Council's stormwater system).	<30 (3%) per event	0	0	No recorded events entered habitable floor areas.
	For a one-in-ten year flooding event, the number of habitable floors affected (expressed per 1000 properties connected to Council's stormwater system). - Waihī Beach - Katikati - Ōmokoroa - Te Puke - Maketu	 	 	 	No recorded events entered habitable floor areas.
We use an integrated catchment based management approach to provide a stormwater network that avoids impacts on water quality. We will carry out compliance and monitoring activities in a balanced way to ensure best practice.	Compliance with Council's resource consents for discharge from our stormwater system, measured by the number of:				
	- Abatement notices - Infringement notices - Enforcement notices - Convictions Received by Council in relation to those resource consents.	 	 	 	
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.				The reduction in flooding events and related complaints this year is primarily due to the absence of extreme rainfall events. The lower rainfall intensity has resulted in fewer flooding incidents and a corresponding decrease in complaints.
	- Urgent - Non-urgent	 	 	 	
	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	5.26	22.6	

Support Services



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. 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.

Transportation



Council's transportation activity aims to provide infrastructure that enables our communities to travel across our district safely and efficiently, that facilitates economic development and promotes multi-modal shift, and that is resilient to the impacts of extreme weather events.

Our district is growing fast and our roading programme seeks to balance meeting this growth with the need to maintain affordable levels of service for our District's communities.

What we provide

- 1,073km roading network with connections to State Highways
- 194.25km urban roads
- 878.41km rural roads
- 919.31km sealed roads
- 153.34km unsealed roads
- 249 bridges
- 3,040 streetlights (excludes Waka Kotahi NZ Transport Agency)
- 206km hard surfaced footpaths
- 6.5km metal surfaced footpaths

Goals

- Provide the appropriate infrastructure to enable our communities to travel across our transportation network safely and efficiently.
- Provide a transportation network that is inclusive, accessible and improves mobility enabling communities to live a healthy lifestyle and access housing, education, and employment.
- Provide infrastructure to support and promote the use of multi-modal transport to reduce the transportation network's impact on the environment.
- Ensure network resilience to maintain access and respond to extreme weather events to reduce the impact of the environment on the transportation network.
- Our transportation network supports and promotes economic development and prosperity in our sub-region.
- Manage assets with an aim to minimise whole of life cost while providing agreed levels of service.

Why we provide this activity

Our community outcome

- We can all enjoy a healthy and safe lifestyle.
- Our environment is clean, green and valued.
- Our economy is thriving.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	- Enables safe and easy travel around our District. - Roads connect communities. - Provides access to community, recreation, and leisure facilities. - Provides access to retail, commercial and professional services. - Provides for transport options such as walking and cycling. - Provides for integrated planning of the transport network and land use.	- Transport emissions - Traffic noise and vibration to properties from adjoining roads. - Air pollution from traffic fumes affects health. - Dust on unsealed roads may affect health. - Poor design and use can result in dangers to people and high social cost from accidents. - Main roads can divide communities. - High traffic volumes can lead to a loss of amenity in urban areas.
 Cultural	- Provides access to sites of cultural and historical significance. - Connects communities to cultural facilities (including Marae).	- People access sites that are culturally sensitive. - Road construction may disturb sites of cultural significance including wāhi tapu.
 Environmental	- Land taken for roading but surplus to development requirements may be used for environmental enhancement such as the development of wetlands. - Provides access to reserves and conservation areas.	- Noise pollution especially from heavy freight vehicles. - Air pollution from vehicle exhaust fumes. - Contamination from pollutants running off the road surface during storms. - Provides access for the illegal dumping of rubbish.
 Economic	- Provides routes for the delivery of goods and services. - Provides a physical linkage between customers and businesses. - Provides a corridor for utility services. - Provides access to all commercial and residential properties.	- Loss of productive land resulting from the development of transport corridors and infrastructure. - Cost of acquiring land for new roads and upgrades. - Requires lengthy multi-agency designation. - Cost of providing and maintaining roading infrastructure to limit loss of agricultural and horticultural production due to rough roads and dust from unsealed roads.

Highlights

This year, we made progress in improving and maintaining our roads despite a few challenges and weather delays.

A change in subsidy from NZ Transport Agency, Waka Kotahi meant we had to adjust our three-year roadwork plan. To keep things on track, we brought forward Council funding from Year Two of the Long Term Plan 2024-34. This allowed us to continue with reseals and rehabilitation work without slowing down too much.

Here's what we got done:

- 84.4km of roads were resurfaced as part of our annual programme.
- We've completed 80 percent of the preparation work for next year's resurfacing programme. The rest will be finished in the first few months of the new financial year.

- Our programme to rehabilitate and widen 6.5km of roads is 65 percent complete. Most of the remaining work will wrap up early in the new financial year, though one project (Te Puke's Boucher Avenue/No.2 Road) will take a bit longer and is anticipated to finish by early 2026.
- The No.1 Road, Te Puke project is 80 percent complete. Progress slowed down because of several hurdles, including needing stormwater consents, working with landowners, bad weather, and having to move underground services. It will be completed in the coming months.

Looking ahead, the planning and design work for next year’s pavement rehabilitation/seal widening programme is just about finished. We’ll be selecting a contractor to carry out the physical work in the coming months. We also sealed several roads to improve safety and access:

- Thorn Road (0.5km) and Ōtamarakau Valley Road (0.9km) are now fully sealed.
- The Rotoehu Road extension (1.0km) is almost complete and is anticipated to finish in the coming months.

Following the North Island Weather Event, we received confirmation that 81 percent of the repair costs for damaged roads will be covered by NZTA Waka Kotahi. So far, we’ve completed work at 40 percent of the affected sites. Delays on the rest are due to difficulties with land access and earthworks consents. These sites will be tackled over in the financial year.

We’ve also:

- Replaced the bridge on No.4 Road in Te Puke, which is now open to traffic. The temporary Bailey bridge has been taken down and returned to NZTA Waka Kotahi.
- Built a new 250m long and 8m wide road off Middlebrook Drive in Katikati.
- Continued engaging with local residents and businesses on our key projects, sharing regular updates through various channels including Council’s Your Place Tō wahi website, social media and Antenno.

In the background, NZTA Waka Kotahi completed a procedural audit on our transport work. Three out of four areas were rated “effective”, and one area will get some extra attention to improve further.

Lastly, we’ve started the process of procuring new long-term maintenance contracts to keep our roads in good shape well into the future.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
Provide the appropriate infrastructure to enable our communities to travel across our transportation network safely and efficiently. Provide a transportation network that is inclusive, accessible and improves mobility enabling communities to live a healthy lifestyle and access housing, education and employment. Provide infrastructure to support and promote the use of multi modal transport to reduce the transportation network’s impact on the environment.	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number. • Fatal crashes • Serious injury crashes	<0 <0	-1 2	-1 -10	The number of fatalities on our local roads are having a downward trend of 1 less fatality per year. In 2023/2024 there were 3 fatalities, and in 2024/2025 there were a total of 2. The number of serious injury crashes are trending up with 2023/2024 having 13, and 2024/2025 having 15.
	Number of road closed/lanes unavailable for more than 24 hours due to weather events or unplanned maintenance.	0	N/A	New measure	No data available
	Annual maintenance cost per million vehicle kilometers traveled (\$/mvkt). <i>vkt - measures use of roads on a per kilometre basis.</i>	<\$65,959	\$62,774	\$33,785	

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
Ensure network resilience to maintain access and respond to extreme weather events to reduce the impact of the environment on the transportation network. Our transportation network supports and promotes economic development and prosperity in our sub-region.	The percentage of customer service requests relating to roads and footpaths to which Council responds within 15 working days.	>90%	92%	38%	Following the termination of the One Network Maintenance Contract (ONMC) the Transportation team was restructured and stakeholder management was brought in-house, which has enabled better ownership and performance regarding customer request. The 2024 result was recorded during the transition period. The 2025 result is indicative of a well established, high performing stakeholder management team.
	The increase in total length of cycleways and walkways within the District.	>1,000m	2,143m	755m	The variance is driven by the delivery of the Ōmokoroa to Pahoia and Mangawhai Estuary Cycleways, which has increased the total length of the cycleway network. This over delivery offsets the lower quantity delivered in FY24.
	The percentage of footpaths that fall within the level of service of service standard for the condition of footpaths identified in the transportation asset management plan.	>95%	N/A	98%	No data available. Condition rating not undertaken 2024/2025.
We manage assets with an aim to minimise whole of life cost while providing agreed levels of service. We are responsive to the needs of our communities. We provide infrastructure to support and promote the use of multi modal transport to reduce the transportation networks impact on the environment.	The percentage of the sealed local road network that is resurfaced.	>4%	9.3%	2.6%	In FY24 we fell short of our resealing target because a high proportion of the sites were asphalt which is a more expensive treatment. Asphalt resurfacing treatments were prioritised because our resurfacing programme was delayed as a consequence of the termination of the ONMC. In response we resealed more of the network in FY25.
	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. Please note: (0 = defect free, 5 = unsatisfactory). - Sealed roads - Unsealed roads	0.3 3	N/A N/A	0.1 0.9	No data available. Condition rating not undertaken 2024/2025.

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
We manage assets with an aim to minimise whole of life cost while providing agreed levels of service.	The average quality ride on a sealed local road network, measured by smooth travel exposure.	>90%	91%	94%	Smooth Travel Exposure (STE) is an indicator of the road asset condition in regard to the network traffic loading demands. A decreasing STE value would indicate the network condition was deteriorating faster than it was being renewed. We report our STE directly from the NZTA STE Report. We have engaged a new High Speed Data provider through the national Consistent Condition Data Collection program, which may result in minor variations between our historical and newly collected roughness data. With funding constraints we've had to prioritise reseals over rehabilitations to preserve our pavements and reduce our pavement deterioration, while still meeting our STE target.
	Average age in years of renewed pavements.	<46	47.6	New measure	The measure is affected by the limited number of rehabilitation sites.

Wastewater



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

What we provide

- Maketu: 37.75km of pipes, 530 household pumps and two pump stations
- Ōmokoroa: 82.24km of pipes and 16 pump stations
- Te Puke: 77.72km of pipes, one household pump and seven pump stations
- Katikati: 81.16km of pipes, 21 household pumps and 14 pump stations
- Waihi Beach: 85.43km of pipes, four household pumps and 23 pump stations
- Te Puna: 20.47km of pipes, 126 household pumps and one pump station
- Ongare Point: 4.08km of pipes and 56 household pumps.

Why we provide this activity

Our community outcome

- We can all enjoy a healthy and safe lifestyle.
- Our environment is clean, green and valued.

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.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	- Wastewater treatment schemes provide a safe disposal method for urban areas where smaller section sizes are unsuitable for onsite treatment. - Wastewater treatment schemes decrease the risk of infection in the urban environment as there is no requirement for septic tanks.	- The costs of providing, operating and maintaining the schemes is high due to energy requirements. - Unless properly maintained there can be problems with foul odour. - Creates an ongoing need for the disposal of sewage sludge.
 Cultural	- Respects cultural sensitivity around receiving environments. - Receiving environments are improved.	Receiving waters may be adversely affected if wastewater is not properly treated and, where overflows occur, could adversely affect health through consumption of contaminated shellfish and other kaimoana.
 Environmental	Having wastewater treatment plants reduces the amount of untreated effluent entering the environment.	- Ecosystems in the receiving environments may be adversely affected by spills or overflows of untreated sewage; smell and noises from the wastewater treatment plants and pumping stations may create nuisance or impact public health and the operation and maintenance of our assets. - The operation and maintenance of our assets include the production of greenhouse gases through energy use, wastewater treatment processes and biosolids.
 Economic	- Allows for better use of the available developable land. - Provides infrastructure to enable business development in the community. - A wastewater system that is working well and meeting its levels of service, will increase property values and ensure our towns are good places for people to 'live, work, learn and play'.	- Restricted capacity can result in constraints on development potential and business capacity. - The cost of the investment in infrastructure. - Significant costs and time to implement system upgrades and overflow reduction improvement.

Highlights

The Te Puke Wastewater Treatment Plan upgrade remains a key focus, with staff continuing to work through the contract requirements to ensure the right technology meets both budget and compliance requirements. The new facility will replace and significantly upgrade the existing plant on Gordon Street. It's designed to meet much higher environmental standards, provide greater resilience, and support the long-term health of both our community and our environment.

Construction of the Katikati Wastewater Treatment Plant's Moving Bed Bio-reactor is mostly complete with trials now underway, and commissioning expected to be complete by August. Non-compliances at this site are expected to be resolved during this time. The Katikati Wastewater Treatment Plant currently discharges treated wastewater via an ocean outfall pipeline to Matakana Island. This consented discharge expires in 2038, with a requirement to confirm future directions by the end of 2026. The alternatives' working group which is guided by a project control group and consists of Te Ohu Waiora, Council, and external stakeholders is working to what the future of the Katikati

Wastewater Treatment Plant and its discharge may look like.

At Maketu, staff are working with Toi Moana - Bay of Plenty Regional Council and contractors to address the disposal field issues with this work expected to be completed by October. Staff are also working through options to roll out upgrades to the grinder pumps in Maketu, with the purpose of adding connectivity to Council's telemetry system for remote monitoring and operation to reduce maintenance costs and reduce risks to public health.

At Waihi Beach design of the Wastewater Treatment Plant is progressing well, with equipment ordered for items with long lead times to ensure the project continues to progress. A consent application to continue to use the farm at Capamagian Drive for bio-solids disposal while the upgrade is being completed has also been submitted to Toi Moana - Bay of Plenty Regional Council.

Nationally, Taumata Arowai is developing new wastewater performance standards. Council has submitted feedback and completed a gap analysis, which shows our plants are generally well placed. Some improvements to monitoring and discharge consents will still be needed.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
All areas in our District served by Council's reticulated wastewater disposal systems meet acceptable health, safety and environmental standards.	Percentage compliance with resource consents for each wastewater scheme: - Katikati - Maketu/Little Waihi - Te Puke - Waihi Beach - Ongare Point	>90% >94% >90% >97% >95%	86% 99% 99% 100% 100%	90% 96% 99% 100% 100%	Katikati WWTP has ongoing issues with the Total Nitrogen 12-month rolling mean, and the Ammoniacal Nitrogen 12-month rolling 90th percentile. A MBBR plant has been constructed to solve this issue.
Maintain wastewater systems and have capacity to meet demand.	The number of dry weather sewage overflows from Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system. <i>Note: only applies when 1mm of rain has fallen in a 24hour period.</i>	<2	1.24	1.31	
	Compliance with resource consents for discharge from the sewerage system measured by the number of: - Abatement notices - Infringement notices - Enforcement notices - Convictions received by Council in relation to those resource consents.	0 0 0 0	2 0 0 0	0 0 0 0	Abatement notice received for issues with the disposal field at Maketu Wastewater Treatment Plant. Remediation work is in progress.
Provide wastewater services that meet customer need.	Where Council attends to sewage overflows resulting from a blockage or other fault in the Councils sewerage system, the following median response times measured: - Attendance time: from the time Council receives notification to the time that service personnel reach the site. - Resolution time: from the time Council receives notification to the time that service personnel confirm resolution of the blockage or other fault.	<60 mins <5 hours	29 mins 2 hrs 57 mins	54 mins 2 hrs 27 mins	The number of wastewater overflows this year has also been significantly lower. Overflows are inherently linked to rainfall, as high-intensity or prolonged storm events increase inflow and infiltration into the network, which can exceed system capacity. In the previous years, the district experienced multiple extreme rainfall events that contributed directly to higher overflow incidents. By contrast, FY25 has seen fewer and less intense storms, resulting in fewer overflows and associated complaints.

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
Provide wastewater services that meet customer need.	The total number of complaints received by Council about any of the following: • Sewerage odour • Sewerage system faults • Sewerage system blockages • Council's response to issues with the sewerage system. Expressed per 100 connections to the Council's sewerage system.	<40	30.7	33.3	The number of wastewater overflows this year has also been significantly lower. Overflows are inherently linked to rainfall, as high-intensity or prolonged storm events increase inflow and infiltration into the network, which can exceed system capacity. In the previous years, the district experienced multiple extreme rainfall events that contributed directly to higher overflow incidents. By contrast, this year has seen fewer and less intense storms, resulting in fewer overflows and associated complaints.

Water Supply



We supply potable (drinking) water for over 16,000 properties in our District through water infrastructure operating in the Western, Central and Eastern supply zones. Our customer base includes residential, commercial, horticultural and agricultural users.

What we provide

- Water reticulation operating in three zones
 - Western (Waihi Beach, Katikati), Central (Ōmokoroa, Te Puna) and Eastern (Te Puke, Maketu, Pukehina Beach, Paengaroa)
- District-wide metering
- 26 booster pump stations
- 9 bore fields
- 7 water treatment plants
- 33 reservoir and tank sites
- 854.13km of watermains

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.

Why we provide this activity

Our community outcome

- We can all enjoy a healthy and safe lifestyle.

Significant effects of providing this activity

Wellbeing	Positive	Negative
 Social	- Provides for a safe and convenient drinking water supply for residential properties' everyday needs. - Provides water for a range of recreation and leisure activities, e.g. swimming pools. - Provides the operational basis for the sewerage network.	Increasing the amount of water taken for public supply from groundwater bores means less groundwater is available for landowners wanting to develop private bores for irrigation.
 Cultural	Good quality water is available to residents which improves health and wellbeing.	Water abstraction from streams and rivers can have an adverse effect on the mauri of the water body.
 Environmental	Treated water returned to the environment.	Water extraction from rivers and streams has the potential for negative impacts on ecological values as habitats for native species of plants and animals.
 Economic	- Provides a reliable water supply for commercial and industrial users. - Provides a reliable water supply for agriculture and horticulture.	- Some people may find it difficult to pay for the water they use and will have to reduce their use. - Businesses using large volumes of water may decide against locating in our District due to water costs.

Highlights

Construction of the new Ōmokoroa Treatment Plant and reservoir is well underway and progressing well to cater for growth in Ōmokoroa. The new plant includes a new 3500m³ reservoir, which will increase the storage capacity for the growing Ōmokoroa community.

We will also be upgrading 550 metres of water pipes in Katikati's town centre to improve water quality and infrastructure. The work for this will begin in August and is expected to take 12 weeks to complete. Drinking water pipes along Boucher Avenue and the surrounding streets in Te Puke are also getting an upgrade as part of the wider project.

As per the directive issued under the Health Act 1956, Council will begin adding fluoride to the Athenree Water Treatment Plant in June 2025 and Wharawhara Water Treatment Plant in July 2025. This will affect the public water supply in Waihi Beach, Athenree, Tanners Point, Katikati, and the reticulated rural area through to Morton Road. At this stage Council has not received further direction from Ministry of Health to fluoridate Western Bay of Plenty's remaining Water Treatment Plants.

While currently most water supplies are not compliant with the newly introduced protozoa and bacteria requirements, Council is currently delivering critical upgrades at all the Water Treatment Plants to comply with the Drinking Water Quality Assurance Rules 2022 and the Water Services Act 2021. Currently, Muttons (Te Puke), Wharawhara, and Athenree Water Treatment Plants are complying with the bacterial rules. Significant progress has been made with protozoa requirements, with Muttons and Athenree Water Treatment Plants now having protozoa barriers in place. Upgrades to the remaining Water Treatment Plants are well underway, with the aim to have all Plants compliant in 2026.

Although water losses have improved significantly, staff continue to review meter reading processes and investigate the network to ensure accurate cost recovery and strengthen overall network resilience. More work is required to understand the accuracy of the water billing information and how that relates to meter and meter reading accuracy.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2025			2024			
		Target	Result		Result	Narrative		
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. 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 for 80% of the time, in accordance with Ministry of Health requirements.	100%	100%		99%			
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.	Compliance with the Drinking Water Quality Assurance Rules: T3 Bacterial compliance (B), T3 Protozoal compliance (P), and D3 Microbiological monitoring (M). Compliant Y = Yes, N = No	N = No Y = Yes	AM = All met PM = Partially met NM = None met			New measure The Department of Internal Affairs updated this mandatory performance measure after Council had published our Long-term Plan, which sets our statement of service. The updated measure still covers the bacterial and protozoal compliance of water supplies but now is directly referenced to the relevant rules in the Drinking Water Quality Assurance Rules 2022. Our reporting is, therefore, against those rules. The DWQAR aggregate compliance rate methodology has been used to calculate whether the performance measures for bacteriological compliance and protozoal compliance were “All met”, “Almost met”, “Partially met”, or “None met”. The performance rating thresholds are as follows:		
	Distribution zones (yes or no)	B	P	M	B		P	M
	Athenree	N	N	Y	PM		NM	AM
	Katikati	N	N	Y	AM		NM	AM
	Ōmokoroa Minden	N	N	Y	PM		NM	AM
	Pongakawa	N	N	Y	PM		NM	AM
	Te Puke	Y	Y	Y	PM		PM	AM
Refer to the results for FY24 in the table below:								
Zones	Treatment Compliance (Bacteria/Protozoa)	Distribution Compliance					Compliance rate	Performance rating
Athenree	N	Y					100%	All met
Katikati	N	Y					95% to 99.99%	Almost met
Ōmokoroa Minden	N	Y					0.01% to 94.99%	Partially met
Pongakawa	N	Y					0%	None met
Te Puke	N	Y						

What we do	How we track progress	30 June 2025		2024	Narrative
		Target	Result	Result	
					Reasons compliance is less than "All met" Bacterial Compliance - Athenree Zone: Athenree Water Treatment Plant (WTP) achieved 98% compliance rate, 2% non-compliance is attributable to data gaps. - Waihi Beach and Tahawai WTPs did not achieve chlorine contact time due to reservoir size. - Katikati Zone: Wharawhara WTP achieved 99.7% compliance rate. 0.3% non-compliance is attributable to data gaps. - Ōmokoroa-Minden Zone: Youngson and Ohourere WTPs did not achieve chlorine contact time due to reservoir size. - Pongakawa Zone: Pongakawa WTP did not achieve chlorine contact time due to reservoir size. - Te Puke Zone: Muttons WTP did not achieve chlorine contact time due to reservoir size. Protozoal Compliance Muttons WTP achieved 25% compliance with UV treatment in place for a small time period. No other WTP had UV treatment installed, therefore achieved no compliance.
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.	The percentage of real water loss from Council's networked reticulation system. To be monitored through the water metering system.	<22%	35.9%	36.8%	Council is currently working through a number of improvements in our water loss and water demand management strategy. At this stage, the key sources of variance in reported water losses have not yet been fully identified. These are expected to be clarified and addressed over the next 12 months. However, it may take 24 months or longer before data trends stabilise and provide a consistent and reliable basis for confident reporting.
	The average consumption of drinking water per day per resident within Council's district.	<220 litres	235 litres	212 litres	Seasonal changes causing fluctuations in the annual consumption of drinking water.

What we do	How we track progress	30 June 2025		2024	
		Target	Result	Result	Narrative
We will respond to customers issues with the water supply.	Where Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured: Attendance for callouts from the time Council receives notification to the time service personnel reach the site: - Urgent callouts - Non-urgent callouts	<60 mins <24 hours	45 mins 22 hrs 14 mins	54 mins 21 hrs 11 mins	
	Resolution of callouts from the time Council receives notification to the time service personnel confirm resolution of the fault or interruption: - Urgent callout - Non-urgent callout	<5 hours <28 hours	3 hrs 42 mins 29 hrs 25 mins	4 hrs 11 mins 27 hrs 11 mins	Missed resolution targets for non-urgent water jobs have mainly resulted from increased weekend workloads. To prevent workforce fatigue and ensure safety, non-urgent tasks were deferred to regular hours - a decision that has affected target achievement this year. This agreement with the contractor will be reviewed and monitored to better support future performance goals.
	Total number of complaints received by Council about any of the following: - Drinking water clarity - Drinking water taste - Drinking water odour - Drinking water pressure or flow - Continuity of supply - Council's response to any of these issues Expressed per 1,000 connections to Council's networked reticulation system.	<30	18.5	10.4	Council received a higher number of water pressure complaints in FY25. While difficult to attribute to any single incident, a number of these were linked to network upgrade works. In these cases, Council had already provided written notification to affected customers advising of expected changes to the network prior to the works being carried out.



Doggy Day Out 2025, Ōmokoroa



Korero & Kai at Otawhiwhi Marae as part of the Flavours of Plenty Festival



Panepane Wharf, Matakana Island



Development of Wahi O Waipapa Wetland, Ōmokoroa