
CHAPTER TWO

02

COUNCIL ACTIVITIES



CHAPTER TWO

Council activities

Council's group of activities 28

Leadership

Representation 31

Planning for the future 38

Building Communities

Communities 45

Recreation and leisure 56

Regulatory services 63

Stormwater 70

Transportation 75

Water supply 81

Protecting the Environment

Natural environment 87

Wastewater 92

Solid waste 98

Supporting our Economy

Economic development 104

Support services 108

COUNCIL'S GROUP OF ACTIVITIES

GUIDE TO THIS SECTION OF THE ANNUAL REPORT

Our achievements report on how well Council's activities performed during 2021/20 against the goals and targets set out in Chapter three of the 2018-28 Long Term Plan (LTP). The reporting covers how effectively services have been delivered to the community and financial results.

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

Overview

This provides a high level overview or explanation of the activity and the outcomes agreed in Western Bay of Plenty District Council's 2018-2028 LTP.






Highlights

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

Service performance results

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

The 2018-2028 LTP identifies performance measures and targets to monitor Council's achievement of the agreed outcomes and levels of service. This section reports the results and provides explanation for any significant variances. Results are classified as follows:

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

Future initiatives

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

Customer satisfaction

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

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











Effects on community wellbeing

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

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

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

Council has structured its activities into 12 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	Page
	Representation	<ul style="list-style-type: none"> • Sub-regional, District and Community representation. • Financial Planning. 	<ul style="list-style-type: none"> • Effective, informed and inclusive leaders. 	31
	Planning for the future	<ul style="list-style-type: none"> • Policy and planning. • Resource management planning. • Infrastructure planning. 	<ul style="list-style-type: none"> • Vibrant and welcoming communities. • Effective, informed and inclusive leaders. • Thriving economy. 	38
	Communities	<ul style="list-style-type: none"> • Community development. • Cultural development. • Information centres. • Emergency management. • Community facilities. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. • Vibrant and welcoming communities. 	45
	Recreation and leisure	<ul style="list-style-type: none"> • Coastal and marine. • Recreation reserves and facilities. • Sub-regional reserves. 	<ul style="list-style-type: none"> • Vibrant and welcoming communities. • Clean, green and valued environment. 	56
	Regulatory services	<ul style="list-style-type: none"> • Animal control. • Building and health services. • Compliance. • Regulatory services. • Resource consents. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. 	63
	Stormwater	<ul style="list-style-type: none"> • Stormwater network. • Waihi Beach coastal protection. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. 	70
	Transportation	<ul style="list-style-type: none"> • Roding. • Network development. • Network optimisation. • Environmental mitigation. • Transportation health and safety. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. • Thriving economy. 	75
	Water supply	<ul style="list-style-type: none"> • Council water supply. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. • Thriving economy. 	81
	Natural environment	<ul style="list-style-type: none"> • Environmental protection. 	<ul style="list-style-type: none"> • Clean, green and valued environment. 	87
	Wastewater	<ul style="list-style-type: none"> • Wastewater. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. • Clean, green and valued environment. 	92
	Solid waste	<ul style="list-style-type: none"> • Solid waste. 	<ul style="list-style-type: none"> • Healthy and safe lifestyle. • Clean, green and valued environment. 	98
	Economic development	<ul style="list-style-type: none"> • Economic development. • Land drainage. 	<ul style="list-style-type: none"> • Thriving economy. 	104

Leadership
Representation
Māngai



REPRESENTATION

OVERVIEW

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

WHY WE PROVIDE IT

Our community outcome

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

Our 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.
- Our financial management is prudent, effective and efficient.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

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

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	<ul style="list-style-type: none"> ✓ Long Term Plan consultation and events. ✓ Continued working with local, regional, sub-regional and national networks and agencies to advocate for the region. ✗ Resident satisfaction survey targets not achieved for representation and opportunities to participate in decision making.
Economic	<ul style="list-style-type: none"> ✓ Continued advocacy for Tauranga Northern Link.
Environmental	<ul style="list-style-type: none"> ✓ Extension of COVID-19 provisions for attendance and call-ins to meetings.
Cultural	<ul style="list-style-type: none"> ✓ Decision to return Panepane Purakau to its ancestral owners.



HIGHLIGHTS

A significant focus for Elected Members was the development of Council's 10 year Long Term Plan 2021-2031. A number of workshops were held to provide the necessary direction for Council's activities as well as funding decisions. As part of this work three strategies and action plans (Recreation and Open Space, Natural Environment and the Communities Strategy) were reviewed and significantly updated to meet current and future needs of the various communities.

The Draft Long Term Plan was adopted by Council in early March and then Elected Members had the opportunity to consult on the draft plan and the six key proposals with the community.

Community events were held in Waihi Beach, Te Puna and Te Puke, to enable the community to meet with Elected Members and staff and to provide valuable input into this significant plan. Subsequent workshops and meeting were held to consider resident/community feedback.

The final plan was adopted by Council on 29 June 2021.



Panepane Purakau

On 29 October 2020 an extra-ordinary meeting was held at Trustpower BayPark for Council to vote to return ownership of the eastern end of Matakana Island, known as Panepane Purakau to its ancestral owners.

Once this decision was made, work commenced to implement the decision. This included completing the accretion claim and providing the space for tikanga based kōrero between the five hapū and the descendant owners group. This will be followed by an application to the Māori Land Court to determine the receiving entity.



By-election

A by-election was held in April 2021 to replace Katikati-Waihi Beach Ward Councillor Christina Humphreys who resigned in January 2021. Ten nominations were received with the successful candidate Allan Sole voted onto Council in May. A special induction programme was arranged to provide Councillor Sole with the necessary information and tools to assume his role.

Other key initiatives

Other key initiatives included a review of Council's Audit and Risk Committee. This review recommended the appointment of an independent member to the Committee. In May 2021 Mark Maloney was appointed as an independent member to the Audit and Risk Committee. He brings significant local government, audit and risk experience to the role.

The COVID-19 provisions for Elected Member attendance and call-ins to Council meetings has recently been extended to September 2021.

At the beginning of 2021, Council undertook a recruitment process for a new Chief Executive Officer (CEO) to replace the current CEO, Miriam Taris, who retired in July 2021. A new CEO, John Holyoake, has been appointed and assumed the position mid July 2021.

The Mayor and Elected Members continued advocating for the District and sub-region as well as participating in collaboration opportunities with neighbouring councils, central government and key agencies.

FUTURE INITIATIVES

The next local body elections are scheduled for October 2022. Preparation for these elections will commence late 2021.

The continued progression of the land transfer of Panepane Purakau will continue, as the Māori Land Court makes its decision in regard to the receiving entity.

Central government has commenced or signalled a number of reviews that impact on local government. This includes a review of the form and function of local government, Resource Management Act Review, and the Three Waters Review. Council will continue to prepare for change and advocate for our communities.

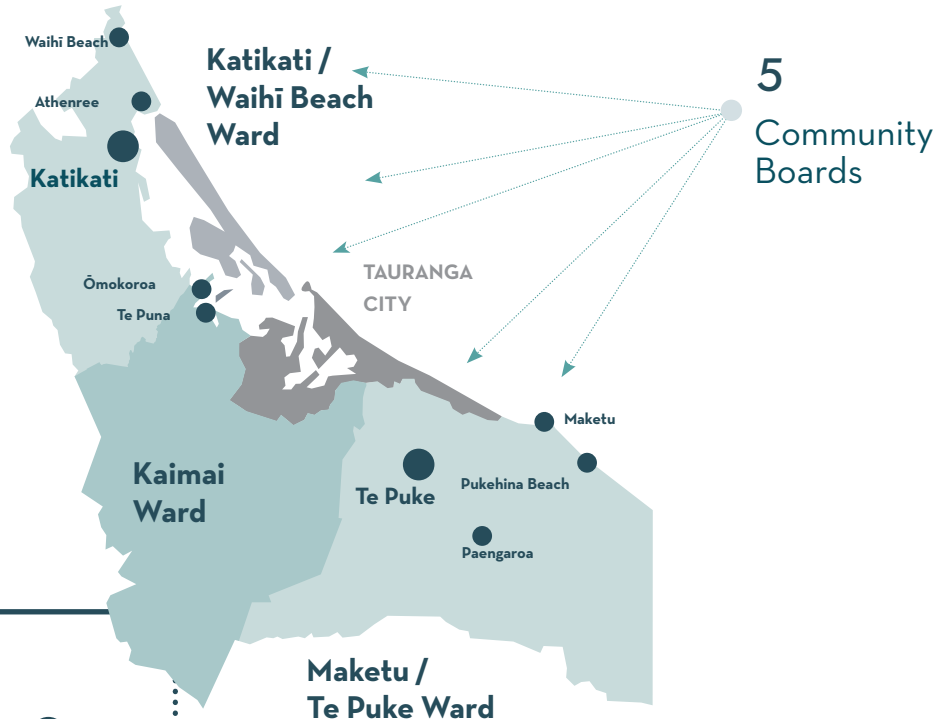


WHAT WE PROVIDE

Representation is provided by:



1 Mayor



11 Councillors



Māori Representation Forum

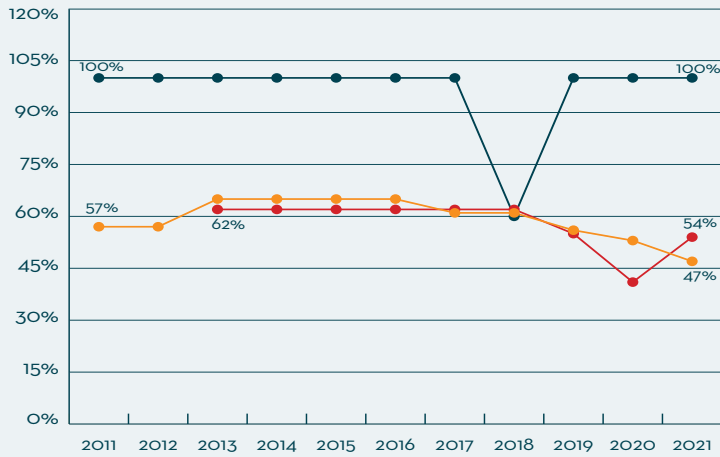
Comprising iwi and hapū representatives

3 WARD FORUMS

Participation in a range of **Community organisations, boards and co-governance structures** within the Western Bay of Plenty District

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES





Representation












- Financial performance
- Tangata whenua satisfaction
- Community satisfaction

HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Key Performance Measure Percentage achievement in the financial performance index (the index monitors Council's financial trends and level of compliance with 5 key treasury ratios. Target 100% is total compliance).	100%	100%	100%		✓
Key Resident Measure Level of satisfaction with representation provided by elected members:				Key areas identified for improvement included more communication and information, more consultation and being more visible. The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is:	
• Community	≥70%	47%	53%	Community 32%	✗
• Māori	≥70%	54%	41%	Māori 32%	✗
Supporting Measures Percentage of eligible population that votes in Local Body Elections.	No election	No election	39.14%		-
Level of satisfaction with opportunities to participate in decision making.				Key areas identified for improvement included more consultation, more information and follow through with promises. The target and result were calculated excluding those surveyed who 'don't know'. The survey results including those who don't know is:	
• Community	≥60%	46%	50%	Community 32%	✗
• Māori	≥60%	45%	37%	Māori 33%	✗

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Percentage of residents satisfied that the decisions Council has made are in the best interests of the District.	≥60%	44%	47%	Key reasons for level of confidence includes problems with infrastructure and housing, lack of confidence in decision makers and questionable decisions made. The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 35%.	
Percentage movement in total rates income (excluding growth and inflation).	≤4%	1.1%	1.6%		

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Representation will be provided by:					
<ul style="list-style-type: none"> • 1 Mayor • 11 Councillors • 5 Community Boards 					
Number of meetings held per annum:					
• Council	≥8	17	12	The Community Board meeting was changed by Council from a six weekly cycle to an eight weekly cycle. As a result less meetings were held during the year. The Partnership forums are currently reviewing their meeting arrangements.	
• Community	≥8	6	4		
Tangata Whenua governance participation.	≥2	1	2		
Percentage attendance of elected members (Councillors and Mayor) at Council and Committee meetings.	≥80%	88%	95%		
Percentage attendance of Community Board members at Community Board meetings.	≥80%	96%	96%		
Level of compliance with statutory timeframes in adopting Annual Plan / Long Term Plan and Annual Report.	100%	100%	100%		
Council will engage with communities about decisions that impact on their community.					
Number of engagement opportunities with Elected Members held within the communities around the District.	≥4	30	8		
Finances will be managed to comply with the limits identified in the Treasury Policy.					
Interest expense on external debt as a percentage of rates revenue (Maximum identified in Treasury Policy is 25%).	≤25%	4.4%	6%		
Liquidity ratio - this ratio monitors Council's ability to pay all current liabilities if they became due immediately.	≥110%	113%	140%		
Percentage of net external debt to total revenue.	≤180%	77%	77%		
Council will be financially prudent in the management of rates levied.					
The percentage of District Rates income not spent or committed at the end of the financial year.	≤2%	2%	1.8%		

Leadership
**Planning for the
future**
*Mahere ki
raurangi*



PLANNING FOR THE FUTURE

OVERVIEW

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

WHY WE PROVIDE IT

Our community outcome

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

Our goal

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

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

Identified key effects the planning for the future activity has had on the four wellbeings during the year.

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	<ul style="list-style-type: none"> ✓ Urban Form and Transport Initiative (UFTI) identifying preferred options for settlement patterns and transportation solutions adopted July 2020. ✓ Concept plan for Waitekohekohe Reserve (Katikati) completed. ✓ Consultation on concept plan for Otaiparia Reserve (Maketu). ✓ Community consultation for Council's Long Term Plan 44,206 pieces of feedback received. ✓ S17a review of elder housing and Council decision to retain the elder housing.
Economic	<ul style="list-style-type: none"> ✓ Increased development in urban areas, in particular Te Puke. ✗ Insufficient greenfield land to accommodate growth in Ōmokoroa and Katikati. ✓ Completion of electronic District Plan. ✓ Preparation of the Housing and Business Assessment Report through SmartGrowth.
Environmental	<ul style="list-style-type: none"> ✓ Continued review of natural hazards maps for flooding, coastal inundation, coastal erosion and others. ✓ Development of Climate Change Action Plan. ✓ Completion of the Trade Waste, Water Supply System and Wastewater Drainage Bylaws. ✓ Review of the Natural Environment and Sustainable Living Strategy.
Cultural	No specific action relating to this wellbeing.



HIGHLIGHTS

The focus for 2021 has been the review of our 10 year Long Term Plan (2021-2031). This involved a range of actions from research, strategy development, consultation, and decision making processes. While all the strategies and actions for each activities were reviewed and updated, three strategies were significantly updated in response to the changing environment they operate within. They were:

- Communities including community building, libraries and service centres and community facilities
- Recreation and leisure
- Natural environment

Alongside this the Significance and Engagement Policy was reviewed and a **Wellbeing Plan** was developed in conjunction with communities where three key actions were identified for each of the three Wards in our District. The desired outcomes of these actions will be monitored and reported on. The development of a **Climate Change Action Plan** has highlighted the impact of climate change and identified actions required for mitigation and adaptation. All of this work is in response to the changes in legislation and provides a clear overview of Council's approach in these areas.

In developing a ten year plan it is imperative that we talk with and listen to our communities to understand their priorities and preferred actions. This took place through a number of mechanisms from utilising online tools, meetings with key stakeholders, three consultation events, and submissions (written and verbal).

Overall **44,206** pieces of feedback were received across three phases of community engagement in 2020 and 2021.

A section 17a review of elder housing was completed. This is a requirement of the Local Government Act to review the service provided by Council and give consideration of other service delivery options. As a result of the elder housing review Council has agreed to retain its elder housing. It will look to upgrade current facilities and pursue the development of additional facilities on Council owned land.



A review of the Community Halls Operational Policy was completed. This review clarified the process for funding maintenance of community halls. There was also a review of areas of benefit which identified who is paying for which hall. Everyone in the District is now in a halls benefit area except Matakana Island.



A sub-regional assessment of recreational access within the Tauranga harbour was completed. This assessment focused on future demand for car parks and boat ramps across the region. It was an important piece of work which informed the Long Term Plan in regard to the future provision of boat ramps.



A number of bylaw reviews concluded. This includes the Speed Limits Bylaw, Trade Waste Bylaw, Water Supply System Bylaw, Stormwater Bylaw, and the Wastewater Drainage Bylaw.

Concept plans were developed for new facilities within the District. This includes the Waitekohekohe Reserve which will provide horse trails and mountain biking facilities, located between Lund Road and Thompsons Track in Katikati. Consultation on a concept plan for use of the land at 83 Ford Road, Maketu was undertaken, with the final plan adopted in July 2021. This land is adjacent to the Kaituna re-diversion will be a key site for coastguard and other recreational boating activities.

The electronic District Plan was implemented June 2021. This provides customers with a user friendly way of using the District Plan, and provides a more interactive experience with search function.

The Urban Form and Transport Initiative (UFTI) report was adopted in July 2020. This set in place plans for an optimal future land use and transport programme. This has been followed up with the commencement of the preparation of a spatial plan for the sub-region. Although development is signalled throughout the District, priority areas that have been identified for co-ordination of input are Ōmokoroa and Rangioru/Te Puke.

The National Policy Statement on Urban Development requires Council to produce a housing and business assessment report. This was prepared under the SmartGrowth umbrella and was adopted on 26 July 2021.

Work continued on the **Ōmokoroa Structure Plan** and associated residential rules ready for notification in August 2021. As part of this work we engaged with the Ōmokoroa community, through a series of open days which received a good level of response.

Development has increased in urban areas, in particular Te Puke. This has led to more complex package of plans meetings with developers to ensure that land is developed in a timely manner with good urban design outcomes, including a variety of housing typologies to meet the future demands.

Council continues its review of the natural hazard maps for the District including flooding, coastal inundation, coastal erosion, land instability, tsunami, liquefaction and others. This is a joint exercise with the Bay of Plenty Regional Council and also Tauranga City Council (for some natural hazards). Key areas of work over the last year were:

- Flooding maps for Ōmokoroa that were recently reviewed to include climate change have been further updated by using the most up-to-date LiDAR/contours available (released October 2020).
- Liquefaction maps for the Ōmokoroa 'Stage 3' Structure Plan have been reviewed based on the new Ministry for the Environment and Ministry of Business, Innovation & Employment Guidance (released October 2020).
- Preparation of draft flooding maps for rural areas and small settlements. Scheduled to be released in the 2021/22 year.
- Commenced development of coastal erosion maps for Waihi Beach and Pukehina. New coastal erosion maps are being prepared for Matakana Island, rural areas of Tauranga Harbour, Maketu, Little Waihi and Otamarakau.

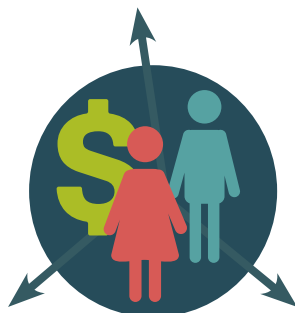


WHAT WE PROVIDE

PLANNING FOR THE FUTURE INCLUDES:



Policy & planning



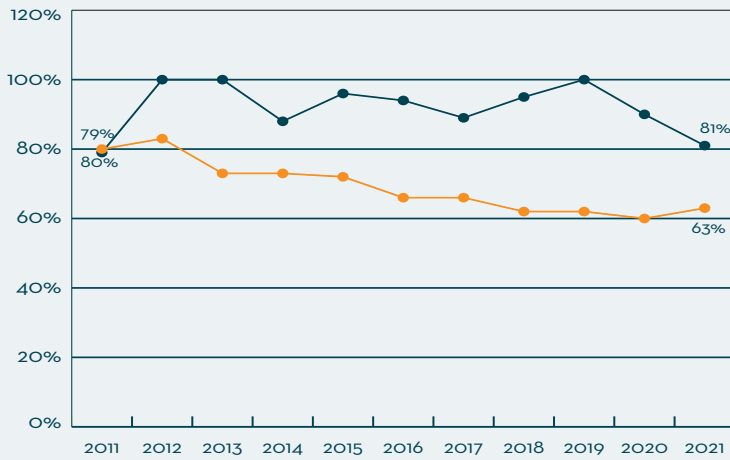
Resource Management



**INFRASTRUCTURE
PLANNING ACTIVITIES**

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES



Planning for the future

- Actions completed by Council
- Resident satisfaction - impact of growth

HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Key Performance Measure Plans, strategies and District Plan changes are developed or reviewed in accordance with Council approved programme.	100%	81%	90%	Ōmokoroa Structure Plan was delayed due to the town centre application. This also impacted on progress of the Electronic District Plan.	✗
Level of resident satisfaction with the impact of growth on: <ul style="list-style-type: none"> • range of housing choices • personal safety • time taken to travel around their area • employment opportunities • road safety • overall pleasantness. Based on a two yearly surveys.	≥70%	63%	No Survey	Key reasons for dissatisfaction includes traffic congestion, housing affordability and too busy. The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 57%.	✗

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
District Plan updated to meet the needs of our District.					
State of the Environment reporting is completed on a five yearly basis.	Not required	Not required	Not required		-
Structure Plans are developed and reviewed to ensure there is greenfield land to accommodate growth as required by the National Policy Statement on urban development capacity.	≥10 Years supply	>10 years supply available except Ōmokoroa & Katikati	<10 years supply	<p>Ōmokoroa</p> <ul style="list-style-type: none"> - 4.8 years (Stage 3 will address this). <p>Ōmokoroa - the delay in finalising the town centre location, and development occurred faster than anticipated. New structure plans take time to prepare. The introduction of the National Policy Statement (NPS) on Urban Development Capacity introduced the 10 year requirement (previously five years).</p> <p>Katikati</p> <ul style="list-style-type: none"> - 6.0 years (additional land identified). <p>Katikati - land (capacity) is zoned but the owners do not want to develop. This has resulted in a shortfall.</p> <p>Waihi Beach</p> <ul style="list-style-type: none"> - 12.8 years <p>Te Puke</p> <ul style="list-style-type: none"> - 27.7 years 	✓
We will work with communities to develop and review community development plans. These detailed plans set the vision for the community and actions required to achieve it.					
The number of community plans developed or reviewed where Council has provided support to the community.	≥1	7	1		✓

FUTURE INITIATIVES

Council will maintain a watching brief on legislative changes and seek to advocate for our communities. Legislative changes on the horizon include the:

- Resource Management Act which will have implications for Council and the District Plan.
- Future for Local Government Review where a draft report will be provided to the Minister of Local Government in Sept 2022 and the final report to the Minister of Local Government in April 2023.

A review of the District Plan will commence in 2021.

This is a three year process which involves consultation with key stakeholders.

There are a number of reviews and notifications of key plans, policies and bylaw reviews scheduled. This includes:

- Te Puke - Maketu Reserve Management Plan
- Solid Waste Bylaw
- Review of the Local Alcohol Policy and Bylaw
- Dog Control Policy and Bylaw
- Rural flooding natural hazards - owners to be notified late 2021
- Ōmokoroa Plan change becomes operative in 2022.

Work will continue on the natural hazards maps. This includes the release of the flooding maps for rural areas and small settlements, and the continued development of new coastal erosion maps.

Building communities
Communities
Ngā Hāpori



COMMUNITIES

OVERVIEW

This strategy aims to ensure our communities are sustainable and resilient and that their residents feel included. Residents support and look out for each other, they influence decisions that affect them, they collaborate to achieve the collective good and they foster tolerance and acceptance of others.

Sustainable, connected and resilient communities need strong social and cultural infrastructure to be able to respond to challenges and changes in society.

Our Communities Strategy aims to ensure we have in place what is needed for individuals, families, groups and communities to meet their social needs, maximise their potential for development and enhance their wellbeing. These include community facilities, services and networks or social infrastructure. Not all social infrastructure in a community is provided by Council, but we make a significant contribution to community wellbeing in the following ways:

- Providing places to learn, meet and socialise, for example halls and libraries (see Libraries and Service Centres page 148 and Community Facilities page 155 in our Long Term Plan 2018-2028).
- Supporting communities through a range of community building activities (see the Community Building section page 138 in our Long Term Plan 2018-2028).
- Encouraging communities to be prepared and able to look after themselves in a civil defence emergency (see the Civil Defence and Emergency Management section page 164 in our Long Term Plan 2018-2028).

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Social infrastructure (community facilities, services and networks that help individuals, families, groups and communities) meets the diverse needs of communities; communities are strong and can influence their futures.

OUR GOALS

- Communities are healthy and safe.
- Communities are vibrant and diverse.
- Communities participate in the development of their futures.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

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

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	<ul style="list-style-type: none"> ✓ Review of the Communities Strategy to reflect changing needs of communities. ✓ Housing Action Plan approved by Council providing direction in regard to affordable housing. ✓ Development/review of Community Response Plans for emergency management. ✓ New library and service centre opened in Ōmokoroa. ✓ Moving from Safe City status to Safe Communities accreditation which covers the region. ✓ Use of libraries and service centres for events and meeting spaces for community organisations.
Economic	<ul style="list-style-type: none"> ✓ Regional digital hub opened in Katikati. ✓ Affordable housing development at Kaimai Views, Ōmokoroa.
Environmental	<ul style="list-style-type: none"> ✓ Elder Housing - maintaining elder housing stock to high standards.
Cultural	<ul style="list-style-type: none"> ✓ 25 engagement initiatives with tangata whenua. ✓ Migrant leadership workshops.



HIGHLIGHTS

A key focus this year was the review and update of the Communities Strategy to reflect the changing needs of our communities. This review was completed as part of the Long Term Planning process and involved significant research and community consultation. The strategy was adopted in June 2021 and will take effect July 2021 when the delivery of the agreed projects and initiatives will commence.

In conjunction with the strategy review a rigorous review of the elder housing activity was completed. This was a requirement of the Local Government Act 2002 section 17a. As a result Council has resolved to retain ownership and management of elder housing. This necessitated a review of the rents payable by occupants which will increase. These increases will be offset by utilising the various accommodation supplements available through Government initiatives. This increase in rental will enable Council to not only maintain its elder housing stock to high standards but will enable an increase in the number of units available for tenancy.



A condition assessment has been completed on all community halls within the District. The information obtained as part of these assessments has enabled comprehensive review of the 10 year maintenance required for each hall. The revised maintenance plans will bring halls up to a consistent standard of safety and provide for ongoing improvement.

Housing Action Plan

In 2018 Council approved a Housing Action Plan and gave direction that affordable housing opportunities are to be sought on our land holdings. **This has resulted in the successful development of approximately 240 accommodation units in Ōmokoroa, of which 75 percent have been sold.** Opportunities are currently being considered for additional accommodation units to be constructed on land holdings throughout the District as and where suitable land holdings exist.

During the year the local emergency management function was returned to Council from the Bay of Plenty Regional Council. While responsibility of emergency management for the Bay of Plenty region remains with the Regional Council, the local response has been delegated to Council. As a result a new full time, in-house team has been established. It will focus on the local emergency response and building capability within the Western Bay communities. In conjunction with each community, community response plans are being developed or reviewed and local response teams are being established. The purpose is to build resilience in our communities in responding to emergency events when they occur.

The Ōmokoroa Pavillion was opened in September 2020. This facility will house the Ōmokoroa Sport and Recreation Society and is the interim location for the Ōmokoroa Library and Service Centre. This provides an improved Library and Service Centre facility for the people of Ōmokoroa, including community spaces for groups to meet.

In December 2020 the new regional digital hub in Katikati, The Centre - Pātuki Manawa, was opened.

This is the first digital hub for the sub-region and the digital enablement of the facility was funded through the Provincial Growth Fund's (PGF) digital connectivity funding package. The digital hub seeks to connect the community using digital technologies, shared space, hot-desking, video conferencing and meeting spaces. A subsequent open day provided free demonstrations and experts on -site to introduce people to the opportunities available. This new facility also enables targeted programmes to support community needs including, Digital Pathways for seniors, and Code Club for primary students.

The National Libraries Partnership Programme aims to enable librarians and libraries to play a key role in supporting their communities as part of the COVID-19 recovery. Council was successful in obtaining funding to provide support for library users and bolster digital literacy. This funding has enabled the creation of two fixed term positions. One is based in the Eastern District and another in the Western District. The purpose of the positions is to support the digital enablement of local communities, creation of online content, enhance and grow services to local iwi and engage with the wider community in support of community wellbeing.

The new Community Strategy, completed a review of current library and service centre facilities and considered the future needs of each community. Future facilities will include a community hub component and the design of future facilities may be different for each of the four urban communities. As a result development of library and service centre facilities has been identified for Waihi Beach, Te Puke and Ōmokoroa.



Current service delivery contractors facilitated wellbeing and spotlight workshops throughout our community as part of the Long Term Plan process. This was well received by elected members and provided valuable input to the decision making process. Current service delivery contracts were reviewed to ensure they meet the new levels of service and new service delivery contracts have been negotiated with existing agencies to align with the new strategy. Two new service delivery contracts have been established for:

- A Friends Place – which supports an active aging community in Waihi Beach.
- Film BOP – promotes film locations in the region. This agency was supported through an annual grant which has now moved to a service delivery contract for three years.

The work of Socialink and the Te Puke COLAB has been recognised through increased support. The Te Puke COLAB will now have a separate service delivery contract and will directly receive funding support.

The Welcoming Communities programme continued. This year migrant leadership workshops were delivered to migrant community leaders within the sub-region. These workshops were aimed at the development of migrant leadership and encourage their contribution to the Welcoming Communities programme.

There were a number of other initiatives and events during the year. This included:

- Advice and support for the development of the Katikati Community Plan.
- Stocktake of Council actions identified in current community plans to monitor progress.
- TECT Community Awards – support and facilitation.
- Safer Communities – active partner in the Western Bay Tauranga Safer Communities.
- Community engagement utilising a variety of engagement tools e.g. face to face events, on-line, feedback booths, and drop in sessions.
- Partnership between Tauranga City and Western Bay on Pan Pacific Safe Communities Network status moving to a Safe Communities accreditation which covers the region.



WHAT WE PROVIDE - COMMUNITY BUILDING

SERVICE DELIVERY CONTRACTS

Overview

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



WHAT WE PROVIDE - LIBRARIES AND SERVICE CENTRE

Overview

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



One
Head Office
with service centre



Four
Libraries
and service centres



115,681

Items held in the four libraries, electronic and hard copy

The Centre Pātuki Manawa



967 Bookings / events



13,385 PEOPLE IN THE HUB



316,537

LIBRARY ITEMS ISSUED
during 1 July 2020 - 30 June 2021

9,153

PEOPLE ATTENDED

948 EVENTS

from 1 July 2020 - 30 June 2021
at our school holiday, weekly
interactive activities.



**FREE
WIFI**



**LOCAL
HISTORY
ARCHIVES**

SCHOOL HOLIDAY EVENTS,
WEEKLY INTERACTIVE ACTIVITIES

215,404

PEOPLE VISITED WESTERN BAY
COUNCIL'S LIBRARIES AND SERVICE
CENTRES

from 1 July 2020 - 30 June 2021

48,973

OF FREE WIFI SESSIONS
during 1 July 2020 - 30 June 2021

20,318 PC USERS

WHAT WE PROVIDE - COMMUNITY FACILITIES

Overview

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

Elder housing



34

Units
in Te Puke

17

Units
in Katikati

19

Units
in Waihi Beach

Cemeteries



Katikati
Cemetery

Maketu
Cemetery

Oropi
Cemetery



Te Puke Cemetery
(and old Te Puke Cemetery
where further plots are
unavailable)

Help to support community halls

Kaimai Hall
Katikati War Memorial Hall
Ohauti Hall
Omanawa Hall
Ōmokoroa Settlers Hall
Oropi Hall
Otamarakau Hall
Pahoia Community Hall
Paengaroa Hall

Pongakawa Hall
Pukehina Beach Community Centre
Pyes Pa Hall
Te Puke War Memorial Hall
& Settlers Lounge & Pioneer Room
Te Puna Community Centre
Te Puna War Memorial Hall
Te Ranga Hall
Waihi Beach Community Centre
Whakamarama Hall

WHAT WE PROVIDE - CIVIL DEFENCE AND EMERGENCY MANAGEMENT

Overview

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



Resilience Planning



Council staff *trained to respond*



Emergency Operations Centre



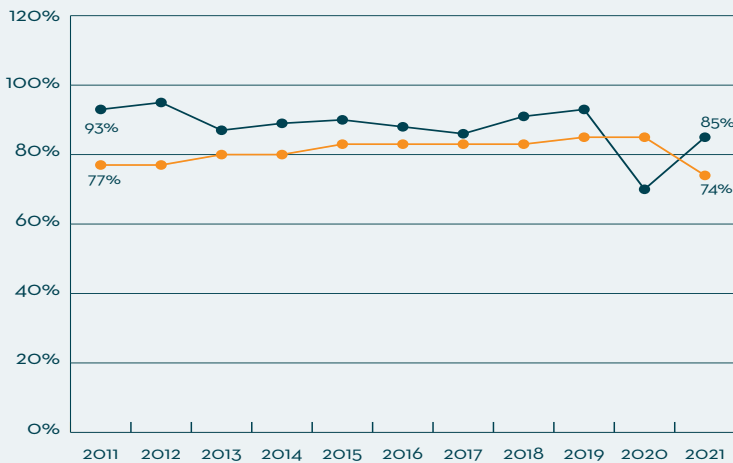
Communications Support

Bay of Plenty Civil Defence and Emergency Management Group *and Plan*

Education

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES



Communities

- Actions completed by Council
- Resident satisfaction - impact of growth

HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
<p>Key Performance Measure Percentage completion of the annual work programme as identified in the Community Strategy and Action Plan.</p>	≥90%	85%	70%	<p>There were three projects within this work programme that impacted on the result. They were:</p> <ul style="list-style-type: none"> Papakainga Development as Council reviewed its approach to supporting developments. Supporting Iwi & Hapū Management scope and nature of fund changed, and project delivery was impacted by lack of resources to process applications. Te Puke Cemetery the planned berms were not required this financial year. 	✘
<p>Key Resident Measure Level of resident satisfaction with Community Services based on two-yearly survey. This includes community development, library services and cemeteries.</p>	≥80%	74%	No survey	<p>The survey results revealed satisfaction for:</p> <ul style="list-style-type: none"> Libraries 81% Community Development 64% Cemeteries 77% <p>Key reasons for dissatisfaction relate to range of library books available, no evidence of community development, and the cemetery facilities i.e. parking and tidiness.</p> <p>The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 45%.</p>	✘

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Develop and deliver a coordinated Community Safety Programme in accordance with the Community Safety Policy.					
Number of Community Safety initiatives supported by Council.	≥2	4	2		✓
We will actively build capability in community organisations.					
Number of capability building workshops held.	≥2	10	9		✓
We will engage with Tangata Whenua.					
Number of engagement initiatives with Tangata Whenua.	≥4	25	15		✓
Number of new or reviewed iwi/hapū management plans received.	≥2	0	1	Work required to build capacity of iwi and hapū to develop/review plans.	✗
Library services will be maintained at Katikati, Ōmokoroa, Te Puke and Waihi Beach.					
Number of library items available per person.	1.6	2.05	2.56		✓
Library space (m2) available per 1,000 residents.	32m ²	42.6m ²	41.4m ²		✓
Number of physical visits per annum.	≥310,000	237,664	215,404	The increased on-line offering has impacted on physical visits to the library.	✗
Number of free Wi-Fi users.	25,000	48,973	68,052		✓
Number of events and programmes facilitated by Council library services.	≥400	956	1,115		✓
We will be responsive to customers requests for service.					
Percentage of service requests resolved within specified timeframe.	≥95%	97%	97%		✓
Percentage of customers surveyed where service requests were not actioned.	≤5%	2%	1%		✓
Percentage customer satisfaction with service provided by frontline staff based on two-yearly survey.	No survey	No survey	No survey		-
We will provide cemeteries at Katikati, Maketu, Oropi and Te Puke (excludes old Te Puke cemetery as there are no further plots available).					
Number of cemeteries where plot availability is >30% of annual plot requirements or 5 plots at any one time.	4	4	4		✓
Partnerships with hall committees will be maintained.					
Number of partnership agreements in place with existing hall committees.	≥14	14	14		✓
Minimum number of notifications (per year) each hall committee will receive regarding annual budget and policy changes.	2	3	2		✓
We will provide and maintain 70 pensioner units in Katikati, Te Puke and Waihi Beach.					
Percentage of service requests actioned within agreed timeframes.	≥90%	83%	90%	17 service requests were not actioned in time due to staff capacity issues and supply shortages. All requests were completed, but some were out of time.	✗
Annual housing occupancy rate of all available units.	100%	100%	100%		✓

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Percentage of pensioner housing annual inspections completed.	100%	100%	100%		✓
Emergency Management services will be provided.					
Percentage of Emergency Operations Centre (EOC) staff trained to operate the emergency operations centre.	≥85%	100%	55%		✓
Percentage of roles in the Emergency Operation Centre (EOC) that are filled.	≥85%	100%	95%		✓
Number of community initiatives to promote emergency readiness and response (i.e. emergency plans and actions identified).	8	8	8	A number of community and community response team meetings held. Ongoing support and guidance provided in the development/review of Community Response Plans.	✓

FUTURE INITIATIVES

The review of the Community Plans has resulted in new levels of service and a variety of projects and initiatives to be implemented over the next 10 years. This programme of work will start in July 2021 and includes:

- Planning and development of a new Library and Service Centre at Waihi Beach.
- Development of Council property for elder housing which will enable occupants to be temporarily transitioned from their old accommodation to enable refurbishment or new accommodation to be constructed.
- Continuation of the affordable housing initiative in Ōmokoroa and to investigate options for a future site in Katikati.
- 2021 round of the Community Matching Fund.
- Continued support for the development and implementation of Community Plans.

Building communities
**Recreation
and leisure**
Mahi a te rēhia



RECREATION AND LEISURE

OVERVIEW

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

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

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

OUR GOALS

- Provide safe, healthy and appropriate facilities.
- Provide a basic range of public facilities across our District.
- Work and collaborate with the wider community including Tangata Whenua to provide and promote recreation and leisure facilities.
- Support provision of sub-regional recreation and leisure opportunities.
- Protect important natural environment, cultural and heritage values.
- Ensure resources are secured to provide for future public recreation and leisure needs in response to population growth, changing recreational trends and the changing demographics of our communities.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

Identified key effects the recreation and leisure activity has had on the four wellbeings during the year.

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	<ul style="list-style-type: none"> ✓ Completion of Moore Park sportsground development. ✓ Playground upgrades at Waihi Beach and Katikati. ✓ Continued development of the cycleway network. ✓ Council adoption of the Recreation and Open Space Strategy. ✗ Increasing population reduces park land available for recreation or conservation purposes.
Economic	<ul style="list-style-type: none"> ✓ To support freedom campers visiting the region a KiwiCamp facility established at the TECT All Terrain Park. ✓ TECT Park hosting national events e.g. Secondary School Motocross championships.
Environmental	<ul style="list-style-type: none"> ✓ Continued development of cycleway network at Ōmokoroa, Pahoia and Minden.
Cultural	<ul style="list-style-type: none"> ✓ Transfer of land Panepane Purakau to ancestral owners.



HIGHLIGHTS

In November 2020 the TECT Park celebrated it's tenth birthday of being operational. This was a significant milestone for the Park. Alongside a number of festive activities the various clubs based at the park opened their doors to the public. This provided an opportunity for the public to 'have a go' at club activities and watch demonstrations.

A kiwi camp facility has been built at TECT Park, and was operating in time for the Christmas/New Year holiday period. While there was some use of the facility, the full benefit has not yet been realised due to reduced tourism as a result of the continued closure of the borders. Other developments included improvements to the road network throughout the Park, and a number of clubs continued to invest and upgrade their facilities. The clubs host events on a regular basis and the park is gaining a reputation as national events are held at the park e.g. Secondary School Motocross championships.



The development of the cycleway network throughout the District continued. At Waihi Beach work commenced on the water catchment reserve loop trail which will be completed by December 2021. Connecting trails for Island View Reserve and at Ōmokoroa Sports Ground were completed. A feasibility study for a crossing point from Athenree to Waihi Beach was also completed and development will be subject to funding and obtaining the necessary consents.

Construction of the Waipapa Stream suspension bridge commenced. This will connect Ōmokoroa to Pahoia and will be completed by November 2021. Work on the trail connection to Pahoia Road will then commence. External funding was obtained for 75 percent of the cost of this bridge.

A user survey of the Ōmokoroa to Tauranga cycleway revealed 93 percent satisfaction with the trail. This survey also identified minor improvements to enhance the user experience, which Council is seeking to implement.



In Te Puna work has commenced on new walking and cycleways through Minden Scenic Reserve. This will create better connectivity within the neighbourhood when completed later in 2021. Further cycleways have been developed in the eastern area as part of the transportation activity. Refer to page 76 for further details.

The development of Council's Long Term Plan 2021-2031 provided the opportunity to review our Recreation and Leisure Strategy. After significant research and community consultation the Recreation and Open Space Strategy was adopted by Council in June 2021. This new strategy provides increased levels of service for swimming pools, neighbourhood reserves and active sportsgrounds. Implementation of the new strategy will commence in July 2021.



In October 2020 Council agreed to transfer land on Matakana Island known as Panepane to a trust which is made up of five hapū. This is a result of a seven-year process involving a high level of negotiation that resolved a number of historic issues. The transfer of the land is now subject to the Māori Land Court process. The transfer agreement will see the creation of a seven hectare reserve remaining in Council ownership and an esplanade strip which will ensure public access to the foreshore is protected in perpetuity.

Concept plans were completed for a number of new reserve areas. This includes the Waitekohekohe Concept Plan for forestry land located between Lund Road and Thompsons Track. This land will provide a new reserve area for horse riders and mountain bikers and will include car parking facilities. To obtain the community's ideas and feedback significant community consultation was undertaken, and this provided valuable input to the final design. Development of the Waitekohekohe Reserve will commence in the 2021/22 year. The Ōmokoroa Domain concept plan was also completed. The implementation of the agreed playground plan and design was delayed due to overseas supply issues but will be completed later in 2021.

A concept plan for Otaiparia Reserve (83 Ford Rd) Maketu, has also been prepared and adopted. The plan will provide for improved car parking, open community space and access to the water. It is envisioned that this reserve will provide a community space for events and will facilitate waka ama and the Coastguard.

There were a number of other key developments during the year. This included:

- Moore Park sportsground development completed. The Katikati Cricket Oval opened in April 2021 for the local cricket teams and the local football club will utilise the reserve over the winter season.
- Water Catchment Reserve carpark extension which was achieved through tourism infrastructure funding.
- Adela Stewart Drive Reserve tennis hardcourts were resurfaced and new fencing installed.
- Yeoman Walkway culvert removed and replaced with a bridge.

Playgrounds

Playgrounds around the District were upgraded. This includes the playgrounds at the Katikati Museum/Arts Junction and Brighton Reserve Waihi Beach. Building has commenced for a new playground at Island View Reserve in Waihi Beach. This will be completed in October 2021.

Ōmokoroa

In collaboration with the Ōmokoroa Golf Course, new storm water infrastructure and a coastal bund walkway was completed along the esplanade reserve adjoining the golf course. This provides a walk/cycleway connection between Precious Reserve and Kayelene Place. **It is pleasing to see that this development has high usage and received positive feedback.**



Opening of Katikati Playground 2021.



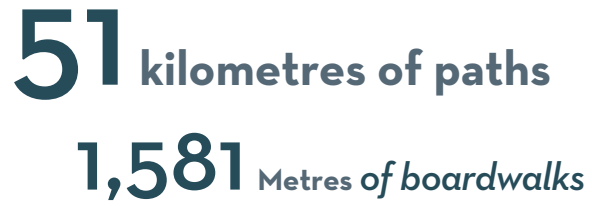
Panepane Purakau Special occasion held at Trustpower BayPark 29 October 2020.



TECT Park 10th Birthday celebration.



WHAT WE PROVIDE



2 sub-regional parks

54,907 Square metres of roads and parking

11 BUILDINGS

6 Camping grounds

75 Public toilets

2 Swimming pools

33 Sports fields

29 Playgrounds

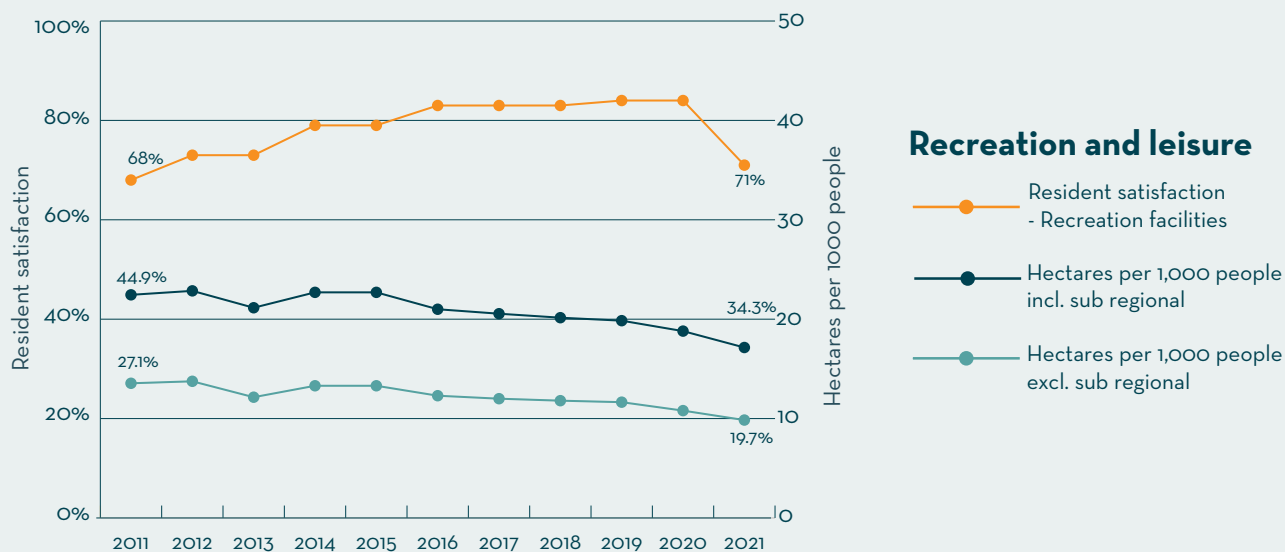
44 Hard courts

6 Skate parks



SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
<p>Key Performance Measure Total hectares of park land provided for recreation or conservation purposes per 1,000 residents.</p> <ul style="list-style-type: none"> Excluding sub regional parks (TECT All Terrain Park and Huharua Harbour Park). Including Council's share of sub-regional parks. <p><i>Please note: The decreasing trend is recognising population growth in the District and that facilities will be shared by more people.</i></p>	<p>≥23.0 ha</p> <p>≥39 ha</p>	<p>19.7 ha</p> <p>34.3 ha</p>	<p>21.6 ha</p> <p>37.6 ha</p>	<p>Increasing population reduces the land available. Future residential developments will result in further reserves being developed.</p>	<p>✗</p> <p>✗</p>
<p>Key Resident Measure Level of resident satisfaction with reserves and recreational facilities and amenities. This is a two yearly survey based on residents who are 'very satisfied' and 'satisfied'.</p>	<p>≥80%</p>	<p>71%</p>	<p>No survey</p>	<p>Key reasons for dissatisfaction were insufficient facilities, no swimming pools in the area and lack of parking at boat ramps and jetties.</p> <p>The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 52%.</p>	<p>✗</p>
<p>Key supporting measures Percentage of recreational facilities that have a condition rating ≤ 3 (1 excellent, 5 very poor as defined in the NZ Park and Recreation Asset Grading Standard manual).</p>	<p>≥90%</p>	<p>96.6%</p>	<p>94.8%</p>		<p>✓</p>

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Percentage of annual work programme completed as identified in the Recreation and Leisure Strategy and Action Plan. This identifies the total annual actions required for this strategy.	≥90%	61%	56%	Key reasons projects were delayed are supply chain issues and contractor availability and timing of consents.	
Percentage of Reserve Management Plans that have been reviewed (3 yearly cycle) in accordance with the Reserves Management Act 1977.	No review	No review	No review	Reserve Asset Management Plans are reviewed every three years. Over a ten year period all three ward RMP's are reviewed. A review of the Te Puke/Maketu Ward is scheduled for 2021/22 year.	-

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
We will provide a basic range of public facilities across our District					
Number of hectares per 1,000 residents:					
• Actively maintained parkland (excludes sports parks)	≥4.8	7.8	8.6	Targets were not achieved for the amount of Natural Land and Sports Parks as the level of land acquisition for these activities is not keeping up with the population increase.	
• Natural land	≥16.7	10.6	11.6		
• Sports parks	≥1.5	1.3	1.4		
<i>Please note: this excludes the joint sub-regional TECT All Terrain Park and Huharua Harbour Park.</i>					
Number of recreational facilities provided:					
• Playgrounds per 1,000 children (under 15 years old)	≥3	2.9	3.0		
• Skateparks/paths facilities	7	7	6		
• Boat ramps	18	18	18		
• All tide boat ramps.	2	2	2		
Number of Council funded swimming pools (Katikati and Te Puke).	2	2	2		
Level of reserve-user satisfaction as monitored by the two-yearly intercept surveys ('satisfied' or 'very satisfied').	≥85%	93.5%	No survey		
We will provide sub-regional parks per the joint partnership with Tauranga City Council					
Achieve Green Flag accreditation for the TECT All Terrain Park on a three yearly basis.	No application	Achieved	Achieved	TECT Park received accreditation in December 2020	

FUTURE INITIATIVES

The review of the Recreation and Open Space Strategy has identified a number of projects and initiatives over the next 10 years. In doing so Council will continue to work with the various communities in the development, design and construction of a number of projects. In some instances external funding will be required to progress projects.

A key initiative in the plan is the increased level of service in the provision of swimming pool facilities in both Katikati and Te Puke. The aim being to extend the use of the pools and swimming seasons through the addition of a roof at the Dave Hume Pool in Katikati and planning for a new indoor facility in Te Puke.

Additional funding for cycleway development has been provided to advance the Walking & Cycling Strategy Action Plan.

A series of planned works for coastal and marine facilities will commence in 2022. This includes the replacement of the Pukehina boat ramp. There will also be a number of seawall replacements and the Kauri Point jetty walkway will be re-decked.

Dog Park facilities will be created around the District which will provide off leash exercise areas for dogs. The first facility is planned for Te Puke in Lawrence Oliver Park.

Work will continue with the Bay of Plenty Regional Council on riparian management and plantings around the Tauranga harbour margins.

Building communities
Regulatory services
Ratonga waeture



REGULATORY SERVICES

OVERVIEW

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

Our decisions on these activities are influenced by:

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

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

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

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

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

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.

OUR GOAL

- **Animal control services:** Provide a safe environment for the public through promoting responsible dog ownership.
- **Building services:** Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.
- **Resource consent services:** The quality of the environment is maintained and enhanced through effective decision-making on resource consents.
- **Community protection:** 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

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

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	<ul style="list-style-type: none"> ✓ Annual Wander Dog series where dog owners can participate in various walks and events with their dog. ✓ Freedom camping ambassadors over 2020/2021 summer. ✓ Agreement through the Long Term Plan for future development of four dog parks. ✓ Reduction in completes for District Plan and Resource Consent non compliance.
Economic	<ul style="list-style-type: none"> ✓ 1347 building applications received, and total value of building works \$341m. ✓ Accreditation as a Food Verification Agency. ✓ Resource consent application for \$70m commercial development in Ōmokoroa.
Environmental	<ul style="list-style-type: none"> ✓ Complexity of resource consents received requires more hazard analysis and increased design.
Cultural	No specific action relating to this wellbeing.



HIGHLIGHTS

Building services

The volume of applications received is 17 percent more than the 2020 year.

A total of 1347 applications were received, compared to 1148 in 2020. The total value of building works was \$341m.

In processing these applications, 88 percent were completed within the statutory timeframes.

Following the initial impacts of COVID-19 Council was prepared for a downturn in the numbers of building consent applications. However, post COVID-19 the market has bounced back, and speed and numbers have significantly increased. With the continued growth in the District and the housing shortage it is anticipated that this increase will continue.

Animal services

As part of the Long Term Plan process an opportunity to develop dog parks throughout the District was recognised. **Following Council deliberations and community feedback, approval has been given for the future development of four dog parks.** These parks will provide open spaces where dogs have ability to exercise off lead. These parks will be funded by dog registration fees (80 percent) and rates (20 percent).



The number of dogs in the District increased by 1 percent to 9751. By the year end 98 percent of known dogs were registered which is a great result.

The annual Wander Dogs Summer Series featured our Doggy Day Out, dog walks and the Mud Dog Run at TECT Park. Unfortunately the Dogs in Togs event at Te Puke Pool was cancelled this year due to bad weather. All events held received positive feedback from attendees.

Council's rehoming initiative continued, resulting in 52 dogs finding new homes. The process of rehoming dogs is now partly done by external rehoming organisations, with 40 percent being rehomed through other organisations. This has released staff to focus on education, enforcement and public safety.



Doggy Day Out February 2021.

Compliance and monitoring

In March 2021 we successfully completed our IANZ (International Accreditation New Zealand) accreditation as a Food Verification Agency. This was an external review of Council's processes and an assessment our compliance with the Food Act.

The number of applications for alcohol licences has increased by 22 percent with 308 received. Alongside this we started the review of the Local Alcohol Policy and this will continue into 2022.

A number of licences are managed within this activity e.g. alcohol licences and trading in public places. To streamline the process new online application options have been developed and implemented.

Overall there has been a noticeable 22 percent increase in the number of complaints received for District Plan and resource consent compliance. The number of resource consents that require monitoring has increased and 12 non compliance abatement notices have been issued.

An initiative designed to educate freedom campers using Council facilities began over the summer period with the introduction of freedom camping ambassadors. This was received positively by campers using our facilities. An internal review of the service delivery of compliance monitoring for freedom camping was also completed. The outcome of this review will contribute to an ongoing monitoring programme to improve efficiencies.

Council made a formal submission to Ministry of Business Innovation and Employment (MBIE) on the national freedom camping review they are undertaking. Decisions or feedback on our submission have not yet been received. It is anticipated decisions will be made later in 2021.

Environmental consents

The number of resource consent applications received has remained consistent with previous years. There were 232 land use consents processed compared to 220 in 2020, and 165 subdivision consents processed compared to 145 in 2020.

While the numbers of the consents processed has remained steady the complexity of the consent applications has increased. This is due to the fact that 'good land' is becoming scarce and the land that is being developed requires more hazards analysis, increased design which impacts on costs.

The consent application received for the \$70m commercial development in Ōmokoroa is the highest ever received by Council. The application was publicly notified and was not appealed. As a result the developer is now to give effect to the consent. This is a positive outcome for the Ōmokoroa community.

The number of Land Information Memorandum (LIM) requests received is up 14 percent from 2020 while the Property Information Memorandum (PIM) has also increased by 8 percent from 2020.

WHAT WE PROVIDE



Resource consent and monitoring

Building inspections



Building consent processing



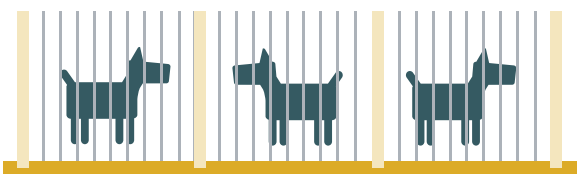
Parking wardens

Mobility car parks



Food premises inspection
Licensing - food and liquor

Noise control



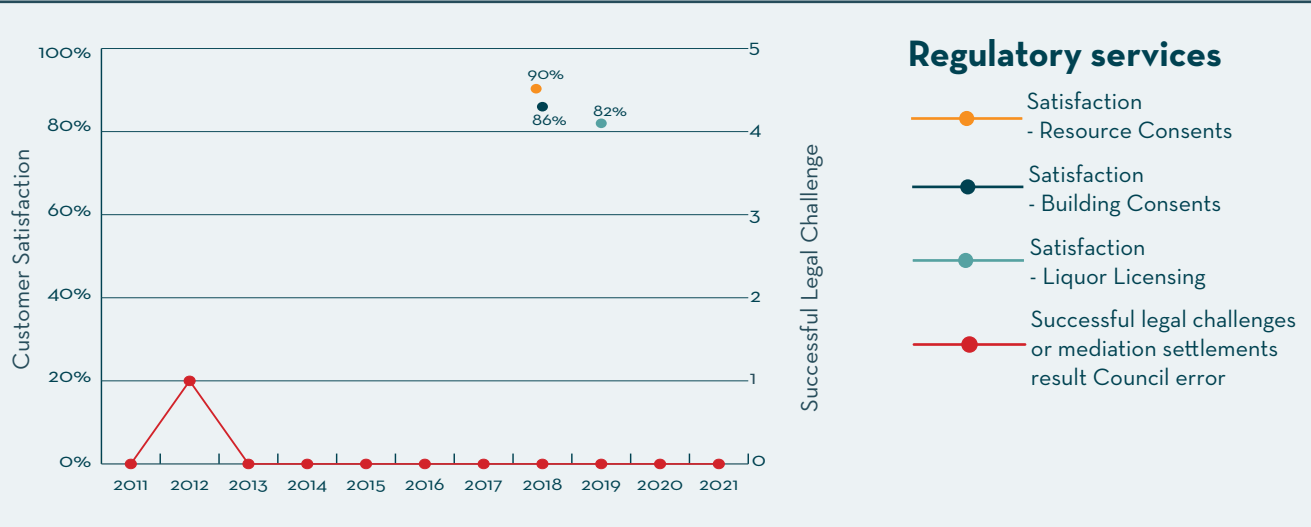
Dog pounds

Animal control officers



SERVICE PERFORMANCE RESULTS










RESULT TRENDS FOR KEY MEASURES



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Key Performance Measure Number of successful legal challenges or mediation settlements (excludes weathertightness claims).	0	0	0		✓
Key Resident Measure Level of customer satisfaction based on customer surveys of regulatory services. (This survey includes resource consents, building and animal control services, alcohol licencing, parking and registered premises).	≥85%	No survey	No survey	This survey has been discontinued.	-

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Resource consent applications will be processed within the statutory timeframe and their compliance monitored.					
Percentage of all resource consent applications processed within statutory timeframes.	100%	87%	86%	Higher volume of complex consent applications have resulted in higher consultant use. Increased resources required to manage workloads.	
Percentage resource consents monitoring schedule completed to ensure compliance with consent conditions.	100%	96.2%	99%	566 of the 588 resource consents scheduled for monitoring had monitoring completed within the month scheduled. Changes to the process impacted on turnaround times for monitoring.	
Number of resource consent decisions overturned through appeal.	0	0	0		
Building and health applications and plan checking will be processed within statutory timeframes.					
Percentage of building consent applications and plan checking processed within the statutory timeframes.	100%	88%	96%	There were 1347 building consents approved in the last year and 1185 (88%) were within the statutory timeframe of 20 working days. High work volumes and a loss of resources have contributed to a drop in compliance with statutory timeframes.	
Requests for further information on building consent applications are issued within a reasonable time period.					
Percentage of Requests for Further Information that are issued within 15 working days of the application being accepted.	≥85%	55%	70%	High work volumes and a loss of resources have contributed to a drop in compliance with statutory timeframes.	
Code of Compliance Certificates are issued within the statutory period.					
Percentage of Code of Compliance Certificates that are issued within the statutory timeframe.	100%	98%	97%	There were 1144 code compliance certificates issued in the last year and 1122 (98%) were within the statutory timeframe of 20 working days.	
Land Information Memoranda (LIM) and Project Information Memoranda (PIM) will be processed within the statutory timeframe (10 days).					
Percentage of LIM and PIM applications processed within the statutory timeframe (10 days).	100%	98%	100%	LIMs - all were processed within the statutory timeframe. PIMs - 1447 were received and 1390 were processed within the statutory timeframe.	
Known dogs in our District are registered.					
Percentage of known dogs in our District that are registered.	≥98%	98.2%	98.9%		
Known dogs in our District are microchipped (excluding those meeting the requirements to register as working dogs).					
Percentage of known domestic dogs in our District that are microchipped.	≥82%	89%	80%		

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
We will respond to customer service requests in a timely manner.					
Percentage of service requests received that are actioned within specified timeframe.					
• Animal	≥90%	99%	93%		✓
• Building	≥90%	94%	71%		✓
• Health	≥90%	92%	81%		✓
• Resource consent compliance and enforcement	≥90%	95%	96%		✓
• Bylaw and District Plan compliance and enforcement	≥90%	95%	90%		✓
Food business are regularly monitored and assessed.					
Percentage of food businesses that are scheduled for verification are assessed in accordance with statutory requirements.	95%	71%	61%	Significant delays were experienced at the beginning of the year due to COVID-19 impacting food businesses. Delays in verification can be due to unanticipated staff illness, and businesses request to delay. Delays on average were less than seven days.	✗
Alcohol licences are issued within a reasonable period.					
Percentage of licence decisions issued within 5 working days of receipt of completed agency reports.	98%	89%	76%	System issues impacted the target achievement in the first half of year. Once resolved the results were 98% compliance with the five day requirement.	✗
Parking is monitored within Te Puke and Katikati town centres and largely on a seasonal basis at Waihi Beach.					
Percentage of parking infringements correctly issued.	95%	99.9%	97.9%		✓

FUTURE INITIATIVES

There are a number of legislative reforms impacting on the regulatory services activity. This includes the Resource Management Act reform, the implementation of the act and what will be required to process consents. There is also the Statutory Policy in regard to District Plan development and regional wide planning, as well as the Local Government reform and the implications to the regulatory function.

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

Council managers continue to work with developers and identify new ways of developing land that can save time and effort in the long-term. This includes giving consideration to housing typologies, recreation facilities and connectivity within townships.

Council is an accredited Building Consent Authority (BCA) and the renewal of this accreditation is scheduled for the 2022 year.

Building communities
Stormwater
Waiāwhā



STORMWATER

OVERVIEW

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

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

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

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

OUR GOALS

To develop a catchment based flood risk management framework that recognises and allows for the nature and behaviour of surface water systems to improve community resilience from potential flooding to ensure that:

- There is localised reduction of risk in existing floodable areas.
- There is no increase in flood risk to existing development from new development or land use change.
- Urban development is avoided in flood-prone areas unless mitigation measures can be provided that do not affect the capacity / effective functioning of existing downstream stormwater systems.
- Communities are engaged and informed about various approaches to stormwater management and their views are sought and taken into account.
- Compliance and monitoring activities are carried out.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

Identified key effects the Stormwater activity has had on the four wellbeings during the year:

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	<ul style="list-style-type: none"> ✓ Dry year, no flooding events. ✓ Study at Pio Shores to determine safe infiltration rates and holding capacity. ✓ Eastern consent granted excluding Maketu. Maketu issues/concerns addressed and awaiting BOP Regional Council decision.
Economic	<ul style="list-style-type: none"> ✗ Two Mile Creek tender considered too high. Design reviewed and re-tendered.
Environmental	<ul style="list-style-type: none"> ✓ Comprehensive stormwater consent obtained for central catchment. ✓ Partnership with BOP Regional Council to model Te Puke stormwater to understand impact downstream flooding. ✓ Use of gullies and water courses for stormwater management at Ōmokoroa.
Cultural	<ul style="list-style-type: none"> ✓ Development of monitoring and reporting to ensure key information is provided to local iwi.



HIGHLIGHTS

The comprehensive stormwater consents (CSC) were obtained for the central catchment in July 2020. The consent for the eastern catchment was delayed due to appeals. Council worked with the concerned parties to explore the issues and subsequent negotiations resulted in Maketu being split from the consent. The eastern consent was granted excluding Maketu however most issues have now been addressed and Council is currently awaiting a decision from the Bay of Plenty Regional Council for the Maketu consent.

The work for Two Mile Creek at Waihi Beach was tendered, and from the tenders received the costs were considered too high. As a result, the design was reviewed and the project will be re-tendered in the 2022 financial year.

It was another dry year with no flooding events. Council continues to partner with the Bay of Plenty Regional Council to model Te Puke stormwater to enhance understanding of the impacts of downstream flooding. This could potentially result in further stormwater upgrades works in Te Puke.

At Pio Shores a study has been completed on the basins, and sand dunes to determine safe infiltration rates and holding capacity. This information will determine the optimum pumping rates for the stormwater systems. Work has commenced on the design for the upgrades which will enhance the stormwater in Pio Shores area.

At Ōmokoroa the stormwater reticulation works will be completed with the new Southern Industrial Road. Delays have been experienced with the development of the stormwater pond due to landowner and consenting issues. The work was planned to align with the Waka Kotahi NZ Transport Agency State Highway 2/Ōmokoroa Interchange however central government's decision not to proceed with the interchange will require timing to be reviewed.



Waihi Beach Stormwater Pond

WHAT WE PROVIDE

146.1 kilometres
of stormwater pipes

2,952 manholes

15 soakholes

688 utilities catchpits

Stormwater ponds

- 15 Waihi Beach
- 1 Te Puna
- 1 Te Puke
- 2 Pio Beach
- 1 Paengaroa

- 10 Ōmokoroa
- 11 Katikati
- 4 Island View
- 3 Athenree

1 dam 
7 pump stations

33.6 kilometres
of open drains

1.2 kilometres
of rising mains

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
<p>Key Performance Measure The number of times flooding occurs outside identified flood-prone urban areas during a one-in-50 year or less storm event.</p> <p>This performance measure is assessed on a per event basis i.e. flooding in more than one location in a single event will be counted as 1.</p>	≤3 events	○	○	There were no significant storm events during the reporting period. Only three incidents of flooding on private property, however all incidents are within identified flood zones.	✓
<p>Key Resident Measure Level of resident satisfaction with stormwater systems.</p>	≥65%	72%	62%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 59%.	✓

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
<p>We will provide stormwater assets to minimise risks of flooding events.</p> <p>The number of flooding events that occur within the Western Bay of Plenty District.</p> <p>For each flooding event (district-wide), the number of habitable floors affected (expressed per 1000 properties connected to Council's stormwater system).</p>	≤30 (3%) per event	○	○	There was no 10 year flood event experienced during the year and no flooding to houses reported.	✓

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
For a one in ten year flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to Council's stormwater system.				There was no 10 year flood event experienced during the year and no flooding to houses reported.	
	Per event				
Waihi Beach	≤60 (6%)	○	○		✓
Katikati	≤10 (1%)	○	○		✓
Ōmokoroa	≤10 (1%)	○	○		✓
Te Puke	≤30 (3%)	○	○		✓
Maketu	≤30 (3%)	○	○	✓	
Compliance with Council's resource consents for discharge from our stormwater system, measured by the number of:				Council has good compliance with the Resource Consents. No notices or prosecutions received.	
• Abatement notices	○	○	○		✓
• Infringement notices	○	○	○		✓
• Enforcement orders, and	○	○	○		✓
• 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.	≤120 minutes	○	○	There were no flooding events as a result no response times measured.	✓
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	8.7	0.17		✓

FUTURE INITIATIVES

As part of the comprehensive consent conditions Council will continue to develop and update catchment management plans as the consent is implemented.

The issues identified for Maketu will be resolved and finalised. The development and implementation of the water quality monitoring programmes will continue as part of consent requirements.

At Te Puke the agreed design of ponds infrastructure will be implemented. Construction is planned for early December 2021. This work will enable stormwater management for new subdivisions being developed.

In Ōmokoroa the planned southern industrial pond was going to be linked with the Waka Kotahi interchange development. As central government has cancelled this project, investigations are underway to identify an alternative within the existing gully system and close to the Industrial Road. If investigations are successful then the pond will be constructed in 2022. A further pond is planned at the lower end of Prole Road adjacent to the Waipapa River. Investigations and designs will be completed and construction will form part of the Prole Road urbanisation project. This is planned over the next two years (2022-2023).

The stormwater activity will be impacted by the central government Three Waters Reform. Council will maintain a watching brief and will continue to work with key parties.

Building communities
Transportation
Rangawaka



TRANSPORTATION

OVERVIEW

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

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

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

OUR GOAL

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

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

Identified key effects the Transportation activity has had on the four wellbeings during the year:

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	<ul style="list-style-type: none"> ✓ Working with Community Boards in the development of local roading improvements within each community. ✓ 90.7 percent customer satisfaction with actions taken to resolve service requests. ✗ Resident satisfaction with transportation networks is 55 percent (target 60 percent).
Economic	<ul style="list-style-type: none"> ✓ Work commenced, using the \$14m grant from the Crown Infrastructure Partners fund for roading and water projects at Ōmokoroa. ✓ Collaborative transportation planning between central and local government. ✓ Uncertainty of funding from Waka Kotahi for next three year work programme.
Environmental	<ul style="list-style-type: none"> ✓ Continued development of shared pathways and cycleways throughout the District. ✓ Total increase in length of cycleways and walkways, 1386km.
Cultural	<ul style="list-style-type: none"> ✓ Ongoing work with archaeological authorities to progress planned works within the District.



HIGHLIGHTS

It was another successful year for the One Network Maintenance Contract. During the year network improvements included, **6.45km** of pavement rehabilitation, **5.1km** of seal extension, and over **2.2km** of new footpath.

The development of shared pathways and cycleways throughout the District continued. This included:

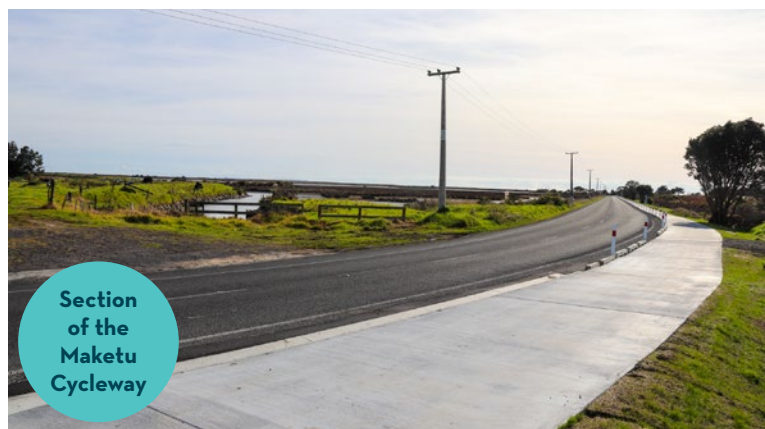
- Ōmokoroa to Tauranga cycleway, completed all sections including the Wairoa River Bridge crossing which was attached to the state highway bridge. Tauranga City Council are now to complete the connection to the city network.
- Shared pathways in Waihi Beach and Ōmokoroa, designed for pedestrians and cyclists. Site specific signage is ongoing.
- Maketu cycleway from Kaituna Road to the town boundary was completed. This provides 1.4km of shared path and completes the last Western Bay section from Bell Road, Papamoa to Maketu.

A partial Speed Limit Bylaw review of the District roads was completed in lieu of proposed new legislation. As part of this review requests from residents that were received from 2015 to 2020 were considered, and consulted on with the community. The review has resulted in new signs and sign changes across the network.

Post COVID-19, Council received a grant of \$14m from the Crown Infrastructure Partners Fund to support employment, urban development and roading infrastructure in Ōmokoroa. Construction has started on Ōmokoroa Road from Western Avenue to Tralee Street. This will be delivered over two years with completion in 2022. Design works have been completed on the proposed Industrial Road, Prole Road and Western Avenue projects.

The five community boards have identified and prioritised roading projects for their respective communities. During the year the following works were completed:

- **Waihi Beach:** Wilson Road carpark improvements and urban footpath refurbishment. The village town centre upgrade included the installation of rubbish bins and bollards.
- **Katikati:** no works completed this year as earlier upgrades to Earl Drive consumed several years of budget allocation.
- **Ōmokoroa:** the Esplanade grass berm and carpark improvements were completed.
- **Te Puke:** in association with the road rehabilitation works a new footpath on Station Road was constructed. Stock Road footpath linking Jubilee Park to King Street was completed and also the pedestrian walkway linking Boucher Avenue to Fenton Terrace. The Heritage Walkway was refurbished and new CCTV hardware was installed around the town to improve traffic monitoring capabilities and security.
- **Maketu:** an authority from Heritage NZ was obtained for the next five years for planned projects. Drainage works were completed on Rauporoa Road.



Central government has reviewed the New Zealand Upgrade Programme. As a result of this review funding has not provided for the planned four lane road improvements between Ōmokoroa and Te Puna. Council will continue to advocate for the Ōmokoroa Road State Highway 2 intersection upgrade due to the safety concerns and the growth of traffic using the intersection.

Council continued to work with other agencies in the planning for the sub region transportation network. This is a collaboration between Council, Waka Kotahi, Tauranga City Council, Bay of Plenty Regional Council and iwi authorities. Key projects this year were:

- The sub-regional Transport System Plan development which includes planning for four business cases (Hewletts sub-area; 15th/Turret/Welcome Bay; public transport services and infrastructure, Cameron Road stage two) and
- Two policy initiatives (traffic demand management; parking and bus fares),
- Takitimu North Link and the programme business case and early works programmes for Tauriko West including public consultation.

There were a number of other initiatives/projects progressed during the year. This included:

- Streetlights - stage one of the urban upgrade programme to transition to LED lights is complete. Stage 2 has started with the purchase of decorative LED lights.
- Provided support for the Tauranga City development of the Waiari water scheme in managing the impact on the local roading network.
- Continued working with key parties to progress the Ranguru Business Park.
- The One Network Maintenance Contract for state highways and local roads with the Western Bay is being extended for two more years, to November 2023.

WHAT WE PROVIDE

1073 kilometres
of network with connections
to state highways



Urban roads:

170 kilometres

Rural roads:

903 kilometres

Sealed roads:

910 kilometres

Un-sealed roads:

162 kilometres

142

Bridges

39

culverts

greater than
1.4m diameter

189 kilometres

hard surfaced footpaths

2.1 kilometres

Metalled surfaced footpaths

3,454
streetlights

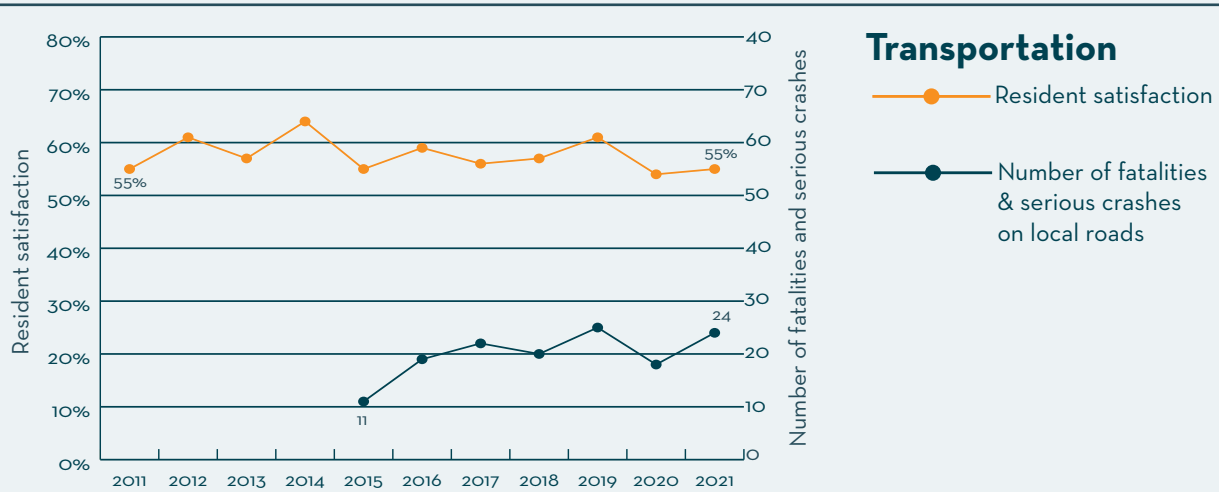
6,923

road signs



SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Key Performance Measure The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	≤0	6	-7		✗
Key Resident Measure Level of satisfaction with our transportation networks (roads, cycling and walkways).	≥60%	55%	54.5%	Key reasons for dissatisfaction is the maintenance of the roads, and the need for roads to be widened. The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 51%.	✗

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
We will respond to customer transport related issues.					
The percentage of customer service requests relating to roads and footpaths to which Council responds within 10 working days.	≥90%	67%	70.8%	At total of 2260 requests were received. The customers received a response within 10 days for 1519 requests. To respond to the customer investigations and/or actions were required. This took longer than the ten day target.	✗
Level of customer satisfaction with action taken to resolve service requests.	≥85%	90.7%	89.3%		✓
The network and its facilities are up to date, in good condition and fit for purpose.					
The average quality ride on a sealed local road network, measured by smooth travel exposure.	≥90%	94%	94%		✓

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
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.					
• Sealed Roads	0.3	0.28	0.36	The condition index results show the condition achieved was better than the agreed target.	✓
• Unsealed roads	3.0	2.2	2.26		✓
Please note: (0 = defect free; 5 = unsatisfactory).					
The percentage of the sealed local road network that is resurfaced.	≥4%	8.7%	7.8%		✓
Adverse environmental effects, such as dust, noise and vibration are managed effectively.					
Length of unsealed roads (km).	176km	161.7km	163km	Decrease in length of unsealed roads due to seal extensions completed this year.	✓
Number of successful prosecutions for non-compliance with Resource Management Consents and Heritage New Zealand Pouhere Taonga Act 2014 by the Bay of Plenty Regional Council or Heritage New Zealand.	0	0	0		✓
The road network is convenient, offers choices for travel and is available to the whole community.					
The percentage of footpaths that fall within the level of service or service standard for the condition of footpaths as identified in the transportation asset management plan.	≥95%	99.95%	99%		✓
The increase in total length of cycleways and walkways within the District.	≥1,000m	1,386m	12,886m		✓
Use of the Ōmokoroa - Tauranga cycleway.	Increasing	Increasing	Increasing	In 2021 there were 167,943 users of the cycleway. This is an increase of 3163 from 2020.	✓

FUTURE INITIATIVES

There was some uncertainty around the indicative funding allocations by Waka Kotahi for the next three year programme of network operations, maintenance and asset renewals. Waka Kotahi announced the approved funding allocations on the 7 September 2021 which was two months into the new financial year. The funding allocation received for maintenance, operations, renewals was 91% and 51% for low cost low risk projects. Activities are more expensive than the constrained funding however the next two years of the roading contract can now be funded. There is a potential risk to the last year of the period for the expected new maintenance contract if additional co-investment cannot be secured. Council will continue to advocate for the District roads and endeavour to maintain the current levels of service.

The community boards are expected to continue to review and prioritise their minor roading improvement projects. Once they are adopted within the available funding limits we will undertake the agreed works.

A new road maintenance contract form is expected to be developed, tendered and implemented prior to November 2023.

Building communities

Water supply

*Puna wai /
kohinga wai*



WATER SUPPLY

OVERVIEW

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

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

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

OUR 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.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

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

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	<ul style="list-style-type: none"> ✓ Completed capital works around the district to improve water provision. ✗ Unsuccessful in securing groundwater bores for the Central and Eastern supply zones. ✓ Drinking water standards maintained.
Economic	<ul style="list-style-type: none"> ✓ Feasibility study to assess options to increase water supply to cater for the Rangiuru Business Park.
Environmental	<ul style="list-style-type: none"> ✓ Management of water supply over summer period resulted in no water restrictions. ✓ Comprehensive water take consent obtained for eastern supply zone.
Cultural	No specific actions related to this wellbeing.



HIGHLIGHTS

The growth experienced in both the central and eastern supply zones has necessitated the need to find more good quality water sources to meet increasing demand in these zones. As a result, Council continued to look for water bores in both of these zones. This exploration project requires a number of exploration test wells, located within the zones, to find good quality water. For the eastern supply zone a comprehensive water take consent was obtained which enables exploration in different locations within this zone.

With the introduction of the Three Water Reforms, central government requested Council to provide information about its water supply activity. The information included data on water assets, operational and capital expenditure, funding and charges, for a three-year period. This provided central government a comprehensive stocktake of the water assets and this information is informing their decision process.

The imminent development of the Rangiuru Business Park will require significant infrastructure to be built. This includes the provision of water to the Park within the next three years. A large feasibility study is underway to assess options that will increase the water supply to cater for the projected demands of the Park.

This planning ensures water source options can be costed and preferred options identified.

The water supply for the District continues to have an 'unsecured drinking water' status. To address this a programme has been developed which includes fencing, backflow devices, water quality devices (funded through Crown Infrastructure Partners as part of the post COVID-19 'shovel ready' projects), and ultraviolet (UV) treatment. Alongside this, the quality of the water supply continues to be monitored to ensure drinking water standards are maintained. There were no water compliance issues.

Several water main projects have been designed for renewal in western and eastern supply zone. Construction is planned to commence over the next 12 months. Other significant projects or works undertaken during the year include:

- Design of a central reservoir to provide storage to accommodate growth in Ōmokoroa. Construction will commence in 2022.
- Breaks along the trunk water main east of Te Puke has resulted in sections of the pipe being replaced.
- In conjunction with Waka Kotahi NZ Transport Agency State Highway 2 safety improvements (Katikati - Athenree turnoff), 5.8km of trunk water mains were renewed.
- Thorough review and update of the Water Asset Management Plan as part of the Long Term Plan process.

Water metering

The installation and charging by water meters has had a definitive impact on water use across the District and helped manage peak demands over summer. As a result there were no water restrictions imposed over the summer period.



WHAT WE PROVIDE



Water reticulation operated in three supply zones:

Western
Waihi Beach, Katikati

Central
Ōmokoroa, Te Puna

Eastern
Te Puke, Maketu, Pukehina Beach, Paengaroa

26 booster pump stations

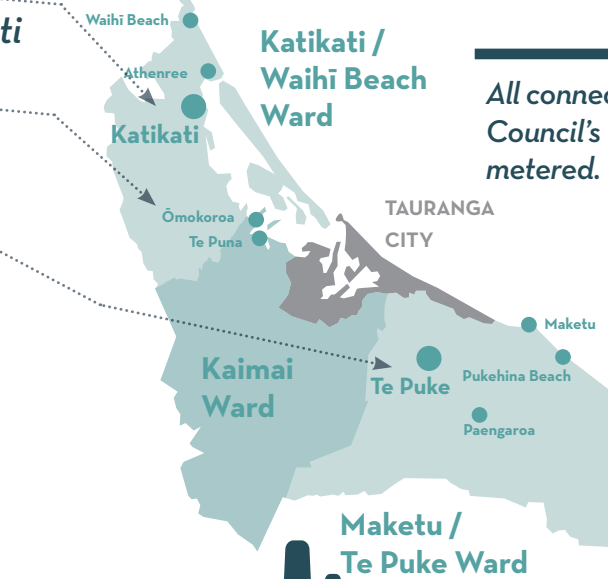
9 Bore fields

District-wide water metering

All connections to Council's water supply are metered.

10 water treatment plants

1 Surface supply (Bush Dam)



31 Reservoirs & tank sites

APPROXIMATELY

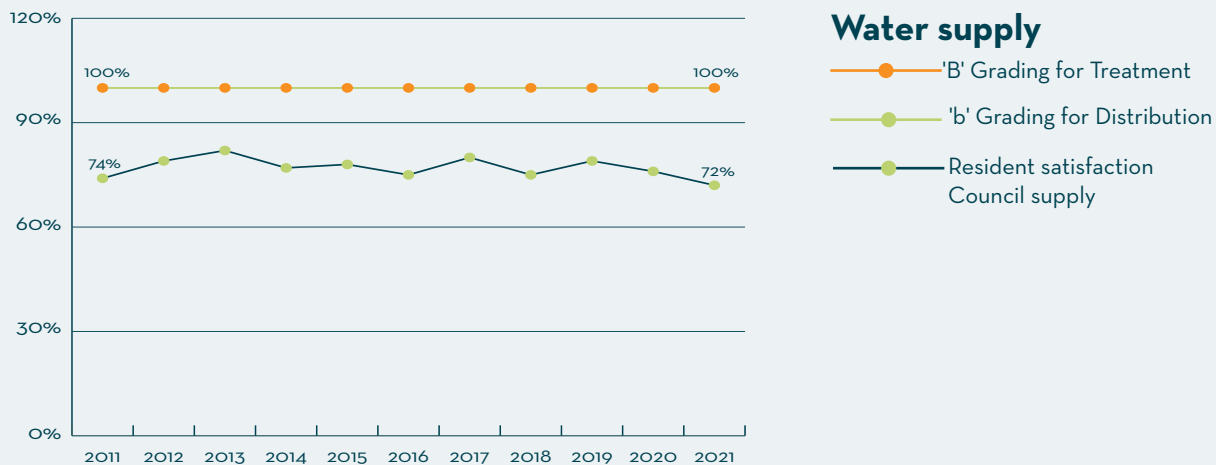
716 kilometres of water mains

17,250

water main fronting properties are connected to Council's water supply.

SERVICE PERFORMANCE RESULTS









RESULT TRENDS FOR KEY MEASURES



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Key Performance Measure For the three supply zones the percentage of Council's treated water supply with a Ministry of Health grading as per the New Zealand Drinking Water Standards 2005 (amended 2008).					
B or better for treatment	100%	100%	100%		✓
b or better for reticulation	100%	100%	100%		✓
Key Resident Measure Level of resident satisfaction with the quality of Council's water supply.					
	≥80%	72%	76%	Key reasons for dissatisfaction is the level of silica and mineral in the water and the taste and smell of the water. The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 71%.	✗
Supporting Measure In a one-in-50 year drought, the ability to supply water to meet the normal daily water demand (1,100 litres per person per day).					
	100%	100%	100%		✓
Ability of reservoirs to provide a minimum of 24 hour average daily demand.	100%	100%	100%		✓

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET		RESULT		RESULT		NARRATIVE	ACHIEVED
	2020/21		2020/21		2019/20			
We will provide good quality potable water to service growth within the three supply zones.								
Percentage of year where reservoirs are maintained at a minimum of 50% full, in accordance with Ministry of Health requirements.	100%		99%		100%			
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.								
The extent to which Council's drinking water supply complies with: <ul style="list-style-type: none"> Part 4 of the drinking-water standards (bacterial compliance criteria), and Part 5 of the drinking-water standards (protozoal compliance criteria). 	≥99%		50%		0		Non-compliance with Part 5 of the drinking water standards is a result of the water bores not being secure.	
Distribution Zones (Yes or No)	Part		Part		Part			
	4	5	4	5	4	5		
Athenree	Y	Y	Y	N	N	N	There was no protozoal compliance for our water supply zones.	
Katikati	Y	Y	Y	N	N	N		
Ōmokoroa Minden	Y	Y	Y	N	N	N	Te Duke Bush is now part of the Te Duke supply zone.	
Pongakawa	Y	Y	Y	N	N	N		
Te Puke	Y	Y	Y	N	N	N		
Te Duke Bush	Y	Y	NA	NA	NA	NA		
The percentage of real water loss from Council's networked reticulation system.	≤22%		≤21.2%		19.7%			
The average consumption of drinking water per day per resident within the Council's District.	≤220 litres		194 litres		170 litres			
We will respond to customers issues with the water supply.								
Where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured: Attendance for call-outs: from the time Council receives notification to the time service personnel reach the site:								
• Urgent call outs	≤1 hours		55 minutes		46 minutes		Maintenance contract response for non-urgent call outs is 48 hours to on site.	
• Non urgent call outs	≤8 hours		19 hours		3 hours 48 minutes			
Resolution of call-outs from the time Council receives notification to the time service personnel confirm resolution of the fault or interruption.								
• Urgent call outs	≤8 hours		4 hours		6 hours 11 minutes		Maintenance contract response for non-urgent call outs is 48 hours to on site.	
• Non urgent call outs	≤24 hours		42 hours		26 hours 30 minutes			

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Total number of complaints received by Council about any of the following: <i>Drinking water clarity</i> <ul style="list-style-type: none"> • <i>Drinking water taste</i> • <i>Drinking water odour</i> • <i>Drinking water pressure or flow</i> • <i>Continuity of supply and</i> • <i>Council's response to any of these issues expressed per 1,000 connections to Council's networked reticulation system.</i> 	≤30	13.77	6.79		✓

FUTURE INITIATIVES

The Three Waters Reform currently underway by central government will result in changes to how water supply is delivered to our communities.

The target date for implementation is 1 July 2024. Council will continue to respond to central government agencies and neighbouring councils and work with the various communities to progress this.



Protecting the
environment
Natural
environment
Te taiao



NATURAL ENVIRONMENT

OVERVIEW

Council has an important role in protecting the natural environment of the Western Bay. It is one of our most valuable assets covering 195,000 hectares of coastal, rural and urban areas. The land of the Western Bay of Plenty faces north-east to the sea. To the west are the rugged bush-covered Kaimai ranges. Numerous streams drain the Kaimai range, flowing down through the hills and coastal lowlands into the swampy estuaries and mudflats of the Tauranga Harbour.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Areas of our natural environment with important environmental, cultural and heritage values are protected.

OUR GOALS

- Support the provision of environmental education and information across our District.
- Support community based environmental projects.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

Identified key effects the Natural Environment and sustainable living activity has had on the four wellbeings during the year:

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	✓ Continued support provided to environmental organisations and agencies throughout the District.
Economic	✓ Community Service Contract - Ecology awarded to Bay Conservation Alliance.
Environmental	<ul style="list-style-type: none"> ✓ Donation of native plants to landowners and community planting projects. ✓ Continuation of the Maketu Ongatoro Wetland Society environmental education programme. ✓ Support provided to Predator Free BOP programme. ✗ Low amount of additional land for regenerating forest and shrub land.
Cultural	No specific actions related to this wellbeing.



HIGHLIGHTS

The Natural Environment strategy in Council's 10-year Long Term Plan (2021-2031) has been reviewed and updated. The resulting strategy ensures a better alignment between the:

- Goals and objectives as indicated by the community during our consultation process.
- Initiatives and projects promoted by central government that are influencing our region.
- Emerging trends, for example, the emphasis on climate change, sustainability issues and wetland development.

Our operations have also been realigned to reflect these changing priorities and give greater surety for planning and project support. Some of these budget lines include funding put aside for Council-led projects to support Te Maru o Kaituna initiatives (Kaituna River).

Council's Community Service Contract - Ecology was put out for tender and was awarded to Bay Conservation Alliance.

The reallocated contract represents a step up to include emerging technologies; consideration of central government funded shovel ready initiatives; targeting the right sections of the community; alignment with other successful environmental education programmes; and is well placed to deliver benefits from association and co-operation with new players in the market.

Council continued to support the Predator Free BOP programme and in addition, will seek to continue to make Council's Barks Corner site a predator free site. This will be achieved through continued pest control each year, and further planting of indigenous trees in winter 2021. The predator free BOP programme continues to receive funding with a new focus in the Waihi Beach area where they have identified a goal of being pest free by 2025.

Seven small community projects were supported through the provision of 4000 plants. These plants will also be planted in the winter of 2021.

The Maketu Ongatoro Wetland Society's school environmental education programme has been extended to include Rangiora Primary School. This contract now covers six schools in the Te Puke- Maketu area. The proposed new ecology contract for the western area of the District will also contain a portion of school environmental education.



WHAT WE PROVIDE



Education programmes & initiatives

- Support for Environmental service delivery providers

- Fencing subsidies (protected bush lots)

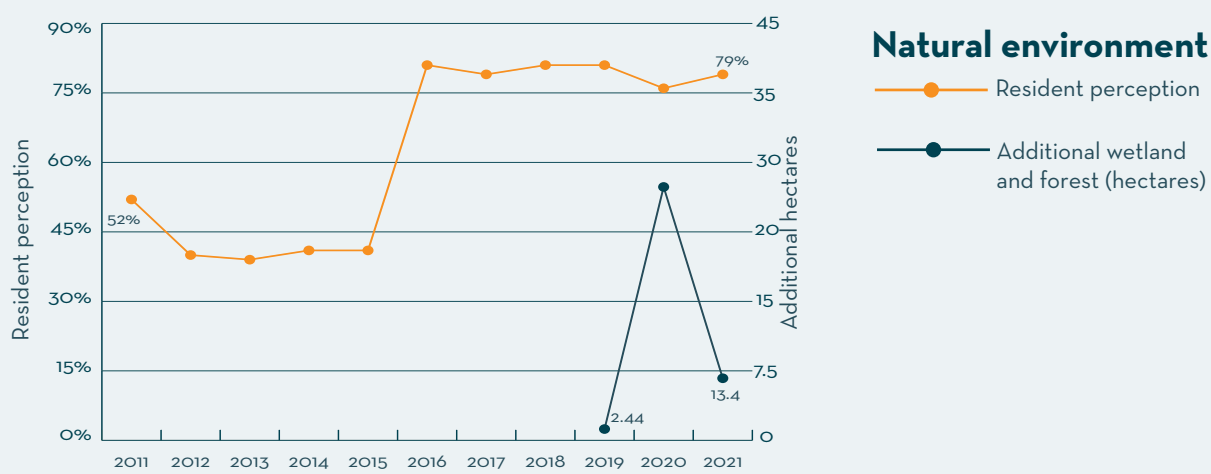


Community group support

Liaison with the Regional Council and partners
with a focus on environmental issues

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
<p>Key Performance Measure Amount of additional land included in protection lots in accordance with the District plan</p> <ul style="list-style-type: none"> Riparian (kilometres) Wetland (hectares) Tall forest, Regenerating Forest, Shrub land (hectares) 	4.0 1.5 60	1.17 1.58 13.4	1.54 0 54.7	<p>Protection lot subdivisions are at the instigation of landowners and hence hard to predict.</p> <p>Wetlands are on track, but riparian and forest are down. Part of the reduction is due to many of the easier ones been undertaken. Also a likely impact from COVID-19 as subdivisions and associated plantings were put on hold.</p>	<p>✗ ✓ ✗</p>
<p>Key Resident Measure Percentage of residents surveyed who perceive the environmental attributes monitored have improved or are being maintained.</p> <p>Please note: the environmental features monitored include the quality of streams and rivers, harbours and estuaries, air quality, the amount of noxious weeds, protection of historic places, general level of cleanliness and the amount and quality of native plants and animals.</p>	≥75%	79%	76%	<p>The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 62%.</p>	<p>✓</p>

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Facilitate and support community involvement in protecting and enhancing the natural environment.					
Percentage of environmental groups that Council supports.	≥50%	25%	32%	Focus for support has changed. Support is now provided to a smaller number of large groups.	✗
Number of community environmental education initiatives.	≥6	2	6	The number of community initiatives was determined by the interagency group. COVID-19 was also detrimental to the group co-ordination last year.	✗
Ensure protection lots are compliant with terms of covenants.					
Number of protection lots monitored to ensure compliance.	≥40	128	105	128 inspections were undertaken during the year. A minimum of 100 inspections is required to deliver on the monitoring work programme. Increased inspections were delivered to address shortfalls in 2019-20 due to COVID.	✓

FUTURE INITIATIVES

The implementation of the new Natural Environment Strategy developed as part of Council’s Long Term Plan will commence in July 2021. This will not only provide targeted funding for environmental initiatives but will be a catalyst for environmental initiatives in other areas of Council operations, for example providing funding for ecological projects relating to the development of Ōmokoroa.

The Community Matching Fund, which provides \$40,000 for environmental initiatives, resumed in the 2021/2022 year. This fund in the 2020/2021 year was used as part of the COVID-19 Community Resilience Fund.

Work will continue to fulfil the predator free goal for Council’s Barks Corner site and the Waihi Beach area.



Protecting
the environment
Wastewater
Waipara



WASTEWATER

OVERVIEW

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.

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

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

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

OUR 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

Identified key effects the wastewater activity has had on the four wellbeings during the year:

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	<ul style="list-style-type: none"> ✓ Crown Infrastructure funding to upgrade wastewater for communities with poor wastewater systems. ✓ 91 percent resident satisfaction on Council’s wastewater system.
Economic	<ul style="list-style-type: none"> ✓ Design consultant engaged for upgrades at Te Puke to accommodate growth and potential connection to Rangiuru Business Park. ✓ Joint maintenance contract with Tauranga City Council awarded to Downers.
Environmental	<ul style="list-style-type: none"> ✓ Establishment of a local group to identify long term solutions to replace current pipe that takes wastewater out to sea. ✗ Katikati wastewater treatment plant, non-compliance with resource consents.
Cultural	<ul style="list-style-type: none"> ✓ Ongoing monitoring and reporting to ensure compliance with resource consent requirements. ✓ Upgraded some marae wastewater facilities to onsite effluent treatment through Crown Infrastructure funding.



HIGHLIGHTS

In November 2020 Council was successful in its bid to obtain funding from the Crown Infrastructure Partners funding. This was the post COVID-19 'shovel ready' initiative. Of the \$6.9 million grant that was received \$5 million was obtained to upgrade the wastewater network to service communities that have poor wastewater systems. As part of this some marae will upgrade their facilities to onsite effluent treatment. The deadline for the completion of these projects is March 2022.

This activity will also be impacted by the central government review of the provision of the three waters services. A significant input in this review was the provision of asset information, and funding and revenue data for the wastewater activity.

The Government announced in June their intention to devolve councils of the waters activity and replace with four entities. Council is maintaining a watching brief on this central government led initiative.

The Waihi Beach treatment plant liner failed in December 2019. As an interim measure a temporary plant has been built to allow operation to continue while investigations were completed for the repair of the liner. The design is underway and will include enhancement to avoid a repeat of the liner failure. The repair works will commence in 2022. Alongside this Council is progressing an insurance claim for reimbursement of costs resulting from the liner failure.

At Katikati work commenced with a local group to identify long-term disposal options that could replace the current pipe which takes waste out to sea. Recommendations have been identified and a group has been established to review alternative options. This approach is also being used for the Te Puke wastewater disposal. To date no options have been developed.

At Katikati there are ongoing resource consent compliance issues for the wastewater treatment. Completed investigations have identified capacity issues. The sludge build up in the lagoons does not enable adequate retention time and turbidity. A design solution is being developed and construction planned for 2022.

At Te Puke work has commenced on a significant upgrade (\$20 million) to the wastewater treatment plant.

The design work was tendered and a design consultant has been engaged to undertake the design.

Design is expected to take up to a year and the tender process for construction will commence in the later half of 2022.



The design has allowed for growth in the eastern zone and for the Rangiuru Business Park, while meeting the new conditions of the resource consent. Alongside this, flow monitoring of the Te Puke wastewater network is underway to calibrate the network model. Care is being taken to understand the inflow and infiltration of rain/storm water into the wastewater network as it affects the overall capacity of the network.

The Three Waters Joint Maintenance Contract with Tauranga City Council was awarded to Downer at the end of 2020. Significant effort has been made to align systems between Western Bay, Tauranga City and Downer to ensure a seamless and enhanced transition without compromising levels of service. The system currently used by Watercare has been adopted as the operating model and this was operational on 1 July 2021.

As part of the Long Term Plan 2021-2031 process the wastewater asset management plans were reviewed and updated. This provides necessary input to the future work programme.

WHAT WE PROVIDE

Maketu

37.8

kilometres
of pipes

528

household pumps

2

booster pumps

- Treatment plant with two sequential batch reactor tanks and emergency pond.
- Discharge to land via subsurface drip irrigation.

Ōmokoroa

84.7

kilometres
of pipes

16

pump stations

- Sewage is pumped to the Tauranga City Chapel Street plant for treatment.

Ongare Point

4.3

kilometres
of pipes

56

household pumps

Te Puna

125

household pumps

Te Puke

76.4

kilometres
of pipes

Katikati

78.1

kilometres
of pipes

Waihi Beach

82.7

kilometres
of pipes

9

pump stations

- Treatment plant with a sequentially activated sludge system, ultraviolet disinfection and wetland.

15

pump stations

- Treatment plant with aerated lagoons, ultraviolet disinfection and wetland.

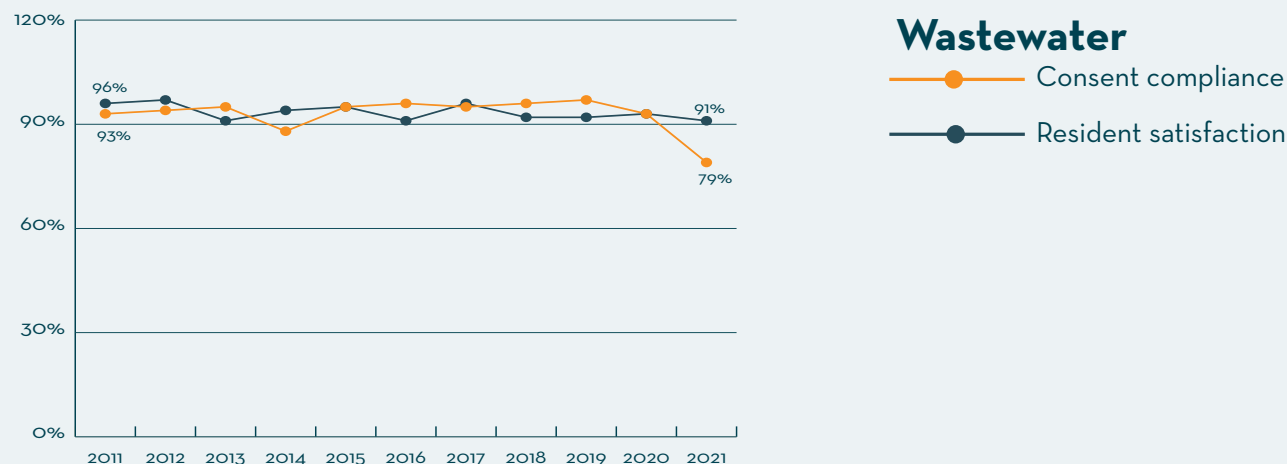
24

pump stations

- Treatment plant with aerated lagoons, ultraviolet disinfection and wetland.

SERVICE PERFORMANCE RESULTS









RESULT TRENDS FOR KEY MEASURES



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Key Performance Measure Percentage compliance with Resource Consents for each wastewater scheme:				Katikati Wastewater Treatment Plant (WWTP) is undergoing investigations as a result of non-compliance in October 2019. As the resource consent results are based on a 12 month rolling median it will take time for the WWTP to come back within compliance. Our reporting and sampling periods have been within the correct time period which has given us <10% compliance. If we had not complied with the sampling periods the level of compliance with resource consent would have been 0%. All other Plants have been working well, apart from the odd results which shows a higher reading than our limits, majority of these have been one off results.	
• Katikati	≥90%	≤10%	91%		✗
• Maketu/Little Waihi	≥96%	≥96%	96%		✓
• Te Puke	≥90%	≥94%	91%		✓
• Waihi Beach	≥97%	≥98%	92%		✓
• Ongare Point	≥95%	≥98%	98%	✓	
Key Resident Measure Level of resident satisfaction with Councils reticulated wastewater disposal system.	≥90%	91%	93%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 83%.	✓

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Maintain wastewater systems and have capacity to meet demand.					
The number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system. NOTE: only applies when less than 1mm of rain has fallen during a continuous 24 hour period.	≤2	3.63	2.94	37 spills occurred and of that 25 occurred in Maketu due to pumps being blocked by rags etc.	
Compliance with resource consents for discharge from the sewerage system measured by the number of;					
• Abatement notices	○	○	○		
• Infringement notices	○	○	○		
• Enforcement orders	○	○	○		
• Convictions	○	○	○		
received in relation to those resource consents.					
Provide wastewater services that meet customer needs.					
Where Council attends to sewerage overflows resulting from a blockage or other fault in the Councils sewerage system, the following median response times measured:					
• Attendance time: from the time that Council receives notification to the time that service personnel reach the site.	≤1.5 hours	61 minutes	66 minutes		
• Resolution time: from the time that Council receives notification to the time that service personnel confirm resolution of the blockage or other fault.	≤8 hours	6 hours 2 minutes	6.75 hours		
The total number of complaints received by Council about any of the following:					
• Sewerage odour					
• Sewerage system faults	≤40	6	12		
• Sewerage system blockages					
• Council's response to issues with sewerage system					
Expressed per 1000 connections to the Councils sewerage system.					

FUTURE INITIATIVES

The central government review of the three waters will continue. Council will maintain a watching brief and seek to work towards the best outcome for our communities.

Work will continue throughout the District to ensure wastewater treatment facilities are meeting resource consent conditions. This will include significant plant upgrades at Te Duke and Katikati.

Protecting
the environment
Solid waste
Paratotoka



SOLID WASTE

OVERVIEW

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

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

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

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

OUR GOALS

- 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.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

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

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	<ul style="list-style-type: none"> ✓ Rural recycling trial at Pongakawa successfully completed. ✓ Continued operation of community recycling centres in Athenree, Katikati and Te Puke.
Economic	<ul style="list-style-type: none"> ✓ Award of eight plus two year contract to EnviroWaste for kerbside collection.
Environmental	<ul style="list-style-type: none"> ✓ Four waste minimisation initiatives supported by the Ministry for the Environment's Waste Minimisation Fund. ✓ No abatement or infringement notices issued. ✗ Illegal dumping.
Cultural	No specific actions related to this wellbeing.



HIGHLIGHTS

This year our focus has been on the implementation of the kerbside recycling and rubbish collection services. EnviroWaste was awarded an eight plus two year contract in August 2020 to implement and manage the new kerbside collection services.

It is anticipated that **80 percent of the District** will receive a kerbside service from July 2021. A partial service for rural households will have a mixed recycling, glass and general waste collection service, and a full service for urban households will also receive a food scraps collection service. More than **17,490** households will receive the service of which 12,000 will have access to the food scraps collection.

Community recycling centres

The community recycling centres in Athenree, Katikati and Te Puke will continue to operate under the current levels of service. The Ōmokoroa greenwaste drop-off facility that is staffed by the Ōmokoroa Lions volunteers will also continue operation.

Rural mobile recycling trial

The Pongakawa rural mobile recycling trial was successfully completed in June 2021. This trial enabled Pukehina, Maketu, and surrounding areas to recycle their glass and other commodities at Pongakawa which is more accessible site for these communities. From July 2021 the Pukehina and Maketu communities will receive the new kerbside services. Our focus is now investigating suitable sites for establishing unmanned rural recycling drop-off. The lower Kaimai area and Pongakawa are on the list. In the meantime residents who do not have ready access to recycling facilities can still use the recycle centres.

Waste minimisation programmes

Waste minimisation programmes continued the delivery of Waste Free Living workshops, Home Worm Composting workshops, Business Waste Minimisation advice and Zero Waste Education to schools. A proactive approach to waste minimisation at events continued as events resumed post COVID-19.

Illegal dumping

Illegal dumping is still occurring and is an ongoing challenge to manage within available funding. With the closure of Maleme Street Transfer Station in Tauranga it is envisaged that illegal dumping may increase. **Solar powered cameras are being trialled in known dumping areas to deter and identify dumping culprits.** Council is considering the provision of a transfer station in the District as there are currently none.

The waste levy will be increased to \$20 per tonne in July 2021 for municipal (class one) landfills. This levy will progressively increase over four years to \$60 per tonne as of July 2024. Residents efforts to reduce waste to landfill will be beneficial in that less costs may be incurred if they do.



WHAT WE PROVIDE



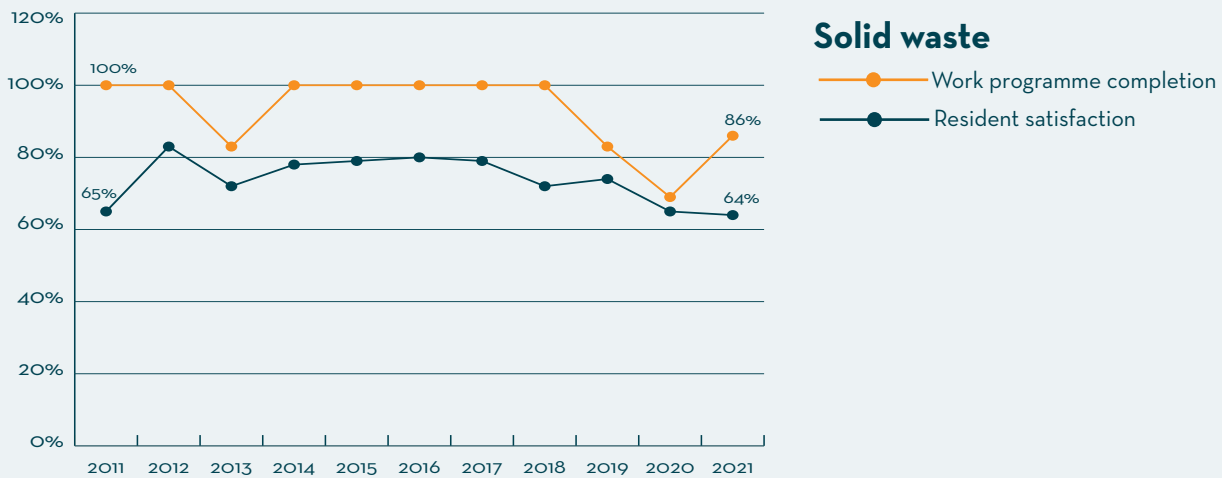
EDUCATION PROGRAMMES

ONGOING MONITORING OF
CLOSED & CAPPED LANDFILLS
Athenree, Te Puke, Waihi Beach

MONITOR
ILLEGAL DUMPING (FLY-DUMPING)
across our District

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
<p>Key Performance Measure Percentage of actions identified in the Solid Waste Action Plan for the year that have been completed. This identifies the total annual actions required for this strategy. Actions are required within specification and budget.</p>	≥97%	86%	69%	Key reason for work programme delay was the impact of COVID-19 which interrupted the waste minimisation programmes as events were cancelled.	✗
<p>Key Resident Measure Level of customer satisfaction with household rubbish disposal methods.</p>	≥80%	64%	65%	Key reasons for dissatisfaction were the need for more recycling and the supply of Council bins to replace rubbish bags The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 49%.	✗
<p>Supporting Measures Number of initiatives funded by the Ministry for the Environment Waste Minimisation.</p>	≥1	4	4		✓
<p>Percentage of waste recycled or recovered as estimated by solid waste two yearly audit. The audit will be undertaken as per the Solid Waste Analysis protocol issued by the Ministry for the Environment.</p>	≥45%	No audit	No audit	No audit undertaken in the last year. Next SWAP audit planned for October 2021 on kerbside service.	-

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

Performance Measures	Target	Result	Result	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
All Council-owned solid waste facilities' including closed landfills, meet environmental standards.					
Number of abatement/infringement notices received.	0	0	0		✓
Provide and maintain drop-off recycling services.					
Number of greenwaste and/or recycling facilities provided.	≥4	4	4		✓
Assist in the provision of opportunities for the removal of hazardous waste.					
Number of hazardous waste drop off points.	3	4	3		✓

FUTURE INITIATIVES

New Solid Waste Analysis Protocol (SWAP) audits for each of the seasons are being planned to measure waste diversion from landfill with the implementation of the new kerbside services. The data provided by these audits is a requirement of the Ministry of Environment under the new Waste Data Framework.

Council will also consider requests for commercial businesses to be included in the default kerbside rubbish and recycling collections after the first year of the contract.



Council will continue to support the various waste minimisation initiatives to the various communities.



Supporting the economy
**Economic
development**
*Whanake
taiōhanga*



ECONOMIC DEVELOPMENT

OVERVIEW

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

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

To encourage the sustainable use of local resources in a way which strengthens economic opportunities and improves social outcomes.

OUR GOALS

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

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

Identified key effects the Economic activity has had on the four wellbeings during the year:

Wellbeing	Effects ✓ = Positive and ✗ = Negative
Social	✗ 53 percent (target ≥65 percent) resident satisfaction with promotion of town centres and events.
Economic	<ul style="list-style-type: none"> ✓ Continued funding to Priority One and Tourism Bay of Plenty. ✓ Continued funding and support to local economic agencies within communities to promote economic activity and provide support to new and existing businesses. ✓ Reallocation of the matching fund to the COVID-19 response fund.
Environmental	No specific actions related to this wellbeing.
Cultural	✓ Annual grant to Film BOP has been formalised to a three yearly service contract.





HIGHLIGHTS

In the past year, COVID-19 has continued to impact on the economic landscape of the District. It has been a year of consolidation, where Council has provided support, guidance and advocacy across the District whilst managing risk. The horticulture sector has continued to prosper in spite of limited available workforce and this has had a positive economic impact while the tourism sector and some local businesses have faced challenging times.

Local economic development agencies

Council continued to support the local economic development agencies Priority One and Tourism Bay of Plenty. These agencies advocate and promote the sub-region, encouraging businesses to relocate or visit. The continued closure of the country's borders has resulted in an increased level of domestic tourism in the Bay of Plenty.

Council also supports the local economic development agencies, Te Puke Economic Development Group (EDG), EPIC Te Puke, Katch Katikati, and Waihi Beach Events and Promotions. These agencies provide economic support for businesses, town centre events and marketing. This includes Christmas parades, a 'buy local' initiative, the Avocado festival and various markets.

The Community Matching Fund for the 2020/21 year was consumed by COVID-19 Resilience Fund. The reuse of these funds has impacted communities and organisations widely, enabling the successful applicants to navigate COVID-19 related challenges. Feedback received from recipients recognised the timely, flexible and efficient response to the community in a time of need.

The development of Council's 10 year Long Term Plan (LTP) provided the opportunity to review current economic agreements and contracts in place. Overall the current service delivery will continue. However, the existing annual grant to Film BOP has been formalised to a three yearly service delivery contract. This provides the organisation a degree of certainty and enables them to continue bringing film/TV shows to the District, providing economic benefit, local employment, and attracting people.

Provincial Growth Fund

The funding received from the Provincial Growth fund enabled the completion of the technology fit out and development of Pātuki Manawa in Katikati. This facility provides a valuable resource to support the community.

WHAT WE PROVIDE



Town centre promotion

Te Puke, Katikati Waihi Beach

Support for external organisations

Focused on strengthening

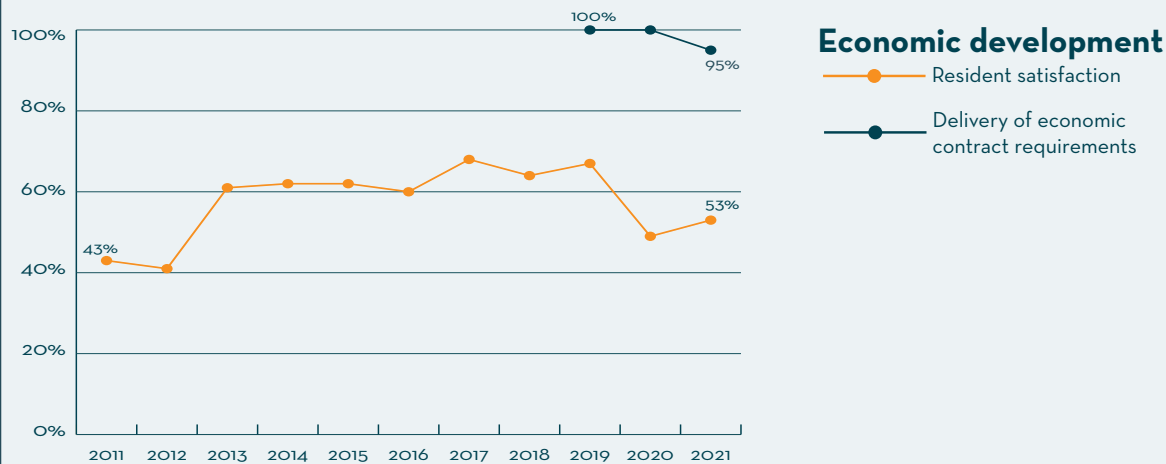
our local economics

Supporting

Economic development & tourism

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Key Performance Measure Percentage of economic contracts where key contract requirements have been achieved.	≥90%	95%	100%		✓
Key Resident Measure Level of resident satisfaction with our role in promoting employment and business opportunities within the sub-region.	≥65%	53%	49%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 37%. Reasons for dissatisfaction were not identified in the survey.	✗

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	TARGET	RESULT	RESULT	NARRATIVE	ACHIEVED
	2020/21	2020/21	2019/20		
Council will support external organisations tasked with developing economic activity in the District.					
Total invested in economic support through service delivery contracts.	≥\$11 per resident	\$12.54 per resident	\$12.95		✓
Number of joint economic initiatives identified in the service delivery contracts that have been implemented.	≥2	3	2		✓
Council will facilitate economic development through the development and promotion of the town centres.					
Level of resident satisfaction with the promotion of town centres and events in Katikati, Te Puke and Waihi Beach.	≥65%	59%	49%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those who don't know is 44%. Reasons for dissatisfaction were not identified in the survey.	✗

FUTURE INITIATIVES

Council will continue to work with economic service delivery contractors to promote and develop economic opportunities for the District.

Support services
Ratonga taunaki



SUPPORT SERVICES

OVERVIEW

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

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

Corporate support activity	What this activity does	Strategic approach
Customer services	Ensure customers receive timely, accurate and user friendly information, service and advice.	Focus on understanding the diversity of customers and their needs and respond to them effectively.
Communications and community engagement	Ensure customers and communities are engaged and kept informed.	Provide engagement opportunities and communications that are targeted to identified, diverse customer groups.
Relationship management	Maintain effective relationships with residents and key communities of interest.	The purposes of key relationships are clearly understood and our obligations to Māori under the Treaty of Waitangi are fulfilled.
Human resources	Manage workforce capability and capacity.	Future workforce needs are understood so that 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 and are environmentally responsible.
Risk management	Identify, minimise or mitigate risks.	Integrated risk management information to inform decision making and ensure continuity of Council services.
Quality management	Document and review key processes to ensure knowledge is maintained and opportunities for improvement identified.	Documentation of key processes secures knowledge and facilitates opportunities for improvement.



HIGHLIGHTS

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

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

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

FUTURE INITIATIVES

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

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