

# **STANDING COMMITTEES**

**WEDNESDAY 5 FEBRUARY 2025**

**commencing at 1.30 pm**

**In the Council Chambers**

**1 Rosebank Terrace**

**Balclutha**

# CLUTHA DISTRICT COUNCIL

Notice is hereby given that a Meeting of the Regulatory and Community Committee will be held in the Council Chambers, 1 Rosebank Terrace, Balclutha on Wednesday 5 February 2025 commencing at 1.30pm.

Steve Hill  
**CHIEF EXECUTIVE OFFICER**

## Committee Members

Councillor Gaynor Finch (Chair)  
Councillor Wayne Felts  
Councillor John Herbert  
Councillor Alison Ludemann  
Councillor Brent Mackie  
Councillor Dean McCrostie  
Councillor Bruce Vollweiler

Mayor Bryan Cadogan  
Councillor Dane Catherwood  
Councillor Bruce Graham  
Councillor Michele Kennedy  
Councillor Simon McAtamney  
Councillor Jock Martin  
Councillor Ken Payne

# REGULATORY & COMMUNITY COMMITTEE

## 5 February 2025

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### APOLOGIES

His Worship the Mayor Bryan Cadogan

### DECLARATIONS OF INTEREST

*No declaration of interest at the time of printing this agenda*

### PUBLIC FORUM

### DEPUTATIONS

Item	Page #	Title
<b>1</b>	4	<b>Planning Update Report</b> <i>(For the Committee's Decision)</i> Report providing an update on various matters in the Planning area
<b>2</b>	22	<b>Community Libraries &amp; Visitor Information Update Report</b> <i>(For the Committee's Information)</i> Report providing an overview of the Community Libraries and Visitor Information activities
<b>3</b>	35	<b>Community &amp; Facilities Update Report</b> <i>(For the Committee's Information)</i> Report providing details of the Community & Facilities team activities
<b>4</b>	54	<b>Community Projects Update Report</b> <i>(For the Committee's Information)</i> Report providing an overview of progress on the community projects which are included in the nine <i>Our Place</i> community plans completed to date
<b>5</b>	57	<b>Building &amp; Regulatory Update Report</b> <i>(For the Committee's Information)</i> Report providing an update on various matters in the Building and Regulatory area

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## Regulatory & Community Committee

### Item for DECISION

<b>Report</b>	Planning Update Report
<b>Meeting Date</b>	5 February 2025
<b>Item No</b>	1
<b>Prepared By</b>	Olivia Restieaux – Manager Planning
<b>File Reference</b>	929186

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### REPORT SUMMARY

This report provides updates in the Planning area on various matters of interest to the Committee not dealt with elsewhere in this agenda and provides up-to-date stats for the Customer Service Reporting (CSR) for Planning & Compliance activities.

### RECOMMENDATION

1. That the Regulatory and Community Committee receives the ‘Planning Update Report’, dated 5 February 2025.
2. That the Regulatory and Community Committee receives the “Q2 – KPI reporting PLANNING”.
3. That the Regulatory and Community Committee approves the appointment of Louise Taylor as hearing commissioner for RM3063 by Peter Barns for subdivision and land use consent at 2 Akatore Road, Taieri Beach.

### REPORT

#### 1. Key Planning Matters

##### Upcoming hearing for subdivision and land use consent for Akatore Road (RM3063)

- An application for subdivision and land use consent at 2 Akatore Road, Taieri Beach was received by Council on 23<sup>rd</sup> April 2024, resource consent reference RM3063. The application was limited notified on the 24 October 2024 to 6 parties, and submission period closed on the 22<sup>nd</sup> November 2024. At the closure of submissions, 2 submissions were received, both in opposition with submitters requesting to be heard.
- An independent hearings commissioner needs to be appointed for this hearing – preliminary dates of the week of the 10<sup>th</sup> of March 2024.
- Louise Taylor has been approached and has indicated her availability. Attached is Ms Taylor’s credentials for this position.

##### District Plan Review

The Planning Team have been updating the existing District Plan into the National Planning Standards framework as indicated as part of the rolling review process. Council will be advised once this work is completed and next steps discussed.

### Forestry Project

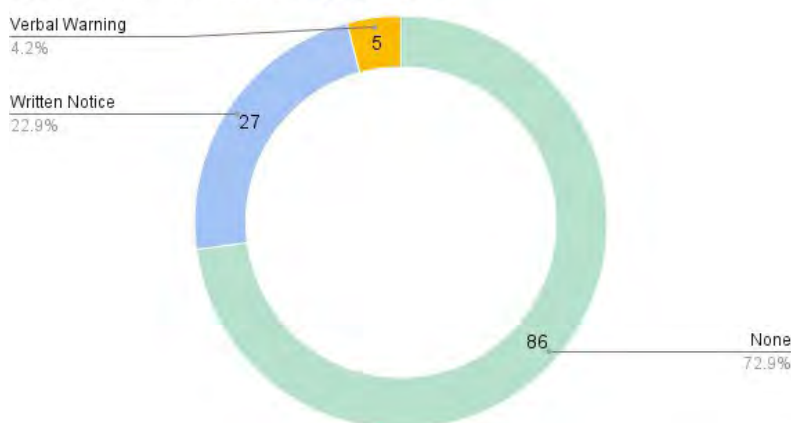
The Planning Team are in the early stages on working with other staff at Council on a project for a more streamlined and proactive approach to forestry compliance. Staff are intending to also meet with other regulators and industry to build relationships, leading to a more collaborative approach. It is expected this project will be finalised by June 2025.

### Noise Control

The Planning Team has been working on a reduced operational level of service in regard to noise control in the district to remain within existing budgets. The 2023/2024 year showed a spend of \$46,529.00 on noise control (in the form of contractors for attending after hours calls), exceeding the budget of \$33,594.00. Due to Council Officers having no control on the number of noise complaints made in the District, yet a requirement to remain within existing budgets, the Planning Team examined the data to demonstrate whether a different approach could be taken to noise control.

Data from the 2024 year showed that over 70% of the call outs resulted in no action being taken (as per the graph below) – this means that the noise control officers arrived at the property and did not hear any noise. Data also showed that 50 of the calls were for one-off addresses, 26 calls were for addresses that had more than one noise complaint, and 32 were for 2 addresses that had a high amount of call outs.

Action taken on NCR call outs - 2024



Since the holiday period (24 December 2024) there has been a discretionary element introduced regarding noise complaints that are attended, with an emphasis on higher risk of non-compliance properties being attended by noise control; this resulted in savings of \$5,531.50. To date (24 January 2025 when this Planning Update Report was finalised) there have been 3 complaints to Council from members of the public which were addressed, as well as discussions with Council's noise contractor and afterhours phone service. The Planning Team are considering various options for improving the noise control process and are undertaking regular reviews and identifying improvements.

## 2. Legislation

- The Planning Team continues to monitor legislative changes as they are released by Central Government, particularly regarding RMA reforms – with the second RMA Amendment Bill being introduced to Parliament in December.
- On 4 December 2024, the Government announced policy changes intended to limit how

much farmland is converted to exotic forest and registered in the ETS. The regulations are intended to come into effect in October 2025. The Planning Team will continue to keep up to date with the latest developments on forestry.

- The Planning Manager continues to attend a monthly meeting with other Otago councils to discuss legislation changes.

### 3. Planning Team

- The Planning Team continues to meet 100% of its statutory timeframes for resource consent processing.
- The Planning Team has recently undertaken their first quarterly report for Clutha Stars – this quarterly report is attached.
- Bligh Pringle has recently started as a Planning Officer (Planning Projects) in the Planning Team on a fixed term contract until May 2025.

### 4. Planning/Resource Consents Data

Consent activity since the last Regulatory and Community Committee to 21 January 2025 has involved the following:

Resource consents received from the 07/11/2024 to 21/01/2025 below:

- Land Use Consents – 3
- Subdivision Consents – 5
- Combined Land Use/Subdivision – 10
- Other (87BB, Right of Way, Cert of compliance) – 0
- s226s (title separation) – 1
- Outline Plan Waivers – 0

### 5. Service Requests Completed from last meeting to 21 January 2025

Service Request Type	Number of Service requests	KPI completed within timeframe Percentage
Planning Enquiries	89	100%
Fire Hazards	0	-
After Hours (Noise Control)	34	100%
General (Noise Control)	13	100%
Other	0	-

## 6. Resource Consents – YTD 24/25

### New Active Resource Consent Applications:

RC ID	RC Type	RC Details
3147*	COMBINED	To undertake a 6-lot subdivision and creation of residential activity in the form of building platforms at 29 and 34 Hazeldale Road in the Rural Resource Area
3148*	OTHER	Cancellation of Amalgamation Condition for 1035 Waitahuna West Road, Lawrence
3133*	SUBDIVISION	To undertake a 3-lot subdivision at 167 Webb Road in the Rural Resource Area
3145*	LAND USE	Recession Plane Breach for a dwelling at 98 Salcombe St
3138*	LAND USE	Land use consent under NES for Electricity Transmission Activities
3140*	SUBDIVISION	To undertake a 4-lot subdivision at 1520 Akatore Road in the Rural Resource Area
3022*	COMBINED	To subdivide 7-Lots and create building platforms for residential activity in the Rural and Urban Resource Area
3032*	SUBDIVISION	Undertake a two lot boundary adjustment in the Rural Resource Area
3129*	SUBDIVISION	To undertake a 3 lot subdivision at 9 Cypress Lane in the Urban Resource Area
3130*	SUBDIVISION	To undertake a 2-lot subdivision at 88 Four Mile Creek Road, in the Rural Resource Area
3134*	COMBINED	To undertake a 3 lot subdivision and establish residential activity in the form of a building platform at 138 Taieri Ferry Road, in the rural resource area
3135*	LAND USE	land use resource consent for land disturbance activities under the National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health 2011 at Fyall Drive, in the Industrial Resource Area
3137*	SUBDIVISION	To undertake a 5 lot subdivision at 2858 Old Coach Road in the Rural Resource Area
3139*	SUBDIVISION	Two lot subdivision consent in the Rural Resource Area at 759 Clifton Road
3141*	SUBDIVISION	To undertake a 4-lot subdivision at 938 & 945 Adams Flat Road and 269 Falla Burn Road in the Rural Resource area
3142*	SUBDIVISION	To undertake a 6-lot subdivision at 111 Quoin Point Road, Akatore in the Rural Resource Area
3143*	SUBDIVISION	To undertake a 2-lot subdivision at 192 Clutha Valley Road in the rural resource area
3146*	COMBINED	To undertake a 2 Lot subdivision and establish future residential activity in the form of a building platform at 376 Lochindorb Runs Road in the Rural Resource Area
3149*	SUBDIVISION	Two lots subdivision at Lot 1 DP 22098, Taieri Beach Road in the Rural Resource Area

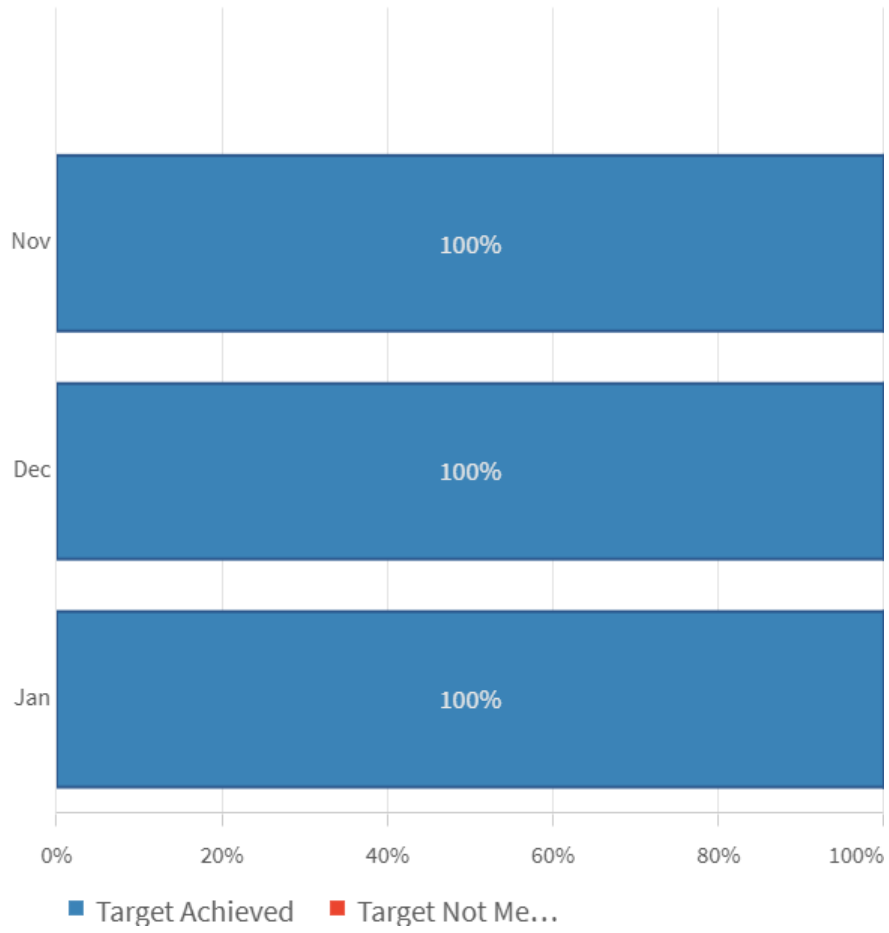
**Granted Consents Since last meeting:**

<b>RC ID</b>	<b>RC Type</b>	<b>RC Details</b>
2972*	COMBINED	Subdivision and land use consent for a six-lot subdivision in the Coastal and Rural Resource Area to supersede the existing consents that apply to the site.
3122*	SUBDIVISION	To undertake a 2 lot subdivision and establish residential activity at 113 Scott Road in the rural Resource area
3092*	SUBDIVISION	Undertake a 8-Lot subdivision for forestry purposes in the Rural Resource Area
3107*	COMBINED	To undertake a two staged 5-lot subdivision at 265 and 299 Akatore Road in the Rural and Coastal Resource Area
3124*	LAND USE	To undertake a visitor accommodation activity at 4 Cross Street, Milton in the Urban Resource Area
3127*	SUBDIVISION	To undertake 2-lot subdivision at 183 Gunn Road, Warepa in the Rural Resource Area
3112*	SUBDIVISION	To undertake a 2-lot subdivision at 7 Koromiko Street, Kaka Point in the Urban Resource Area
2091*01	SUBDIVISION	To undertake a variation to RM2091 a 6-lot subdivision at 224 Russell Road, in the Rural Resource Area
3041*	LAND USE	Consent for 50,000m <sup>3</sup> aggregate extraction over 5 year period in the Rural Resource Area
3061*	SUBDIVISION	Undertake 5 lot subdivision in the Transitional Resource Area and in the Milton 2060 Flood Overlays at 33 Constitution Avenue
3132*	LAND USE	Construct a new 6m x 7.2m versatile garage to replace the existing at 329 Union Street, in the Urban Resource Area, Natural Hazard identified 3B Urban Floodway corridor
3136*	OTHER	To create a Right of Way Easement over title RT OT420/8 in favour of RT OT18B/1138 at 91 Falla Burn Road/ 755 Manuka Gorge Highway
3120*	SUBDIVISION	To undertake a 3-lot subdivision t 14 Tsukigawa Terrace in the Transitional and Urban Resource Area

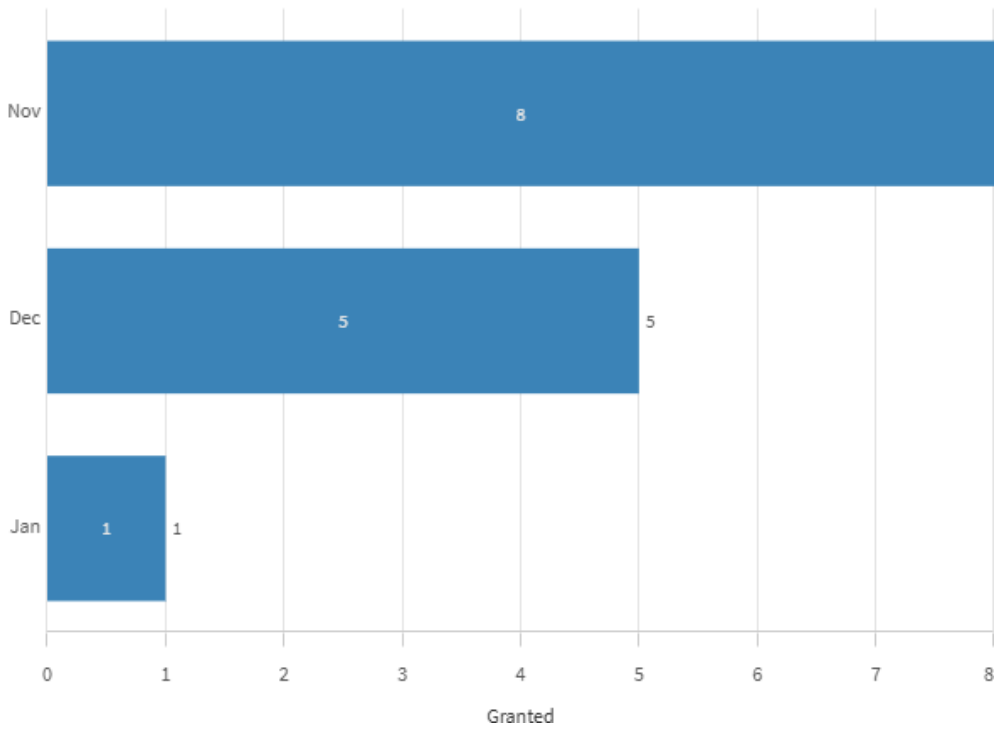
**All resource consents for the 24/25 period have been within statutory timeframes.**



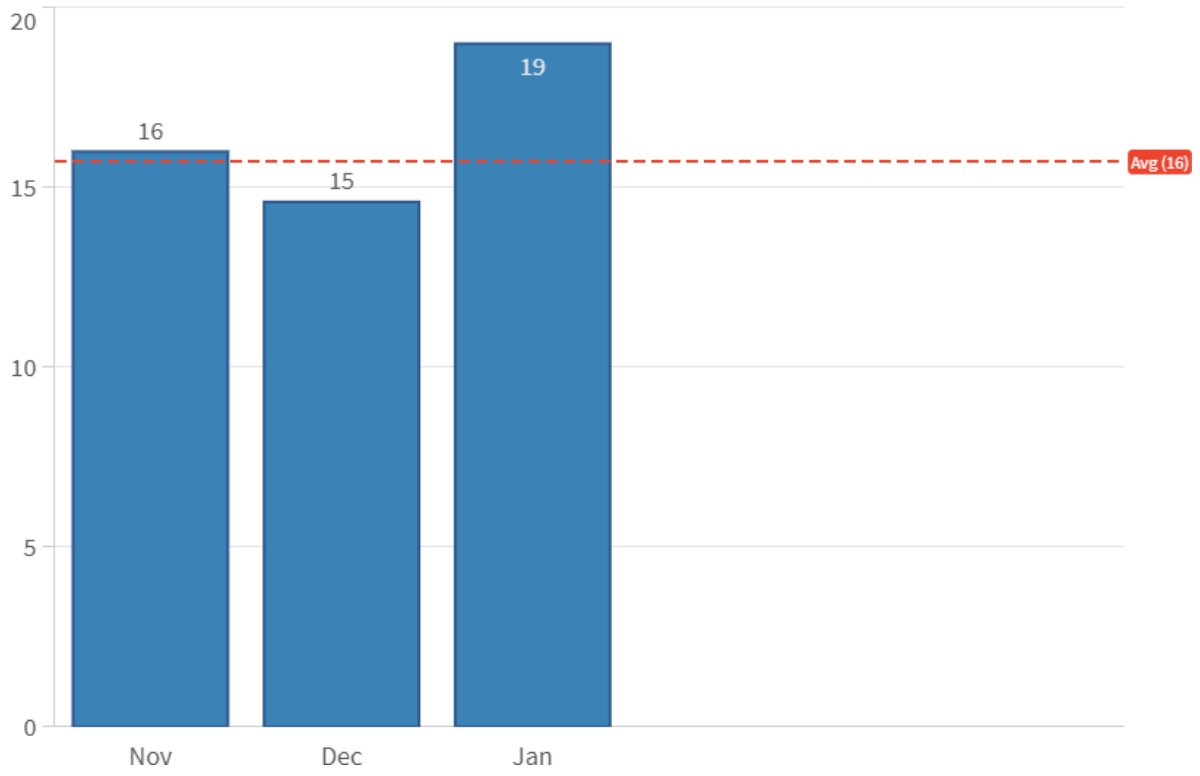
### 2024/2025 Target Achieved



### Granted QTY



Avg Days to Grant by Month



## Planning Team - Quarter 2

### Statutory Requirements/Targets

Team	Type	Target	Oct	Nov	Dec
Planning Team	Resource Consents	100%	100%	100%	100%
	CSR Response (Planning and general noise and after hours)	100%	100%	100%	100%
	Commercial noise complaints are investigated within 7 working days	100%	100%	100%	100%
	Required Resource Consents are monitored	90%	50%	50%	50%
	Provide Data NMS by due date	Yearly: Yes	Yes		
Comment: From January, Planning are implementing our new consent monitoring processes.					

### Employee Engagement and Commitment

Target	Result		
High employee satisfaction and engagement survey results	Trending improvements are expected		
Team	Type	Target	Result
Planning	6-monthly Assessment	100%	100%
Bamboo Annual Team Performance Results – drawn from annual performance assessments 2024			
High engagement	75%		
Good engagement	25%		
Medium engagement	0%		
GALLUP Engagement survey scores 2023			
Engagement mean 2023	3.13/5		
Lowest scores 2023	In the last six months, someone at work has talked to me about my progress. = 2.59  There is someone at work who encourages my development. = 2.78		
Highest scores 2023	My manager, or someone at work, seems to care about me as a person = 3.83  I know what is expected of me at work. = 3.78		
Comment:			

### Staff Safety

Target	Result	Q2	Q3	Q4
Quarterly safety walk interactions/conversations	Actively shows leadership, support and commitment to workplace health, safety, and wellbeing	H&S discussed at weekly team meetings/1 on 1.		
H&S events reported vs resolved in our team		5 Reported 5 Resolved		

Comment:

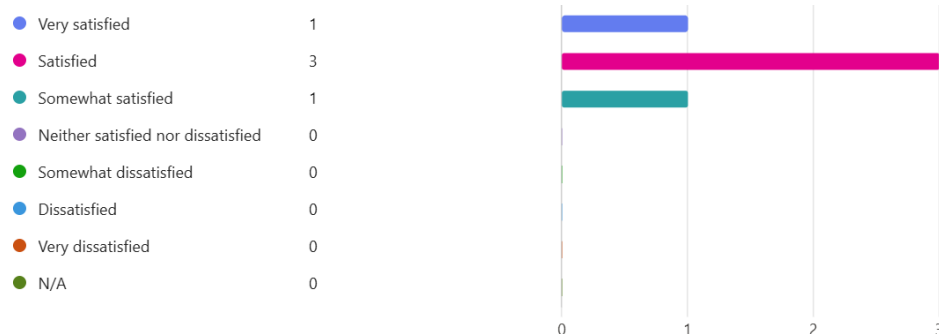
### Customer Satisfaction

Target	Result/RAG
Leaders exemplify a commitment to prioritising the customer experience, and they ensure the completion of customer satisfaction surveys.	Customer satisfaction is high. Upward trending expected.

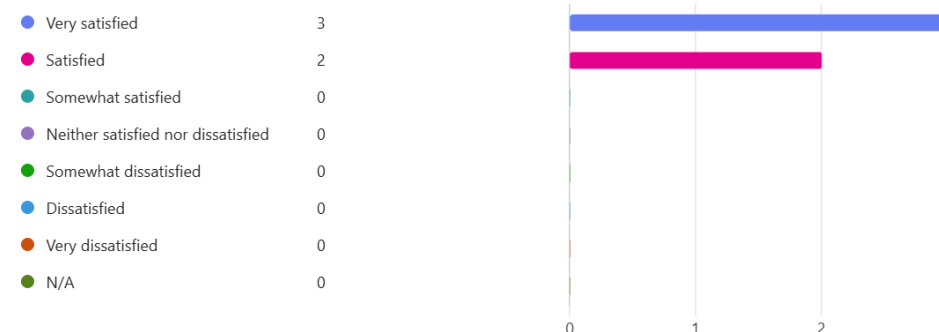
#### Resource Consent General Process Survey Questions

1. How satisfied were you with the resource consent process overall?
2. How satisfied were you with the communication between yourself and the Planning Team overall?
3. How satisfied were you with the overall time taken to process consents?
4. Is there anything you feel we can do better next time?
5. Any other comments?

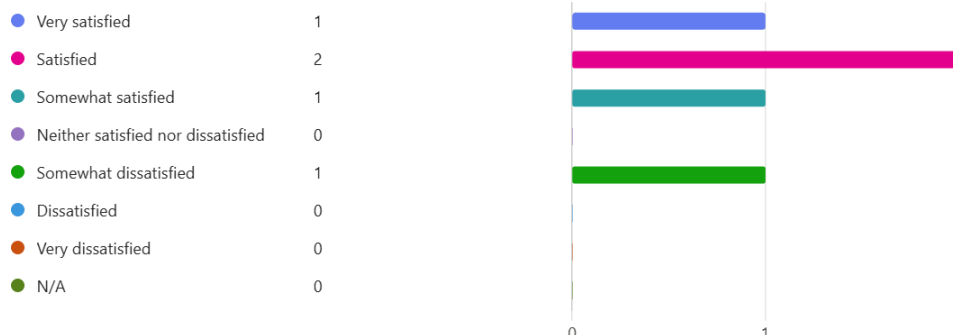
#### Question 1 2025



#### Question 2 2025



#### Question 3 2025



Comment: The somewhat dissatisfied was reflected by the following comment *Our experiences varied but that was due to the specifics of the consents. We had some very positive experiences and some lesser ones. We feel that the CDC Planning Department communicated well and had the interests of the applicants and consultants at heart. The associated engineering experiences were the element that varied and while there was good intent and good staff, the communication and timeframes were not ideal.*

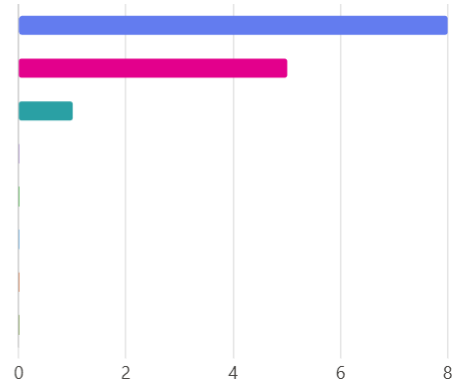
#### Internal Customer Survey Questions

1. How do you feel overall when working with the planning team?
2. How satisfied are you with the communication between yourself and the planning team?
3. How approachable do you find the planning team?

4. How satisfied were you with the overall time taken/spend on a request for information? (Choose applicable option).
5. Are there any process improvements you feel would benefit the team collaborations?
6. Any other comments?

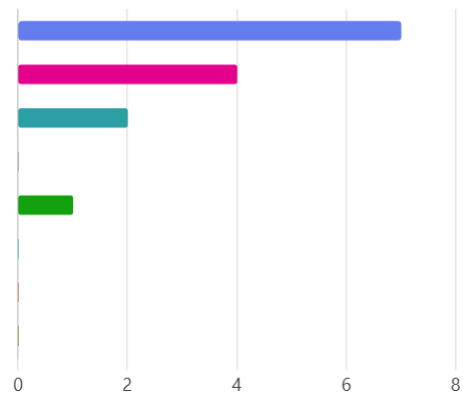
**Question 1 2025**

● Very good	8
● Good	5
● Somewhat good	1
● Neither good nor poor	0
● Somewhat poor	0
● Poor	0
● Very Poor	0
● N/A	0



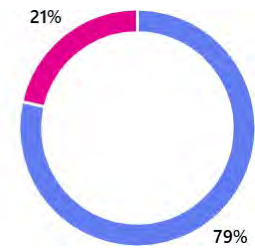
**Question 2 2025**

● Very satisfied	7
● Satisfied	4
● Somewhat satisfied	2
● Neither satisfied nor dissatisfied	0
● Somewhat dissatisfied	1
● Dissatisfied	0
● Very dissatisfied	0
● N/A	0



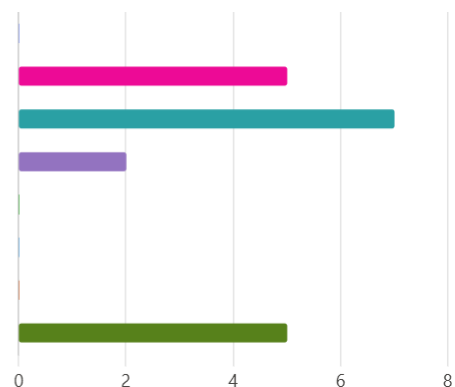
**Question 3 2025**

● Very approachable	11
● Approachable	3
● Neither approachable nor unapproachable	0
● Unapproachable	0
● N/A	0



**Question 4 2025**

● Time spent by you (choose applicable option)	0
● Time taken by Planning Team (choose applicable option)	5
● Very satisfied	7
● Somewhat satisfied	2
● Neither satisfied nor dissatisfied	0
● Somewhat dissatisfied	0
● Very dissatisfied	0
● N/A	5



Comment: The somewhat dissatisfied was reflected by the following comment *Question 2's answer- is because with Objective build, if a consent needs to go to planners, I don't have permissions to allocate the planners into the*

applicable consent, I have to contact my leading hand to do this, which is very inefficient and frustrating, (not the planner's fault at all though, by the way).

### Leadership Performance

Target	RAG
360-degree reviews for Head of Activities completed at least annually	
Activity performance reviewed and discussed in each activity meeting	
Leaders regularly communicate and engage with all team members via the agreed meeting types.	
Leaders are responsible for improving performance via the Clutha Stars framework – see Clutha Stars Action Plan	
Engage in standard performance meetings (6 monthly goal setting) Leaders set the example for organisational values	
Comment:	

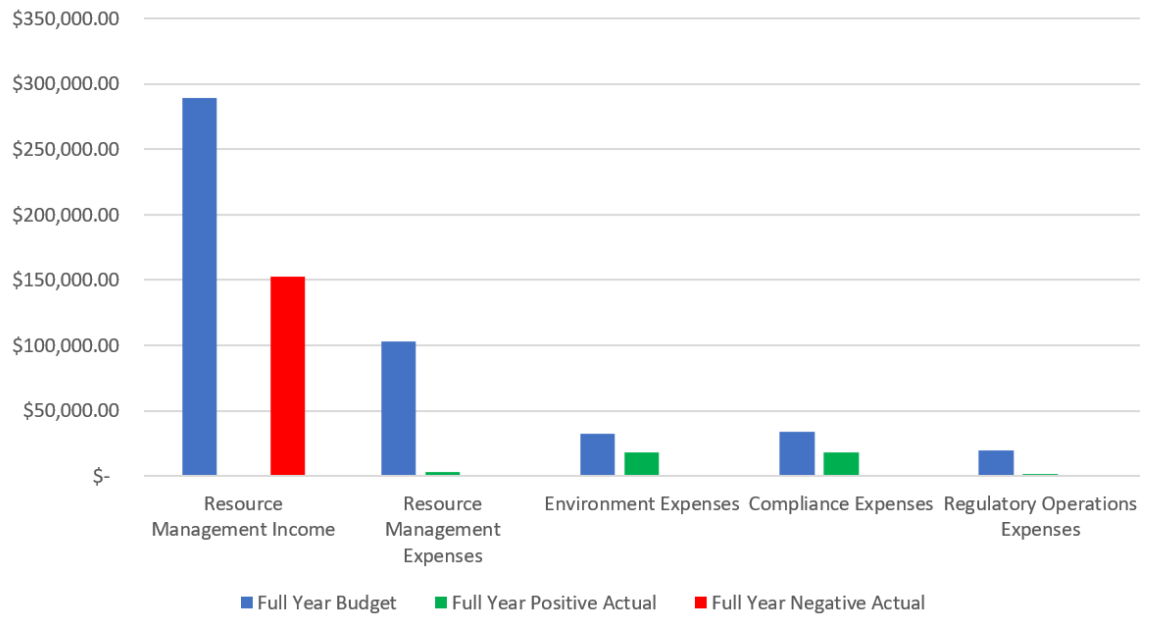
### Clutha Stars Action Plan

	Stocktake %	Q2	Q3	Q4
Status Quo Report	63.64	84.85%		
Comment:				

### Financial

Target	Budget variance within acceptable limits – As agreed with CE																								
YTD Budget Vs Actual	<p><b>YTD Budget Vs Actual</b></p> <table border="1"> <caption>Approximate Data from YTD Budget Vs Actual Chart</caption> <thead> <tr> <th>Category</th> <th>YTD Budget</th> <th>YTD Positive Actual</th> <th>YTD Negative Actual</th> </tr> </thead> <tbody> <tr> <td>Resource Management Income</td> <td>\$145,000.00</td> <td>\$155,000.00</td> <td>\$0.00</td> </tr> <tr> <td>Resource Management Expenses</td> <td>\$50,000.00</td> <td>\$45,000.00</td> <td>\$0.00</td> </tr> <tr> <td>Environment Expenses</td> <td>\$15,000.00</td> <td>\$5,000.00</td> <td>\$0.00</td> </tr> <tr> <td>Compliance Expenses</td> <td>\$15,000.00</td> <td>\$0.00</td> <td>\$15,000.00</td> </tr> <tr> <td>Regulatory Operations Expenses</td> <td>\$10,000.00</td> <td>\$2,000.00</td> <td>\$0.00</td> </tr> </tbody> </table>	Category	YTD Budget	YTD Positive Actual	YTD Negative Actual	Resource Management Income	\$145,000.00	\$155,000.00	\$0.00	Resource Management Expenses	\$50,000.00	\$45,000.00	\$0.00	Environment Expenses	\$15,000.00	\$5,000.00	\$0.00	Compliance Expenses	\$15,000.00	\$0.00	\$15,000.00	Regulatory Operations Expenses	\$10,000.00	\$2,000.00	\$0.00
Category	YTD Budget	YTD Positive Actual	YTD Negative Actual																						
Resource Management Income	\$145,000.00	\$155,000.00	\$0.00																						
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Regulatory Operations Expenses	\$10,000.00	\$2,000.00	\$0.00																						
Full Year Budget Vs Actual																									

### Full Year Budget Vs Actual



Comment: Due to a restructure in the previous financial year (2023/2024), which resulted in moving of positions between departments, the budgets for Environment and Compliance need to be reallocated to different activity heads – this change is intended to happen for the next financial year.



## Louise Taylor

Through a career of over 25 years in the resource management field I have developed a practice of leading large scale and/or complex resource management projects. My client base is a mix of Central and Local Government, infrastructure providers and private clients. This experience assists me to quickly understand applications and get to the nub of issues in both my hearing Commissioner and planning advisor roles. I was first accredited as a Hearing's Commissioner in 2009 and have held the Chair endorsement since 2013. I am known for my positive demeanor, paying attention to detail, quickly understanding complex situations, thinking strategically and working collaboratively. I ensure all parties feel heard in both hearings and project teams. I have a sound understanding of the partnership principles of Te Tiriti o Waitangi in the resource management space. I enjoy achieving outstanding outcomes for my clients.



My values Personal Connections /  
 Expertise / Integrity / Confidence /  
 Courage



## Professional Experience

Taylor Planning Ltd / Director / Dunedin based September 2021 - Present

- Provide strategic, district plan and consenting advice to a range of Central and Local Government, infrastructure providers and private clients
- Hearing Commissioner (including Chair)

Mitchell Daysh Ltd / Director / Dunedin (national role) 2016-2021

- Led complex, large-scale consenting projects under Resource Management Act and COVID-19 Recovery (Fast-track Consenting) Act
- Founding Director, led the operational aspects of merger between two National environmental consultancies
- Provided strategic and operational advice on all things environmental and planning
- RMA and Local Government Act Hearings Commissioner (Chair accreditation)



- Built team to almost double share value between 2016 and 2021
- Facilitated Te Rōpū Manaaki for Te Ātiawa Manawhenua Ki Te Tau Ihu Trust for Waitohi Picton Ferry Terminal Redevelopment
- Client mix of private business, National and Local Government, infrastructure providers including Dunedin City Council, Otago Regional Council, Otago Polytechnic, Infinity Investment Limited, Pegasus Town Limited, Ngai Tahu Property, Port Marlborough New Zealand Limited, KiwiRail, Infinity Investments and X-Ray Trust Limited

Mitchell Partnerships Ltd / Partner, Chair of the Board/ Dunedin (national role) 2008-2016

- Led the Board through merger between two National environmental consultancies
- Leadership role - mentoring and coaching planners at project and career level
- Increased productivity to 85%+ across the firm
- Led complex, large-scale consenting/designation/plan development projects for range of clients nationally
- Expert witness for Council, Environment Court and Boards of Inquiries

Mitchell Partnerships Ltd / Senior Environmental Consultant / Wellington 2002-2008

- Established Mitchell Partnerships Wellington office
- Developed new client base including Telecom New Zealand Ltd, Porirua District Council, Wellington City Council, Pegasus Town Limited
- Managed small team - mentoring and coaching
- Led consenting, designation and plan development projects
- Expert witness at Council and Environment Court

Incite Ltd / Resource Management Consultant / Dunedin, Christchurch 1997-2022

- Contributed to building Incite Dunedin and Christchurch businesses
- Ran resource consent projects, technical consultants for range of clients
- Iwi Engagement and Stakeholder Consultation

Dunedin City Council / Planner / Dunedin 1996-1997

- Processed resource consent applications
- Provided advice to public on planning enquiries
- Processed LIM applications (consent requirements)



## Not for Profit Governance

St Hilda's Collegiate School / Board of Proprietors and Board of Trustees Member / Dunedin 2019-2024

- Responsible for School property, special character and Tolcarne Boarding Hostel
- Chair of development working party
- Leading major School development project
- Sit on Tolcarne disciplinary Board
- Provide Principal's professional development support
- Developed Capital Works plan for the school
- Board of Proprietors representative on Board of Trustees



## Qualifications, Key Courses and Professional Memberships

- Bachelor of Arts, Geography, University of Otago, 1995
- Master's in Resource and Regional Planning, University of Otago, 1997
- LEADR Mediation Workshop, 2000
- Project Management Course, University of Canterbury, 2001
- Good Decision Making – Commissioner Accreditation, 2009, Chair Endorsement, 2013, 2017, 2022
- Mt Eliza Senior Leadership Program, Melbourne Business School, 2011
- Governance Development Programme, Institute of Directors, 2014
- Board Dynamics, Institute of Directors, 2018
- Institute of Strategic Leadership – Smart Leader Diagnostics and Coaching, 2020 – 2021
  
- Member New Zealand Planning Institute (full)
- Member Resource Management Law Association



## Professional Skills

- Values driven, high personal integrity, loyal
- Self-motivated, organized and systematic
- Collaborator
- Clear, strategic thinker, decisive
- Results focus
- Small and large group speaker
- Astute meeting chair
- People coach – challenge others to think and do their best



## Technical Skills

- Hearings Commissioner, including Chair
- Statutory, District and Regional Planning including resource consents, designations and plan development
- Planning Expert Witness
- Environmental Due Diligence
- Project Management
- Mana Whenua partnership and engagement
- Consultation and Stakeholder Engagement
- Governance knowledge and experience, including Chair
- Operational and financial organisational acumen



## Selected Major Projects

- Hearings Commissioner (including Chair) for Dunedin City Council, Central Otago District Council and Mackenzie District Council resource consent hearings (subdivision and landuse, visitor accommodation, mining), Environment Southland and Otago Regional Council resource consent hearings (water permits – extraction and discharges), and road stopping (Dunedin railway station). Twenty plus cases.
- Project lead for Mackenzie District Council's District Plan Review. Involves providing strategic oversight, management of Council staff and consultant team, programme management, Mana Whenua partnership, community engagement, Councilor engagement, peer review of chapters, s32 reports, evidence and s42A reports, advisor to Hearings Panel.
- Advisor to Otago Regional Council for an array of matters including:
  - Presenting on Resource Management Act and national water policy direction to Otago Regional Council Councillors;
  - Chairing pre hearing meetings;
  - Facilitator for Regional Policy Statement Expert Witness conferencing;
  - Assisting with processing replacement deemed water permits;
  - Preparing flood management infrastructure resource consents;
  - Peer reviewing the Pest Management Plan; and
  - Advice on various strategic matters and preparing guidance material and templates.
- Strategic advice and peer review for Timaru District Council's proposed district plan process.
- Planning advice and preparation of resource consent applications, managing technical inputs for various land, water and coastal works for Port Marlborough New Zealand. Strategic advice regarding the company's environmental management obligations and master planning.
- Lead planner responsible for obtaining resource consents, alterations to designations and outline plans of works for redevelopment of Picton Port as part of KiwiRail's iReX project, a listed project in the Covid-19 Recovery (Fast-track Consenting) Act 2020. Planner advisor to construction project team, including leading "In General Accordance" processes, and additional consents as required.
- Managing resource consent process including stakeholder engagement for mine rehabilitation and stream diversion at New Vale Mine, Southland. Strategy/peer review role for resource consent approvals for New Vale and Ohai Mines.
- Preparation of notice of requirement, s32 assessment for noise and vibration district plan provisions and resource consents for various projects for KiwiRail Holdings Limited.
- Preparing several resource consent applications for a new carparking building, billboard signage, carpark, and cafés for Wellington International Airport Limited.
- Assisting Otago Polytechnic and Dunedin City Council dispose of surplus land and obtain subdivision and landuse resource consents for a student village (a Living Building Challenge project) in Dunedin.
- Preparing submissions and/or appearance at hearings and Environment Court mediations as independent planner for numerous district and regional plan changes and proposed plans throughout

the South Island on behalf of various submitters including Port Marlborough New Zealand, Sanford Ltd, TrustPower, Waitaki Irrigators Collective, Mercy Hospital, KiwiRail, Otago Polytechnic, Matukituki Trust, Infinity Investment Group, and the Schrantz Family.

- Providing resource management advice, including the preparation of resource consent applications and plan changes, the management of specialist experts and hearing attendance for various residential and subdivision activities in sensitive landscape locations in the Queenstown Lakes District, including Peninsula Bay, Hillend, Roys Peninsula, Alpha Burn Station, Bendemeer, Lake Hayes, Lake Hawea and Ayrburn.
- Independent planner advising Board of Inquiry for the NZ Transport Agency's Christchurch Southern Motorway project and Wellington Basin Bridge project, including reporting, expert witness conferencing and hearing attendance.
- Preparing resource consent applications for earthworks, crusher and stormwater from Environment Canterbury, and subdivision and landuse consents from Christchurch City Council for an industrial park.
- Preparing air discharge permit and landuse resource consent for a crematorium, Mosgiel, Otago.
- Preparing Plan Change application to the Marlborough Sounds Resource Management Plan, management of specialist consultants, and presentation of planning evidence at Council hearing for application to extend the marina zone and create moorings management areas in Waikawa Bay for Port Marlborough New Zealand Limited. Lead planner for associated resource consent process for marina extension.
- Preparing District Plan Change to create specialist major facilities zone on behalf of Mercy Hospital, Dunedin, including management of specialist team and hearing attendance. Subsequent resource consents and Second Generation District Plan submission and expert witness hearing attendance.
- Preparing and project managing a plan change for a town centre extension on behalf of Queenstown Lakes District Council.
- Preparing resource consent applications for retirement redevelopments nationally on behalf of Ryman Healthcare Limited.
- Assisting Dunedin City Council Parks and Transportation Departments with various resource consent matters.
- Preparing private plan change for low density residential zone extension at Peninsula Bay, Wanaka. Appearance at Council hearing and Environment Court mediation on behalf of Peninsula Bay Joint Venture Limited.
- Assisting the Minister of Corrections to obtain a new designation and regional council resource consents for a Regional Corrections Facility for Otago.
- Presenting planning evidence and attending Environment Court mediation on behalf of Waitaki Irrigators Collective Limited in relation to Otago Regional Water Plan Change 6A.
- Advising Otago Polytechnic regarding the resource management factors of the Campus Development Plan. Preparation of associated resource consent applications.

# Making Good Decisions

A training, assessment and certification programme for Resource Management Act decision-makers

This certificate recognises that

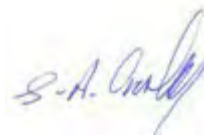
## Louise Taylor

has successfully completed the competencies required by the Making Good Decisions Chair Recertification Programme.



**Vicky Robertson**

Secretary for the Environment  
Ministry for the Environment



**Stuart Crosby**

President  
Local Government New Zealand

Awarded on: **16/11/2022**

This certificate is valid until: **30/06/2027**



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# Regulatory & Community Committee

## Item for INFORMATION

<b>Report</b>	Community Libraries and Visitor Information Update Report
<b>Meeting Date</b>	5 February 2025
<b>Item Number</b>	2
<b>Prepared By</b>	<b>Debbie Duncan – Head of Libraries and Visitor Information</b>
<b>File Reference</b>	929190

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## REPORT SUMMARY

This report provides an overview of the Community Libraries and Visitor Information activities since the last report in November 2024.

## RECOMMENDATION

1. That the Regulatory & Community Committee receives the 'Community Libraries and Visitor Information Update Report' dated 5 February 2025.

## 1 LIBRARIES and VISITOR INFORMATION

### 1.1 SUMMER READING PROGRAMME

Public Libraries internationally, have a long tradition of delivering Summer Reading Programmes designed to stop the “summer slide”, where many children on holiday stop reading over the long summer holidays. There is clear longstanding evidence that that this long break impacts their reading levels and wider engagement with learning for the year.

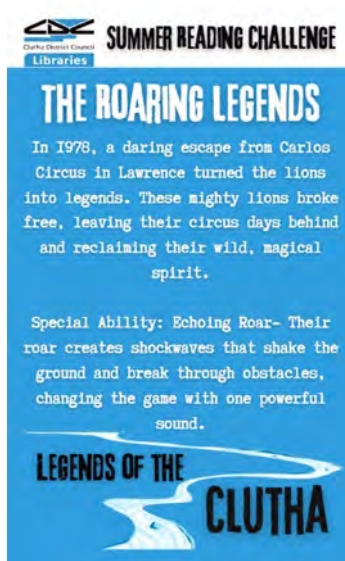
<https://natlib.govt.nz/schools/reading-engagement/summer-reading/summer-slide-and-summer-reading-research>.

For many years our district libraries have provided general reading programme with incentives for all ages, and although popular, children’s engagement has tended to drop off over the course of the holidays. A review of the programme concluded that this was largely due to resources being spread thinly across all age groups, and incentives that didn’t excite the kids enough to continue reading throughout the holidays.

With these issues in mind, this year’s challenge was designed solely as a children’s programme by representative staff from each community library. This single purpose allowed the team to concentrate on developing reading incentives that would have strong appeal to children.

While preschoolers were rewarded with stickers, older children could collect and trade Clutha Legends cards. The idea of the cards was based upon the huge interest shown by the large numbers of children who were actively collecting and trading the promotional supermarket cards last year.

To build on this level of interest and engagement and create a programme that is uniquely representative of the wider Clutha District, staff researched, designed and made trading cards based on myths, legends, and stories from around the district. For example, ‘The Roaring Legends’ from Lawrence, where lions escaped a circus and walked around the fields in 1978, as shown.



The result has seen the Summer Reading Challenge become a hit this year with over 236 children already signed up, and more joining each day. The goal is to collect 10 trading cards, earning these through reading books and completing other tasks. There are also 2 bonus rare cards to collect! Once they collect their 10 cards, they receive a book prize, kindly sponsored by Lawrence Lions Club, Inner Wheel and Balclutha Rotary.

The following are samples of some of the overwhelmingly positive feedback received:

Children and their parents are enjoying the reading challenge, there have been lots of positive comments like “we can’t get the kids to put down their books now” and “these are amazing! We

love the local flavour of the images and stories/legends.” The kids are really enjoying the aspect of collecting the cards and can’t wait to get them and check out their next story. Some have even been seen to jump for joy when they get a new undiscovered card, coming into the libraries each day to get multiple books out so they can keep the reading streak going!

This is Owen aged 8 from Tapanui, who has thoroughly enjoyed working towards collecting his pack of cards. Today he drew out his second RARE card (unfortunately a double up) which he has now traded with a mate and Owen also drew out a badge which has pride of place on his CROC!

Young Owen was recently the first customer in the door, arriving at 8.35am and leaving at 10.45am. He had sat and read 8 books (aloud to himself) to get more cards!! He had a short break on our Lego table (with no digital devices).

He finished his first challenge sheet and started his second on a quest to get a full set of cards. Super engaged!

A child was over on holiday with his family from Australia and participated in the Summer Reading Challenge. He managed to complete his set with the rare cards and was very excited. His mother said that the library was “a great asset” and her son had lots of fun trying to get all the cards.

An adult customer who has seen the cards and thought they were amazing, brought in a man from Invercargill who runs a comic shop and is also a card collector. He said that “he was very impressed” with the cards at how well they looked, and we done. He said that we should send them to the US to get them rated and appraised due to how good they are!



## 1.2 VISITORS

Our multi-purpose community libraries and isite continue to demonstrate their value to locals and visitors alike, with overall year to date visitation of 83,880, up 19% as of 31 December 2024 compared to 31 December 2023.



*Local children descend on the Tapanui Community Library*



NOVEMBER VISITORS								
	Nov 2023	Nov 2024	+/-	% Variation	FYTD 23-24	FYTD 24-25	+/-	% Variation
Balclutha	5,191	5,026	-165	-3%	22,257	26159	3,902	18%
iSite	4,410	4,217	-193	-4%	13,284	17852	4,568	34%
Lawrence	839	809	-30	-4%	4,282	4575	293	7%
Milton	1,098	1,592	494	45%	6,530	9519	2,989	46%
Owaka	1,504	1,745	241	16%	6,320	6468	148	2%
Tapanui	1,373	1,341	-32	-2%	6,654	7040	386	6%
<b>Total</b>	<b>14415</b>	<b>14730</b>	<b>315</b>	<b>2%</b>	<b>59,327</b>	<b>71613</b>	<b>12,286</b>	<b>21%</b>

DECEMBER VISITORS								
	Dec 2023	Dec 2024	+/-	% Variation	FYTD 23-24	FYTD 24-25	+/-	% Variation
Balclutha	3305	3785	480	15%	25,562	29944	4,382	17%
iSite	4073	3694	-379	-9%	17,357	21546	4,189	24%
Lawrence	586	695	109	19%	4,868	5270	402	8%
Milton	915	1364	449	49%	7,445	10883	3,438	46%
Owaka	1647	1592	-55	-3%	7,967	8060	93	1%
Tapanui	920	1137	217	24%	7,574	8177	603	8%
<b>Total</b>	<b>11446</b>	<b>12267</b>	<b>821</b>	<b>7%</b>	<b>70,773</b>	<b>83880</b>	<b>13,107</b>	<b>19%</b>

### 1.3 DIGITAL INCLUSION

Digital access and assistance continue to be large component of our library services.

NOVEMBER INTERNET SESSIONS								
	Nov 2023	Nov 2024	+/-	% Variation	FYTD 23-24	FYTD 24-25	+/-	% Variation
Balclutha	1,470	1,618	148	10%	6,410	7,695	1,285	20%
Lawrence	186	201	15	8%	991	1,129	138	14%
Milton	780	817	37	5%	4,269	4,336	67	2%
Owaka	233	306	73	31%	1,278	1,281	3	0%
Tapanui	315	298	-17	-5%	1,614	1,750	136	8%
<b>Total</b>	<b>2,984</b>	<b>3,240</b>	<b>256</b>	<b>9%</b>	<b>14,562</b>	<b>16,191</b>	<b>1,629</b>	<b>11%</b>

DECEMBER INTERNET SESSIONS								
	Dec 2023	Dec 2024	+/-	% Variation	FYTD 23-24	FYTD 24-25	+/-	% Variation
Balclutha	965	1,177	212	22%	7,375	8,872	1,497	20%
Lawrence	158	158	0	0%	1,149	1,287	138	12%
Milton	699	710	11	2%	4,968	5,046	78	2%
Owaka	253	299	46	18%	1,531	1,580	49	3%
Tapanui	252	287	35	14%	1,866	2,037	171	9%
<b>Total</b>	<b>2,327</b>	<b>2,631</b>	<b>304</b>	<b>13%</b>	<b>16,889</b>	<b>18,822</b>	<b>1,933</b>	<b>11%</b>

## 1.4 CONTENT

Despite today's increasingly digital world, where information (of varying qualities) is easily available, reading for pleasure is still an extremely popular pastime for many in our communities.

NOVEMBER CONTENT								
	Nov 2023	Nov 2024	+/-	% Variation	FYTD 23-24	FYTD 24-25	+/-	% Variation
eBook & eAudiobook	1,557	1,713	156	10%	7,465	8,593	1,128	15%
Balclutha	3,999	3,613	-386	-10%	21,227	21,197	-30	0%
Lawrence	800	911	111	14%	3,866	4,657	791	20%
Milton	1,393	1,308	-85	-6%	7,277	7,093	-184	-3%
Owaka	453	480	27	6%	2,539	2,698	159	6%
Tapanui	1,122	901	-221	-20%	5,600	5,053	-547	-10%
<b>Total</b>	<b>9,324</b>	<b>8,926</b>	<b>-398</b>	<b>-4%</b>	<b>47,974</b>	<b>49,291</b>	<b>1,317</b>	<b>3%</b>

DECEMBER CONTENT								
	Dec 2023	Dec 2024	+/-	% Variation	FYTD 23-24	FYTD 24-25	+/-	% Variation
eBook & eAudiobook	1,605	1,665	60	4%	9,070	10,258	1,188	13%
Balclutha	3,740	3,611	-129	-3%	24,967	24,808	-159	-1%
Lawrence	662	878	216	33%	4,528	5,535	1,007	22%
Milton	1,299	1,346	47	4%	8,576	8,439	-137	-2%
Owaka	457	483	26	6%	2,996	3,181	185	6%
Tapanui	921	1,033	112	12%	6,521	6,086	-435	-7%
<b>Total</b>	<b>8,684</b>	<b>9,016</b>	<b>332</b>	<b>4%</b>	<b>56,658</b>	<b>58,307</b>	<b>1,649</b>	<b>3%</b>

### 1.4.1 CLUTHA HERITAGE

In November Tokomairiro High School invited our Community Heritage Coordinator to speak to three of their year 7-8 classes on the topic *Milton Then and Now*. Using items from the library's digital community archive, Clutha Heritage, the talks focused on Milton in the 1960s compared to the Milton the students know. Students discussed the similarities and differences, the changes they had seen happen in the town during their memory, and how they thought Milton might look in another 60-years. Students were particularly taken by a 1960s photograph of the 4Square supermarket which is in the same place today. Fostering community connections, Milton Community Library Customer Service Officer Liv Butler, accompanied to support the interactive learning components of the talks. Teachers also spoke about how they had used Clutha Heritage resources previously to support the local history education of their students.

South Otago High School students have also recently let our Community Heritage Coordinator know that their teachers are using Clutha Heritage items to teach them about local history too. It's great to hear that the heritage work our libraries do, is supporting our schools to teach our next generations about the stories of our district.



Recently our Community Heritage Coordinator wrote a blogpost in conjunction with the new Heritage Drop-In sessions being offered at the Balclutha Community Library. The blog speaks about the stash of personal, family or community archives most of us have tucked away in a dark cupboard. These treasure troves whisper of memories telling the stories of our people and our places. Collectively they create our identity. What it means to be from the Clutha District. The new drop-in sessions seek to highlight the importance of these privately held archives and to provide guidance on how the library can help them work out what to do with these windows into our past.

## 1.4 COMMUNITY LIBRARIES

### 1.4.1 BALCLUTHA COMMUNITY LIBRARY

The library team continue to actively engage with and support the community through a wide variety of activities that contribute to local wellbeing and vibrancy:

- *Clutha District Christmas Parade/Christmas Tree Extravaganza* - The library supported this event by, being a distribution point for the *Clutha District Christmas Parade* colouring competition forms and ran craft activities in the Santa's Grotto on the day of the parade, as well as entering the *Christmas Tree Extravaganza*.
- *Waste Minimisation* - After Scott Matin's informative recycling presentations to staff and to the public, the Balclutha Community Library participated in the '*Library Recycling Display Competition*' not only as a way of reinforcing what was learnt but to also raise the awareness of recycling in the Clutha District to the community.
- *Flybuys* – There was a stream of people coming into the library to obtain digital assistance to redeem their Flybuy points before the 31 December 2024 deadline. So many happy customers, with a number not realising just how many points they had as they came away with some great rewards.
- *South Otago A & P Photographic Competition Display* - All the entries for this competition were on display over December, showcasing not only the winners work but all the photos that were entered.
- *William Pike Challenge* – The Balclutha Community Library supported six students from the Balclutha Primary School to achieve their William Pike Challenge Award. This programme is run through schools and encourages young people (years 6, 7, 8 and 9) to develop 21st-century skills by stepping outside of their comfort zone to achieve and experience extraordinary things enabling them to adapt to change. Each student must complete all three sections: Outdoor Activities (20 hours), Passion Project (20 hours) and Community Service (20 hours). The students volunteered at the library and were immensely helpful, it was a privilege to be able to support them to towards their goal. The William Pike Challenge is a recognised award for younger children, equal to that of The Duke of Ed.

Even through the busyness of December the library still offered a selection of programmes for the community to enjoy and participate in, including:

- *Music in the Library*  
On the 16<sup>th</sup> and 21<sup>st</sup> December 2024 local musicians played Christmas music in the library which was enjoyed not only by those who watched and sung along, particularly the children who requested the songs they had learnt at school but also by those who were in and around the library, with some people quietly singing while they looked for their books.

- *Book Launch*

On Tuesday 17<sup>th</sup> December 2024 local author John Hollis held his book launch in the library. *'Kangaroos in the Kitchen'*, is an account of John and his wife Robyn's time in the Outback of Australia. The book incorporates the mining and cattle industries, interwoven with tourism, hospitality, and humour. John's very informative and entertaining talk had everyone laughing, asking questions and wanting to know more.

- *Children and Teens*

After school programming continued right up until the start of the school holidays with Gaming, Chill Out Club and Crafternoon all on offer for the children to participate in. There were plenty of Christmas activities, decorating and songs leading up to the break. Children who do not celebrate Christmas at home asked if they could decorate the library and they had a blast making the place bright and merry! There were special visits from Big River Educare and Warepa School who popped in for Christmas story times as well as some fun crafts!

The library proved to be an extremely popular destination when it reopened after the Christmas break with 197 visitors on 3 January! Many positive comments from the members of the public expressed their appreciation to change their books, catch up on the newspapers, use the computers, wifi, photocopier, scanner or just relax in a comfortable space.

#### 1.4.2 LAWRENCE COMMUNITY LIBRARY

It has been relatively quiet in Lawrence during December and January, though our numbers of book loans have stayed consistent and are higher than previous years. The town is generally quite subdued over this period, save for many travellers passing through the main street. Things are busy on the farms in the area for many families, especially leading up to Christmas.

The library held several school holiday programmes, with the most popular in December being Christmas crafts sessions; and for our movie day, 'Hunt for The Wilderpeople' drew a few kids into the council chambers with popcorn in tow, to watch the film on our large screen.

Digital help has been consistent, with a variety of requests including helping a customer to copy all photos from their phone onto a USB device. They were very pleased to be able to now easily print the photos and to share with their family via email.

We continue to replenish book collections at both the Tuapeka Health rest home and the Tuapeka Goldfields Kindergarten every few weeks and receive positive feedback from both groups who enjoy having the books available.

The Summer Reading Challenge has had better uptake in Lawrence than previous years' challenges, with kids thoroughly enjoying collecting the cards and voraciously reading throughout the break.

Finally, we are pleased to have local artist Jeanne Bernhardt's latest 'Dream Creations' on display in our children's section of the library. Jeanne has been creating these paper mâché puppets/dolls which are displayed in the photographs.



#### 1.4.2 MILTON COMMUNITY LIBRARY

December 2024 saw a wave of Christmas related activities in the Milton Community Library. The first Crafternoon session of the year focused on making Christmas decorations, some of which went on the library Christmas tree, and others took their decorations home and entered them in the children's

section at the Tokomairiro A&P Show. One of our regular Crafternoon attendees was thrilled to win a prize for her decoration.

Christmas themed games and activities were enjoyed by many. A large hanging Christmas tree poster with cutouts representing different point allocations, that children threw balls through, was a hit with young children and teenaged visitors alike.

A Christmas tree display was created on the strong room door, and children coloured in Christmas baubles to decorate the tree. Often children would ask to colour in more than one and loved adding their own designs to the Christmas tree.

The 'Where's Wally' search was put away and instead we had the "Where's Santa and his Reindeer?" characters hidden around the library which was very popular. Children often assisted library staff in re-hiding Santa and his reindeer in new locations around the library once they had found them. Often, Santa and his reindeer were re-located several times a day. It was very important for staff to write down these locations to avoid losing the man in the red suit.



A visit from Santa himself (aka Cr. McCrostie) drew a large crowd of excited children and parents/caregivers. More than thirty children from local kindergartens and early learning centres, as well as children whose parents/caregivers brought them in, came along to listen to stories and tell Santa what they wanted for Christmas.

Staff from the Milton Library regularly visit residents at Ashlea Grove Resthome, and in December they were invited to attend the Ashlea Grove Christmas Party.

A huge highlight for staff at Milton Community Library this December was the announcement that construction of the new community library and pool complex would go ahead. Feedback from customers has been very positive and there is much anticipation about the new building.



#### 1.5.4 ŌWAKA COMMUNITY LIBRARY

The last **Silver Science** session of the year was held in November at the library. The team from Tūhura Otago Museum along with the local South Otago branch of Age Concern Otago joined Catlins locals to create a hydrogen fuel cell. This was the first time that Katie and her team members had used the hydrogen fuel cell workshop and everyone that attended thoroughly enjoyed the session.

The combined Ōwaka Community Library and Ōwaka Museum **Catlin's Club** for kids, held their last session on the 13<sup>th</sup> December. Club members played outside games and then everyone enjoyed an afternoon tea of strawberries, chocolate and a selection of other Christmas goodies. Looking into the New Year, we are going to start with archaeology and make use of the amazing Les Lockerbie collection that is housed in the Ōwaka Museum.



Wise Owls, Scott Martin, Waste Education Officer for the Clutha District Council provided an informative session on what could and couldn't be placed in recycle bins; and just what happened to it after it was picked up the trucks. The group had lots of questions. A few of which that could've caused heated discussions, were answered so well that the group came out positive and educated on the subject of waste management in the Clutha District.

#### 1.5.5 TAPANUI COMMUNITY LIBRARY

##### Pool Keys

The West Otago Community Pool in Tapanui opened for the summer on 2 November. Each year the library takes on the role of selling pool keys to members of our community on behalf of the pool committee. At the end of November there were approx. 100 pool users signed up for the season. This had risen to 176 by Christmas Eve. It's a hugely beneficial arrangement for the library as it brings new faces through our doors and the pool committee can rely on us to handle the day-to-day administration.

##### Monday Afterschool Club (previously Brick Club)

Mondays continued to be a busy time for the library from 3pm onwards, largely due to a dance class which is held next door in the West Otago Community Centre. Parents and siblings use the library as a base while kids come and go from their respective classes, so there is often a great increase of foot traffic through our doors at this time of day, right up until close time at 5pm. We will be continuing to offer this programme in 2025.

The revamping of the "Afterschool Club" has enabled us to offer a wider range of simple activities to keep our kids busy. The lego was redirected to a Christmas holiday programme, with a table set up with a landscape of lake, river, farm and airport. It has been popular as different kids (and adults) who add to the scene every day.



### Crafternoon

Our Wednesday craft sessions have continued to be popular over the last 2 months of the year. The kids completed a variety of projects, including entries for the West Otago A&P Show, making a giant Christmas tree, Christmas baubles, and the very eye-catching stained “glass” candles that were displayed in our window over the break.



### Waikoikoi Playgroup Visit

Waikoikoi Playgroup visited to have a look at our facilities, read some stories and do some colouring-in, while their playgroup rooms were being renovated. We have invited them to make their visits more regular during 2025.

### Funeral Planning

The main programme for Term 4 was a Funeral Planning session on 21<sup>st</sup> November. Marie and Dennis from Aurora Funeral homes in Gore ran a highly informative and informal session about funeral planning and the funeral industry. The idea for this programme came from a customer who had told us about a one-on-one session she had had with Marie and how she had really benefitted from talking about the topic and planning ahead of time with her family. Marie and Dennis often collaborate with the Tapanui library team during funerals and for burials and monumental work, so it made sense to ask them to deliver this programme to our customers. We had ten participants who valued the opportunity to ask lots of questions in a safe and judgement-free setting. Each attendee received a planning booklet to take home.



### PLNZ Library Survey

We promoted the Public Libraries New Zealand (PLNZ) nationwide survey, 28 October – 22 November 2024, which aimed to help public libraries better understand what our customers value most about the services and activities we offer. Every person we asked was very obliging and keen to participate in the survey and reported that they really value the services that libraries offer. It led to some great conversations about how important it is to have a facility like ours in a small (but geographically spread-out) community. This was music to our ears!

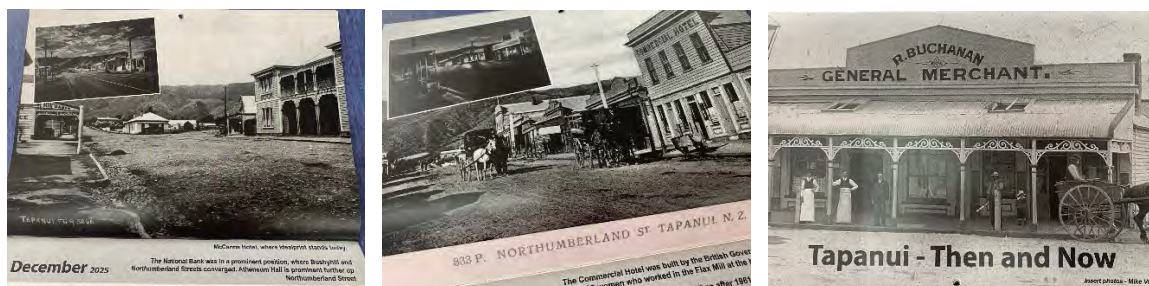
*NB: The results of this survey will be reported back to council through this report when available.*

### Guest Judging at Tapanui School's Pet Day

We were asked to judge the colouring-in section of the Tapanui School's Pet Day on December 3<sup>rd</sup>. Two amazing entries were selected as winners. It was great to be part of the school community for the morning and our guest judge, Raewyn, very much enjoyed deliberating over the winners.

## West Otago Vintage Club calendar sales

The West Otago Vintage Club have been busy selling calendars as a fundraising venture and the library have had some copies available for sale on their behalf. Approximately 15 sales have been made to date which has been very worthwhile. They have been a great talking point with holidaymakers stopping in for directions and local visitor information.



## 2.0 VISITOR INFORMATION

November Visitor Statistics										
	Origin	Nov 2023	Nov 2024	+/-	%		FYTD 23-24	FYTD 24-25	+/-	%
					Variation					Variation
Balclutha	Domestic	1,056	876	-180	-17%		4,448	4,654	206	5%
	International	250	862	612	245%		658	1,896	1,238	188%
Lawrence IC	Domestic	659	575	-84	-13%		2,499	1,771	-728	-29%
	International	750	138	-612	-82%		921	730	-191	-21%
Milton IC	Domestic	118	128	10	8%		547	511	-36	-7%
	International	31	13	-18	-58%		48	32	-16	-33%
Owaka	Domestic	1,342	1,522	180	13%		5,917	5,985	68	1%
	International	167	223	56	34%		408	483	75	18%
Tapanui	Domestic	5	8	3	60%		17	22	5	29%
	International	2	6	4	200%		5	19	14	280%
<b>Total</b>	<b>Domestic</b>	<b>3,180</b>	<b>3,109</b>	<b>-71</b>	<b>-2%</b>		<b>13,434</b>	<b>12,943</b>	<b>-491</b>	<b>-4%</b>
	<b>International</b>	<b>1,200</b>	<b>1,242</b>	<b>42</b>	<b>4%</b>		<b>2,042</b>	<b>3,160</b>	<b>1,118</b>	<b>55%</b>

December Visitor Statistics										
	Origin	Dec 2023	Dec 2024	+/-	%		FYTD 23-24	FYTD 24-25	+/-	%
					Variation					Variation
Balclutha	Domestic	900	1,136	236	26%		5,348	5,790	442	8%
	International	300	512	212	71%		958	2,408	1,450	151%
Lawrence IC	Domestic	661	470	-191	-29%		3,160	2,241	-919	-29%
	International	549	118	-431	-79%		1,470	848	-622	-42%
Milton IC	Domestic	140	139	-1	-1%		687	650	-37	-5%
	International	7	13	6	86%		55	45	-10	-18%
Owaka	Domestic	1,647	1,308	-339	-21%		7,564	7,293	-271	-4%
	International	227	284	57	25%		635	767	132	21%
Tapanui	Domestic	5	5	0	0%		22	27	5	23%
	International	2	2	0	0%		7	21	14	200%
<b>Total</b>	<b>Domestic</b>	<b>3,353</b>	<b>3,058</b>	<b>-295</b>	<b>-9%</b>		<b>16,787</b>	<b>16,001</b>	<b>-786</b>	<b>-5%</b>
	<b>International</b>	<b>1,085</b>	<b>929</b>	<b>-156</b>	<b>-14%</b>		<b>3,127</b>	<b>4,089</b>	<b>962</b>	<b>31%</b>



## 2.1 CLUTHA i-SITE

Increasing busloads of Germans and Australians are visiting the isite /TPOMA, many of them coming from Fiordland on their way to Dunedin, and it has become a regular scheduled stop.

Visitors are still seeking physical maps and brochure information in preference to digital content, as these allow people to make notes and are still useable in the areas lacking cellular coverage.

TPOMA Management staff and tenants decided that TPOMA should be transformed into a Christmas wonderland, with each tenant decorating their space, which created much interest in locals and visitors.

A local woodturner made the isite a number of wooden pallet trees, and each isite team member had one each to decorate.

## 2.2 CATLINS INFORMATION CENTRE (ŌWAKA COMMUNITY LIBRARY and MUSEUM)

Each year the Catlins Historical Society volunteers and the library team get together before the start of the busy season and have a catch up about what is new around the area and in the facility. This provides an opportunity for to ask questions and ensure we are all on the same page for the upcoming Christmas and New Year period. This year Scott, our Waste Education officer presented an informative talk to the group about rubbish and where it goes and what can go in the recycling.



### Another Busy Year

The Ōwaka Museum had a total of 4,210 visitors through the door in 2024, with 18,207 total visitors to the facility.

We have noticed an increase in visitors from Europe and Australia over the last couple of months, as well as families from within New Zealand looking for an affordable family location to visit.

Catlins Information Centre have collected the visitor surveys on behalf of CluthaNZ and the feedback has been fantastic, although visitors either wished they had more time to do The Catlins justice or were glad that they had planned on staying for so they could fit everything in.

On two successive days over the Christmas period, we had people in asking for information about their ancestor, Captain Simon Saunders. They did not know each other!! Both were pleased with what the Museum collection had to offer.

## 2.3 LAWRENCE INFORMATION CENTRE (TUAPEKA GOLDFIELDS MUSEUM)



Lawrence Annual Heritage Day was celebrated in early November. These lovely ladies visited from Dunedin in full heritage dress, they make their own clothing and visit Heritage Days in full regatta.

Lawrence has a new and exciting market about to kick off under the umbrella of The Village Green Collective where the Junk Shop was. A couple from Arizona USA said they had visited Lawrence specifically as they wanted to cycle here.

The Chinese Camp started its archaeological dig in December.

There is a new business opening in Lawrence in January – ECHOS – A doggy daycare, homestay.

A couple who passed through here six years ago said at the time that Lawrence looked like such a wonderful place that they would like to come back some day – so they did. They are staying here for a week over Christmas and bought a Storymapp so they could explore Lawrence on Christmas day.

#### **2.4 MILTON INFORMATION (TOKOMAIRO MUSEUM)**

**November** - Overseas folk from the UK and Australia have been calling in to the Info Centre.

The Cycle Trail is proving popular with the better weather, meaning the Café's etc are being well patronised

**December** – Travellers coming in are making enquiries about the Clutha Gold Cycle Trail, The Catlins and Camping.

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# Regulatory & Community Committee

## Item for INFORMATION

<b>Report</b>	Community & Facilities Update
<b>Meeting Date</b>	5 February 2025
<b>Item Number</b>	3
<b>Prepared By</b>	Kelly Gay – Head of Community & Facilities Operations
<b>File Reference</b>	929189

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### REPORT SUMMARY

Items of note.

1. A lot of community activity ceases during the Xmas period. Where there has been a reduction in activity, no report has been included.
2. New targets are in the final stage of being agreed with community staff. Expect to see new BHAGS and goals in the next report.
3. Taylor Park reinstatement and camping ground upgrade continues.
4. 6 out of 8 cabins have now been sold.
5. The Road Safety report has been deleted.

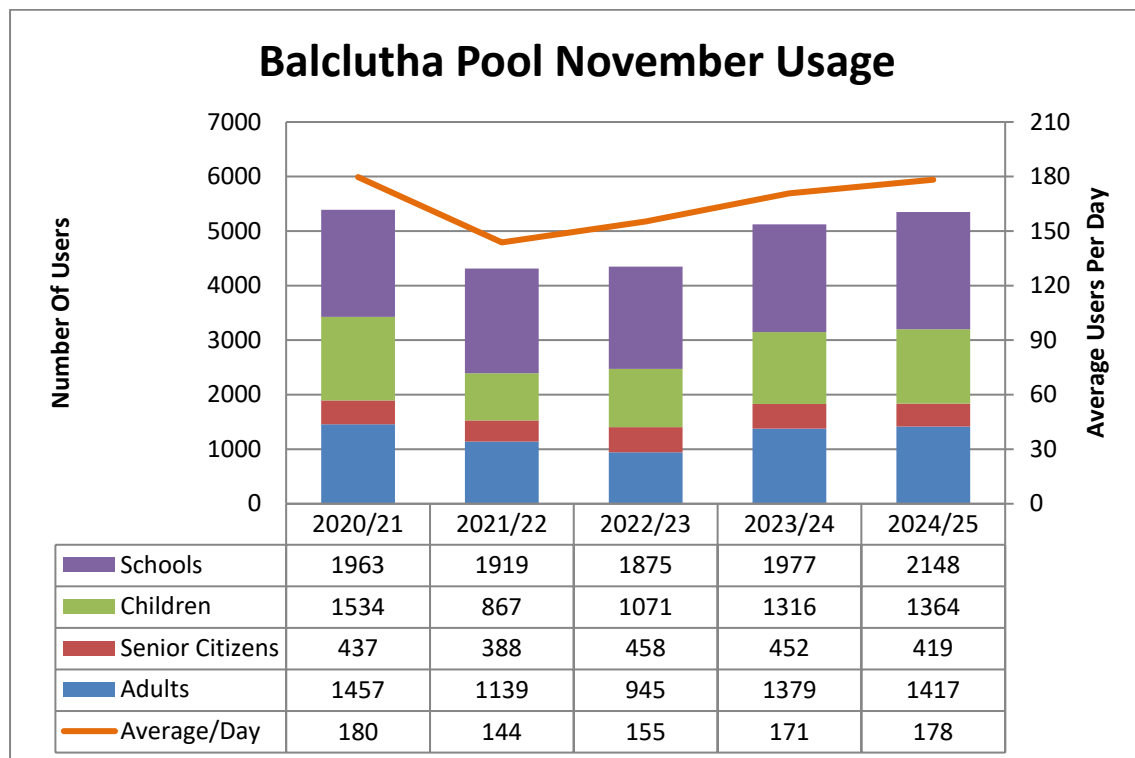
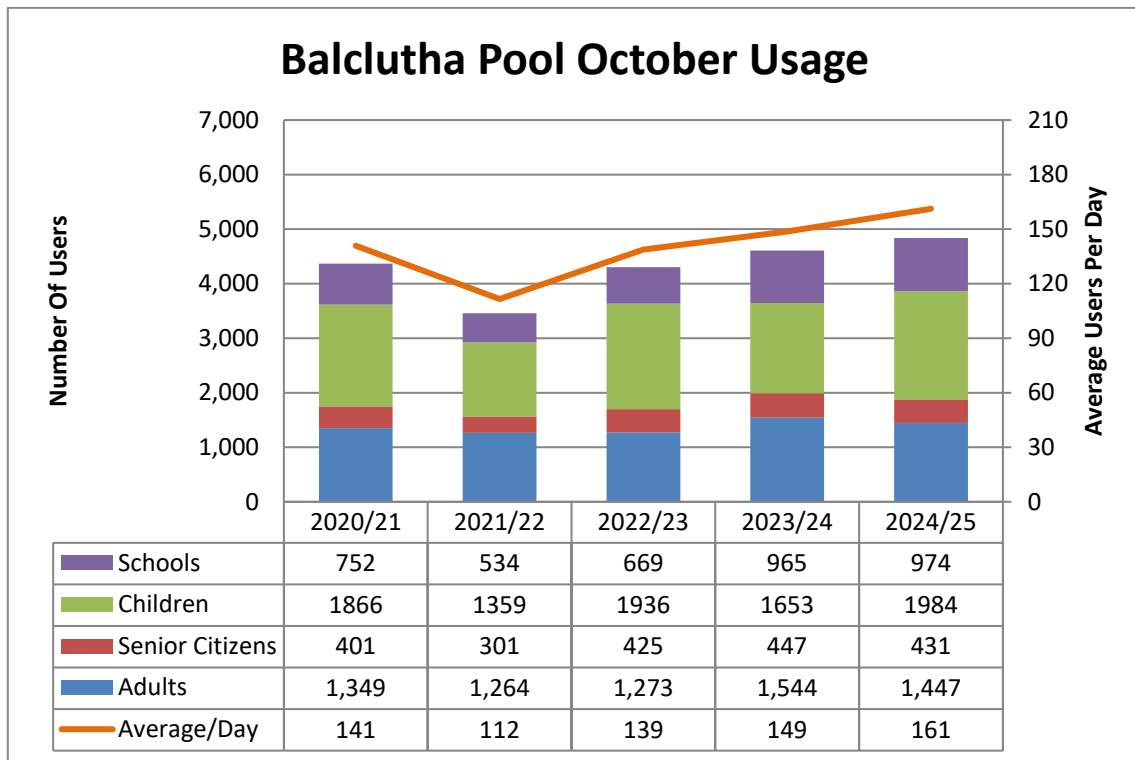
### RECOMMENDATIONS

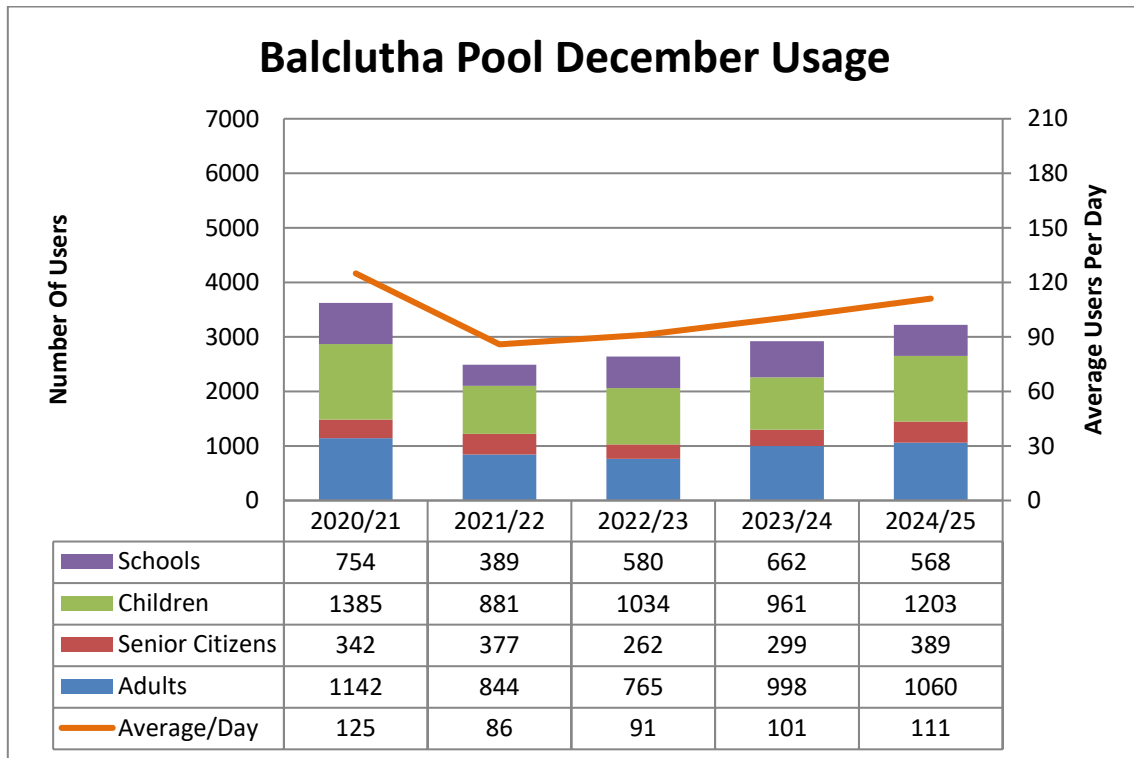
1. **That the Regulatory & Community Committee receives the 'Community & Facilities Update' report dated 5 February 2025**

Community and Facilities Operations Teams' Summary Report				
Aquatic Services	Community Services	Community Support and Development	Waste Education Officer	Community & Facilities Administrator
<p><b>Utilization</b></p> <p>Improved</p> <p><b>Water Quality</b></p> <p>Balclutha</p> <p>Milton</p> <p><b>Pool Peer Review</b></p> <p>Expected in early Feb</p>	<p><b>Occupancy</b></p> <p>98%</p> <p><b>Waiting list</b></p> <p>35 increased by 5</p> <p><b>Significant Disruption to 'quiet enjoyment'</b></p> <p>Nil</p> <p><b>Resolution KPI YTD</b></p> <p>100%</p> <p><b>Response KPI This Period</b></p> <p>100%</p> <p><b>Planned maintenance</b></p> <p>1 unit painted throughout, 2 units new carpet</p>	<p><b>Youth Development Activity</b></p> <p>No new activity in Dec due to schools being away</p> <p><b>Community connection and coordination</b></p> <p>10 engaged groups, 8 in a regular support mode</p>	<p><b>School activity</b></p> <p>Schools on Xmas break New</p> <p><b>Community Education</b></p> <p>Activity slows during Xmas Break</p>	<p><b>Sport NZ Rural Travel Fund</b></p> <p>Applications closed 3rd January 2025; 16 applications</p> <p><b>Tuapeka County Bursary</b></p> <p>Applications close 31 January 2025. 5 applications</p> <p><b>Creative Communities Scheme</b></p> <p>2<sup>nd</sup> round closes 20th March 2025. Open now</p>
<p>BHAG New pool reference group to be established</p>	<p>BHAG: Taylor Park improvement resulting in increased revenues – underway</p>	<p>BHAG: The best Christmas parade ever - <b>achieved</b></p> <p>BHAG 2025 – new target being sought</p>	<p>BHAG: New targets being agreed for 2025</p>	<p>BHAG: Review of all community funding into a signal report format</p>
<p>BHAG: Big Hairy Audacious Goal: <a href="https://www.investopedia.com/terms/b/big-hairy-audacious-goal-bhag.asp">https://www.investopedia.com/terms/b/big-hairy-audacious-goal-bhag.asp</a></p>				

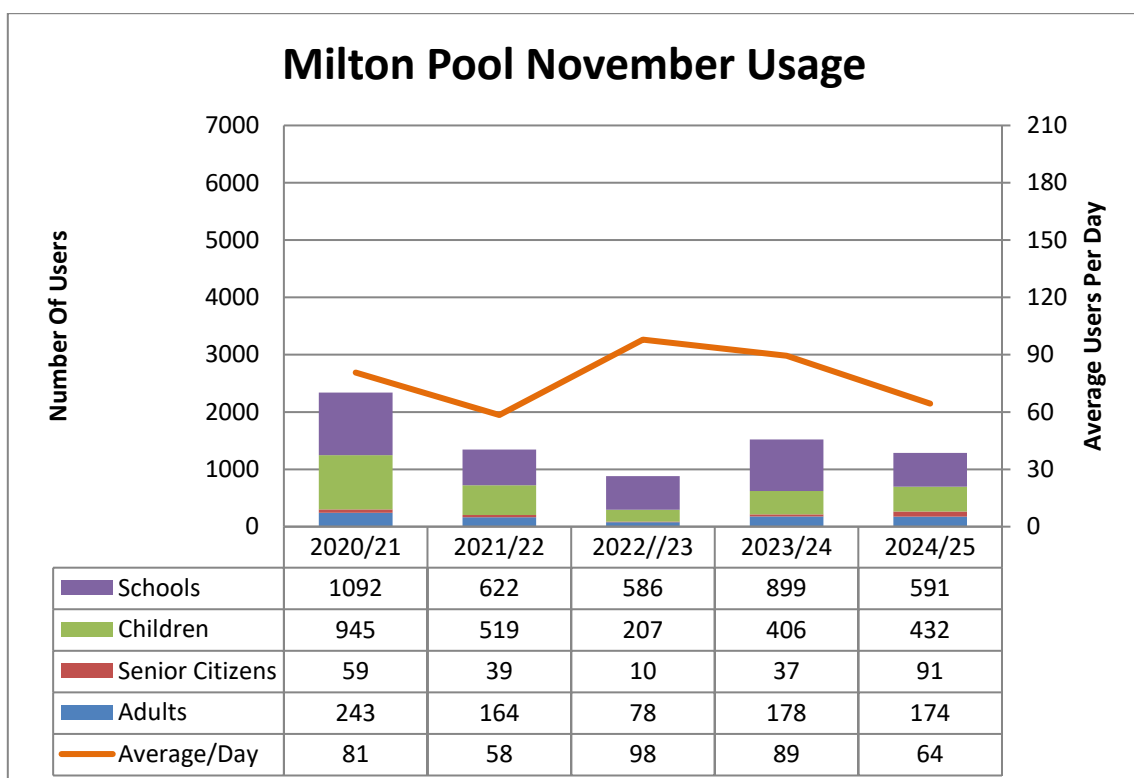
## 2. AQUATIC SERVICES

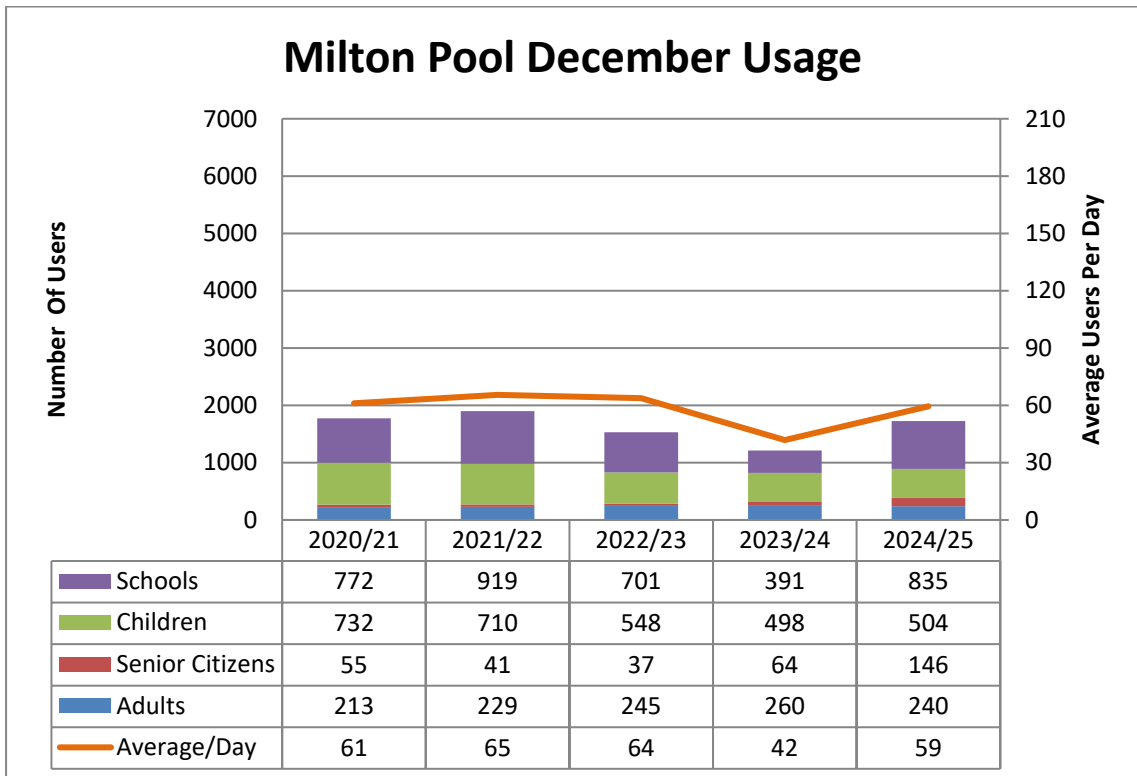
### 2.1 Pool Usage





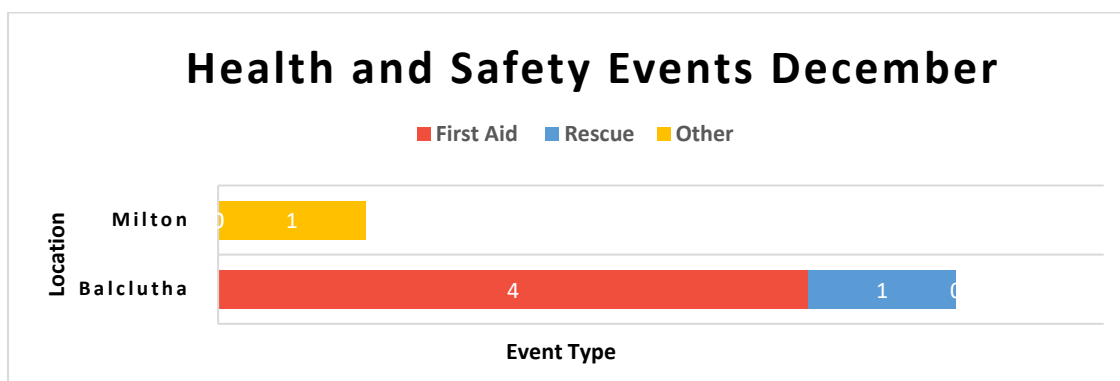
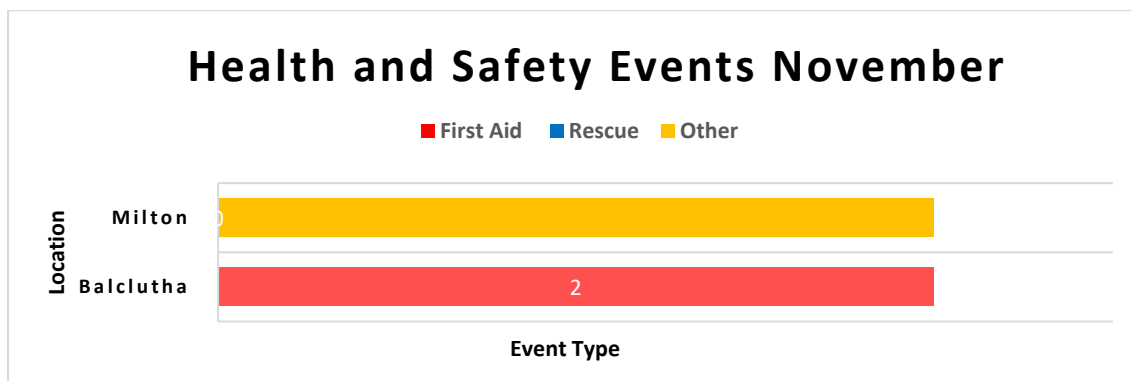
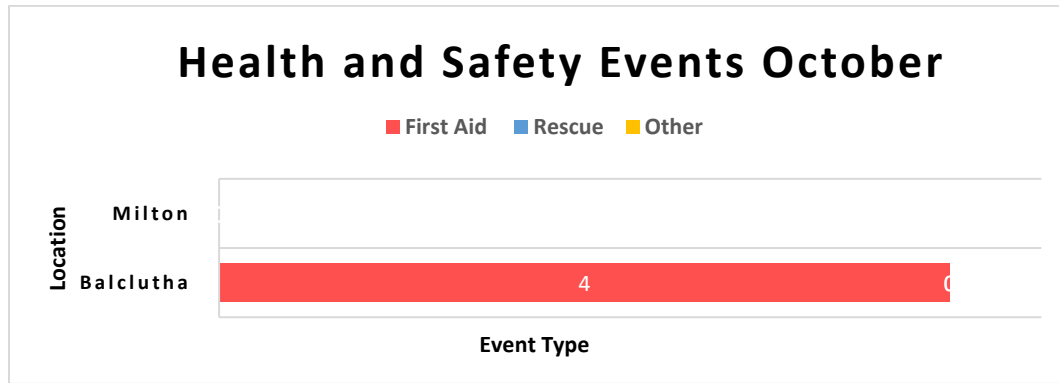
The Balclutha pool average swimmers per day is up to Oct 161/day, November 178/day and Dec 111/day. These are all an improvement over the previous years and signal a steady 4 year growth trend and return to our benchmark of 20/21.





Milton’s usage is more mixed compared to last season. Variation in usage at Milton that show on the graphs are mainly attributed to a difference in when the primary schools have come in for their school swimming. The total users are small enough to be affected by different sized school population. There has been sharp rise in Senior citizens in 24/25.

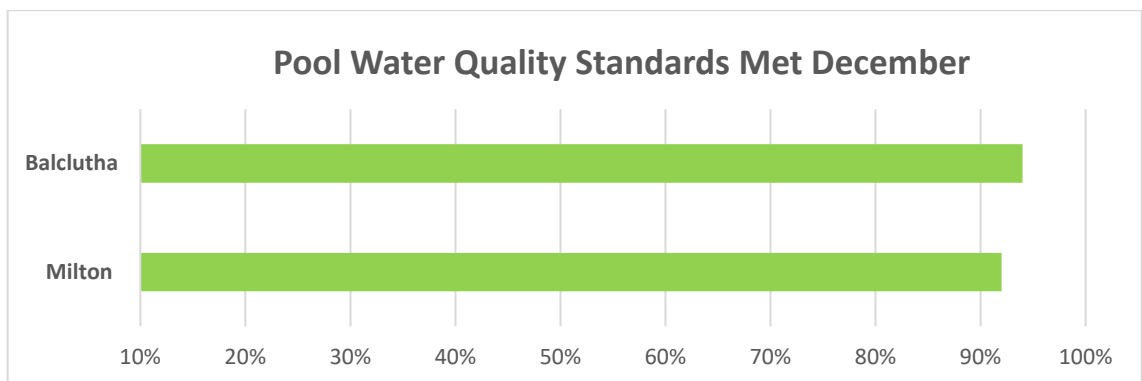
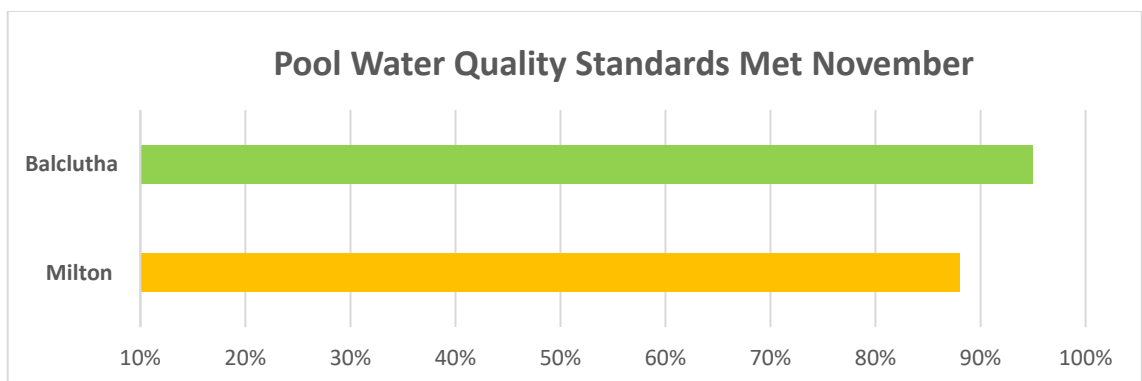
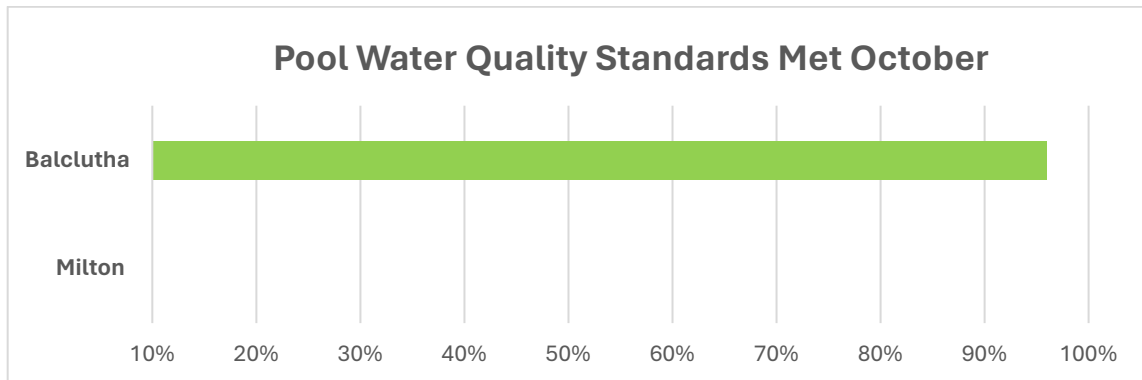
## 2.2 Health and Safety



Rescue: There was 1 'reach' rescue in Balclutha in December. That means a lifeguard assisted someone out of the pool from the pool edge. This is opposed to a wet rescue where the lifeguard needs to enter the pool.



## 2.3 Water Quality



It often takes a little while for pool water to stabilise after filling. However, the water quality at Milton has improved good in November to excellent in December.

## 2.4 Staffing

Staffing Levels	Both Pools
Filled Positions	15
Unfilled Positions	3
Partially Qualified Lifeguards	0
Fully Qualified Lifeguards	21

We have taken on Vinu Gangadharan as a cleaner at Balclutha Pool. At Milton Pool we have taken on Cambell Savage, Jamie Keoghan, Jessica Allan and Zoe McElrea in fixed term roles. Lifeguards have been working across both Balclutha and Milton Pools this season.



At the start of December, we had a lifeguard training session with Alex Calwell from Auckland on safety sense and complacency. This was ideal timing for refresher training leading into the summer holidays. Alex delivered training sessions to pools throughout Otago while he was down, and this provided a cost-effective way to engage with an external provider.

## 2.6 Milton Pool

Milton pool opened for the season on Monday 11<sup>th</sup> November. This season we have trialled opening longer hours over the Summer Holiday period 7am to 7pm Monday to Friday and slightly shorter hours 7-10am and then 3pm – 7pm during the school term time. At the end of the season, we will analyse the usage to see if this will show any noticeable increase or decrease in usage compared to last season.

### 3 COMMUNITY FACILITIES

#### 3.1 Community Housing

Various maintenance and improvement projects have been undertaken in community housing units. These are summarised below.

1. At Clinton, one vacant unit is being renovated with repaint, new carpet to be installed, and a general clean to make it ready for occupation.
2. At Naish Court:
  - The windows are being replaced with new double-glazed ones to meet the healthy homes standard. This replacement is expected to be completed by end of February.
  - The mailboxes have been refurbished, including repairs to rotten wood and a fresh coat of paint.
3. At Toshvale, the concrete block courtyards have been cleaned of moss buildup, which has greatly improved their appearance.



*Naish Court Mailboxes with new windows in the background*

### 3.2 Tenancy report

The total demand for places has increased to 35 people across the district. Demand remains strongest in Milton and Balclutha.

Area	Waitlist Numbers
Toshvale (Balclutha)	19
Naish Court (Balclutha)	15
Argyle (Balclutha)	13
Clinton	2
Kaitangata	7
Lawrence	1
Spenser St (Milton)	14
Elderlee St (Milton)	15
Owaka	2
Tapanui	2
Waihola	1
<b>Total application by site (some people apply for multiple location)</b>	91
<b>Total (actual people)</b>	35

### 3.3 Taylor Park

#### Cabin sales

- Cabins 5 and 6 are now subject to a sales and purchase agreement.
- There is presently some interest in cabins 7 and 8.
- The contract for cabins 9 and 10 has been terminated as per Council direction. This was by mutual agreement with Corrections. Discussions continue with Corrections about future projects. Any positive outcome would be presented as a proposal to the 2025 Annual Plan process.
- Some leftover materials, such as timber for cabin sled foundation, have been reused at Taylor Park to create the new entry way (see below) to minimize any waste and avoid costs.

#### Reinstatement at Taylor Park

Taylor Park has been returned to grass as per the Council expectation.

This grass covers a deep metal base and services. This has been retained to keep the option of a low costs camping ground expansion should demand and cashflow improve as a result of the Camping ground works below.

CDC staff are in close contact with FENZ about their needs for competition space at Taylor Park. CDC staff have asked what we would have to do to support FENZ and get

more activity and FENZ events at Taylor Park. This is intended to draw in more activity and spending from Taylor Park to Milton, and higher use of the camping ground.

Taylor Park has been well regarded by FENZ for events. FENZ needs are a 80m track, hydrant and drainage. CDC and FENZ are currently exploring the best location and cost options to compare to status Quo which would need 2 camp sites to be permanently abandoned. Potential revenue at Taylor parking camping ground will be compared to the potential cost of moving the track before any recommendation is made to Council.

Graphic 1. Taylor Park 80 meeting FENZ track.



Graphic 1 shows the 80m arc from the current hydrant.

It is very likely that the above will require a general update of the Taylor Park RMP at some point. Given the decision to move the pool, this would be required in any case. It seems prudent to wait until construction on the new library/pool complex has started before this review is carried out.

### **Taylor Park Camping Ground**

As part of the general update to Taylor Park camping grounds, a new automated entry gate has been installed and the entrance way has been defined with garden borders.

The timber garden surrounds were reused from the cabin foundation, and plants were purchased as an extremely generous discount from various local community groups.

The digital system is scheduled to start mid-February. The digital system automates the gate, established online marketing of the camping ground, and allow online payments

along with collecting user data. This will support better decision making at the park in future. New signage will be installed shortly.

Longer term campers have been relocated to the entry end of the campground, clearing the 'premium' hard fill sites for campervans and cycle trial users who are the target market to grow utilisations rates at the camping ground.

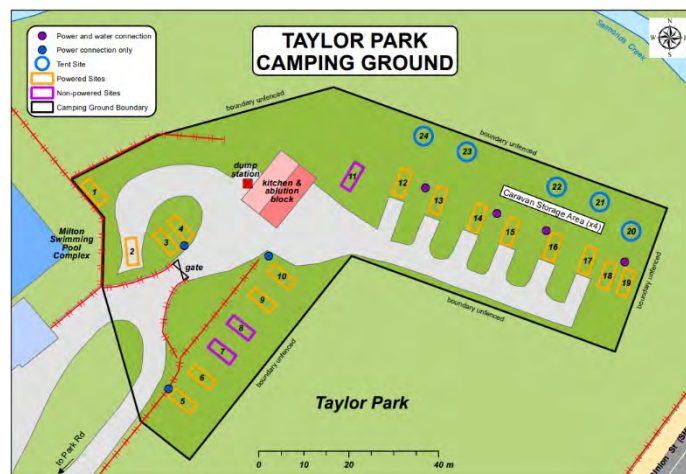
Local media is planned to update the community and to raise the profile of the camping ground.

Staff training of local staff including Milton library staff is expected in late Jan/early Feb in preparation for the digital switch-on.

Now we could really use from good weather to get the campers out on the road!



Above: Taylor Park Camping Ground entrance with garden borders and new boom gate  
Below: Taylor park camp ground master plan.





*'Premium' campervan sites ready for campervans*



*Photos of powered Caravan sites*



*Photo of unpowered tent sites*

## 5 WASTE MINIMISATION - Waste Education Officer

No new activity to report due to schools being on holiday

## 6 FUNDING SCHEMES

### Sport NZ Rural Travel Fund

Applications closed on the 3 January 2025; 16 applications were received by this closing date requesting funds of over \$47,000. The assessment committee met on 22 January and awarded the fund as follows:

<i>Balclutha Junior Football Club</i>	<i>\$500</i>
<i>Balclutha Association Football Club - criteria not met</i>	<i>\$0</i>
<i>Blue Mountain College Netball</i>	<i>\$1,500</i>
<i>Blue Mountain College</i>	<i>\$3,000</i>
<i>Clutha District Hockey Committee</i>	<i>\$2,400</i>
<i>Clutha United Swimming Club</i>	<i>\$750</i>
<i>Clutha Valley Primary School</i>	<i>\$3,000</i>
<i>Lawrence Area School</i>	<i>\$3,000</i>
<i>Milton Primary School</i>	<i>\$3,000</i>
<i>Owaka Cricket Club – criteria not met</i>	<i>\$0</i>
<i>South Otago High School</i>	<i>\$8,000</i>
<i>South Otago Sharks</i>	<i>\$750</i>
<i>Tapanui Tennis Club</i>	<i>\$1,000</i>
<i>Tokomairiro High School</i>	<i>\$4,000</i>
<i>Waiwera South Primary School</i>	<i>\$1,000</i>
<i>West Otago Secondary School Rugby</i>	<i>\$1,500</i>

**Total - \$33,400**

### Tuapeka County Bursary

Applications close on the 31 January 2025. At the time of this agenda going to print 6 applications had been received.

### Creative Communities Scheme

The second funding round of the Creative Communities Scheme closes on the 20 March 2025. Applications for this are now open.



## 7 COMMUNITY SUPPORT & DEVELOPMENT

The Community Support & Development Advisor has been busy working with various groups and individuals since the last standing committee meeting, this report includes a status sheet with all groups currently engaged. Included is a report from Southern Youth Development, Youth Worker.

### 7.1 Community Support Status Sheet

Group	Project	Support being provided	Current Issues/Barriers	Project Status
Clutha Agility Dog Training Society	Acquiring a training ground/container	Assisting the group with applying to external funders for a storage container, as well as acquiring the ground to do trainings on.	Will start a 3-month trial on the ground directly in front of the Recreation Centre. Starting end of January	In progress
Taieri Mouth Amenities Society	Constitution	Updating of constitution in alignment with the Incorporated Societies Act 2022. Workshopped potential changes with the group.	N/A	Near completion
Puaka Matariki Iwikatea	First annual Matariki event in Balclutha at Te Pou Ō Matau Au	Supporting the group with becoming an incorporated society so they can start getting funding for next year's event.  Update – group is happy with constitution and will be making the application to incorporate	N/A	In progress
Kaka Point Playground Committee	Upgrading the playground in Kaka Point	Assisting the group with applying to external funders, as well as supporting the group to get their own legal status.	Funding/fundraising	In progress
Balclutha Golf Club	Extending clubhouse deck	Assisting the club with applying to external funders.	Did not submit to the LTP due to early stage of this project the club was at –	In progress

			had not yet got quotes, plans etc	
2025 Health Expo	Coordinating the 2025 health expo	Supporting and facilitating the organising group to put on the second annual health expo at Te Pou O Mata-Au in 2025 with a rural focus.	Securing an umbrella organisation to apply and holding funding for and on behalf of the group.	In progress
Catlins Senior Citizens	Constitution	Updating of constitution in alignment with the Incorporated Societies Act 2022. Workshopped potential changes with the group.	N/A	Near completion
Clutha Budget Advisory Service	Trust Deed	Updating of trust deed to better fit what their purpose.	N/A	In progress
Seniors Expo 2025	Expo targeted for seniors	Overall event support	N/A	In progress
Balclutha Support Evenings (to be renamed)	Support evenings to help locals reduce the barriers of getting employment – supported by Jobbortunities, MSD, Balclutha Library & Toko Waiora.	Over support – community connection.	N/A	In progress
<b>On-going support and/or regularly attending meetings:</b>				
<ul style="list-style-type: none"> <li>• Samoan Society</li> <li>• Clutha District Settlement Support</li> <li>• South Otago Mountain Bike Group</li> <li>• Clutha District Combined Museums Group</li> <li>• South Otago Interagency</li> <li>• Milton Interagency</li> <li>• Grey Power</li> <li>• Clutha District Youth Council</li> </ul>				

## 7.2 Seniors Expo – Grey Power Inc

The Community Support & Development Advisor has been working closely with Grey Power South Otago Inc to support this group with their Senior Expo event. Details in the poster below:

Grey Power  
South Otago Inc Presents:

# SENIORS EXPO 2025

Thursday  
20 March, 2025

10:00am -  
03:00pm

Te Pou O  
Mata-Au

EDUCATION | PRIZES | GAMES

- Connect seniors with local services and support
- Empower seniors through information
- Raise awareness of available resources
- Help service agencies share vital information effectively

**ALL ARE WELCOME**

Contact Us  
0279598570

or email  
gwynnyb@hotmail.co.nz

### 7.3 Clutha District Christmas Parade

The Clutha District Christmas Parade was on Saturday 7 December, this was a great day and exceeded all expectations, 35 floats in the parade and an amazing turnout from the community, results and images below:

#### Arts:

- 1st - Clutha Country Music Club
- 2nd - Balclutha Brass Band
- 3rd - South Otago Theatrical Society

#### Education:

- 1st - Balclutha Primary School
- 2nd - Balclutha Playcentre
- 3rd - CACTUS

#### Community:

- 1st - Samoan Society
- 2nd - Balclutha Fire Brigade
- 3rd - Balclutha Scouts

#### Business:

- 1st - Clutha Vets
- 2nd - Fonterra
- 3rd - WAE Engineering





## 7.5 Youth Council

**2025 Vacancies:** Applications are now open to fill the following CDYC vacancies;

- 1x Catlins
- 2x Telford
- 1x Lawrence

We welcome our new and returning members for 2025; Priya Baskar and Hannah Murray (SOHS), AJ Nixon and Dakota Coleman (Toko), Nancy Turner and Ollie Tunnah (Workplace), Hollie Crawford (BMC), Jerico Gerida, Waniya Khan and Jayden Gelacio (Flexible positions).

Youth Council will be having a team building day on Sunday 16 February which will be led by Lilly and Jethro (Southern Youth Development).

## 7.6 Youth Worker Update - Southern Youth Development

No report over this period due to School's being closed for the Christmas break.

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## Regulatory & Community Committee

### Item for INFORMATION

<b>Report</b>	Community Projects Update Report
<b>Meeting Date</b>	5 February 2025
<b>Item Number</b>	4
<b>Prepared By</b>	Mike Goldsmith – Project Manager, Community Plan Implementation
<b>File Reference</b>	928694

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### REPORT SUMMARY

This report provides a high-level overview of progress on the community projects which are included in the ten *Our Place* community plans. An update is shown in section 3 below.

### RECOMMENDATION

1. That the Regulatory & Community Committee receives the ‘Community Projects Update’ report dated 5 February 2025

### REPORT

#### 1 Activities since last meeting

Date	Person / Group	Reason for meeting
25 Nov	Project Bruce	Proposed pump track at Moore Park
28 Nov	Taieri Mouth Amenities Society	Prepare and deliver maps of Taieri Mouth for use by the community
5 Dec	Keri Solomon, Clutha Parks Trust	Centennial Park stage 2 improvements
11 Dec	Milton Area Promotions	Dog Park proposal – Taylor Park
10 Jan	Lawrence Bike Club	Bike Trail network extension plans
10 Jan	Bushyhill Playground Committee	Stage 2 playground upgrade (basketball ½ court)
13 Jan	Kaka Point Community Group	Willsher Bay improvements and projects
21 Jan	Taieri Mouth Amenities Society	Livingstonia Park improvements and projects
27 Jan	Clutha Parks Trust	Update Community Project Relationship Agreement
27 Jan	Project Bruce	Proposed pump track at Moore Park
4 Feb	Clutha Vets Board	Assist Milton Area Promotions with funding request

## 2 Our Place Project Funding Update

There are now ten Our Place community plans in place across the district, with four of these being finalised in the last three years.<sup>1</sup> Community understanding of how this program can create tangible benefits at the local level is also increasing. This has led to greater ambition, more active projects and greater project complexity.

The Community Plan implementation contract is tracking over budget in the current year due to increased demand, and the development of additional Our Place plans. As such, the available hours and level of service able to be provided will be reduced in order to meet the available budget this year and this will mean a reduction in availability for working on these projects. The intent is that the remaining time allocated to this project will be used to support existing projects, particularly where planning or implementation is well underway. An effort will also be made to maintain existing relationships with community leaders who are in the process of developing project concepts.

The following table lists activities which have *not* been completed since the last Committee meeting, due to time constraints.

Date	Person / Group	Reason for meeting
27 Jan	Taieri Mouth Amenities Society AGM	To discuss progress on Our Place projects during the first year of implementation, and to obtain direction/prioritise further work.
30 Jan	Kaka Point Community Group: Esplanade Playground Group	To finalise plans for playground, including access and maintenance requirements.
30 Jan	Kaka Point Community Group: Willsher Bay Committee	To discuss proposed improvements and increased level of service at the Willsher Bay Domain.
Dec-Jan	Lawrence-Tuapeka Community Board	To progress main street bike stand proposal.

Activities where a reduced level of service due to time constraints is planned, up until 30 June 2025 are listed below.

Date	Person / Group	Activity
Ongoing	Regulatory & Community Committee	Agenda Item will no longer include examples of the leverage that can be achieved through the implementation of community plan projects.
Ongoing	Regulatory & Community Committee	The Agenda Item will only provide the full report structure (with individual <i>Our Place</i> summary sheets) on a quarterly basis.
29 Jan, ongoing	Community Boards	No longer attend West Otago and Lawrence-Tuapeka Community Board meetings to obtain direction on projects.

## 3 Progress on community plan projects

Figure 1 provides a summary of the number of projects completed for each community plan. The percent complete will change over time, as community plan projects are completed, or new activities are identified and added to the list.

It is noted that large infrastructure projects are reported on separately and some community plan projects were completed several years ago.

<sup>1</sup> West Otago, Clutha Valley, Clinton & Taieri Mouth

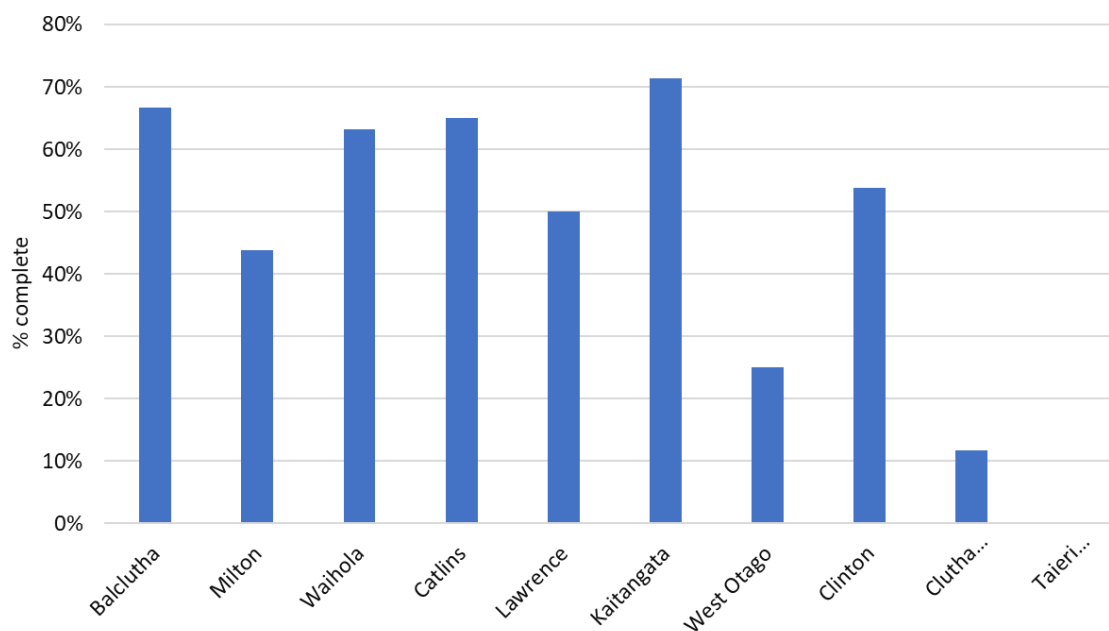


Figure 1 The percentage of community plan projects completed, as at 28 January 2025.

#### 4 Acronyms used in the summary tables (not provided for this meeting):

BME – Blue Mountain Express	<b>Project status table 1 – Balclutha (2017)</b>
BOF– Better Off Fund (Government)	<b>Project status table 2 – Milton (2017)</b>
CBS – Clutha Beautification Society	<b>Project status table 3 – Waihola (2018)</b>
CCC – Clinton Community Committee	<b>Project status table 4 – Catlins (2020)</b>
C.Dev – Clutha Development	<b>Project status table 5 – Lawrence (2021)</b>
CF – Clutha Foundation	<b>Project status table 6 – Kaitangata (2021)</b>
MAP – Milton Area Promotions	<b>Project status table 7 – W. Otago (2022)</b>
MBIE – Ministry of Business Innovation and Employment	<b>Project status table 8 – Clinton (2023)</b>
OCT – Otago Community Trust	<b>Project status table 9 – C. Valley (2023)</b>
OGF – Owaka Going Forward	<b>Project status table 10 – Taieri Mouth (2024)</b>
OP – Our Place	
ORC – Otago Regional Council	
SCP – Special Consultative Procedure	
SLS NZ – Surf Life Saving NZ	
TBC – To Be Confirmed	
TIF – Tourism Infrastructure Fund	
TNOT - Te Nohoaka o Tukiauau / Sinclair Wetlands	
TTCF – The Trust Community Foundation	
TWO – Tapanui West Otago Promotions	
WLF – Waihola Looking Forward	
WOCB – West Otago Community Board	



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# Regulatory & Community Committee

## Item for INFORMATION

<b>Report</b>	<b>Building &amp; Regulatory Update Report</b>
<b>Meeting Date</b>	<b>5 February 2025</b>
<b>Item Number</b>	<b>5</b>
<b>Prepared By</b>	<b>Building &amp; Regulatory Team Leaders on behalf of Malcolm Sinclair (Head of Building &amp; Regulatory)</b>
<b>File Reference</b>	<b>929192</b>

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### REPORT SUMMARY

This report provides updates in the Building and Regulatory area on various matters of interest to the Committee that are not dealt with elsewhere in this agenda.

### RECOMMENDATION

1. That the Regulatory and Community Committee receives the 'Building and Regulatory Update Report', dated 5 February 2025.

### REPORT

#### 1. Building Control

##### Reporting on quality processes

IANZ audit visit is on 28 to 31 January 2025.

The introduction of Objective Build has resulted in a steep learning curve with the BCO team finding some areas a lot more efficient if dealing with RFI answers and granting of consents. Migration of consents from the older Ozone system is yet to happen, this has been proposed to happen in March but yet to be confirmed.

##### Conflicts of interest

We currently have two conflicts of interest registered.

##### Work Volumes & Service Levels

- Consents issued, we had 4 building consent application exceeding the 20-day statutory clock, with 91% (20) of consents issued within statutory timeframes for December 2024.
- Average processing days are 17 days for the month of December.
- Inspections bookings are being obtained within 4 -working days.
- Land Information Memoranda processed for December to date was 28.
- Code Compliance Certificates issued for the month of December were issued with statutory timeframes.

##### Compliments and Complaints

- Positive verbal comments received in relation to Council’s adapting the new online system.
- A recent customer satisfaction survey has been undertaken, whilst the response was low, but the results were very pleasing.

### Projects

- Migration of existing building consents to Objective Build.
- There is still option available to lodge an application in hard copy. The applications forms are still available on our website.

### Health & Safety

There have been no H&S issues raised. Staff are reminded to look out for each other and be mindful of individual’s wellbeing.

### Continuous Improvements

Our continuous improvements register has been expanded to identify urgency of items and review of effectiveness of outcomes for items addressed through this process, the register has access available to all department staff and staff being encouraged to submit ideas for improvement. Any new projects or process changes are recorded.

### External Contractors

No building consents have been processed by contractors for this period.

### Internal Audits

- Sample of consents has been reviewed for our annual audit
- Technical staff competency assessments are up to date.

## 2. Animal Control Report

### 2 November 2024 – 21 January 2025

#### Dogs (Known)

Total Dogs	6518	(98.5%)
Total Dogs Registered	6391	
Total Dogs Owned & Not Registered	125	

#### Owners of Dogs (Known)

Total Owners who have dogs	3212	
Total Owners who have registered their dogs	3124	(97.3%)
Total Owners who have not registered their dogs	88	

### **Dog Registration Fee**

These were made up of the following categories of dog ownership and revenue:

	From 01/07/24	From 17/08/24
Rural non-working	\$70.00	\$105.00
Rural Working	\$50.00	\$75.00
Urban (Non-Working and Working)	\$99.00	\$148.50
Urban Responsible Owner	\$70.00	\$105.00
Dangerous Dog	\$148.50*	\$222.75
*We have 2 dangerous dogs in the Clutha District, all dogs registered		

91 infringements have been issued for failing to register their dogs between 1/11/2024 – 21/01/25

Of which 2 infringements have been issued for other incidents between 1/11/2024 - 21/01/2025

498 dog registrations have been paid using the online portal from 1/11/2024 – 21/01/2025

### **Infringements**

Infringement payments via the court

September - \$610.20, October 2024 - \$842.52, November 2024 - \$1319.14, December 2024 - \$986.34, January 2025 - \$892.80

### **Impound**

15 dogs impounded 12 dogs were claimed, 2 dogs were rehomed via SPCA, 1 was euthanized due to killing sheep – owner paid for this and agreed).

### **Animal control activity for the last 11 weeks has included the following:**

36 unregistered dogs have been discovered that were not known. ACO's have completed all the property checks of all those dogs that are known to be unregistered. ACO's are diligently searching for unregistered dogs not known to them. Infringements have been issued to those who have not registered their dogs.

### **Customer Service Requests**

117 Customer Service requests of which 87 Customer Service requests were dogs that were dealt with (including out-of-hour requests)

1	Dog welfare
7	Dog aggression
19	Barking dogs
1	Fouling dogs
12	Lost dog notification
5	Dogs biting livestock
4	Dog biting domestic animals
1	Dog biting a human
37	Wandering dogs
14	Wandering stocks

2	Stock welfare
14	Animal nuisances
0	Other

### 3. District Licensing Committee

Licensing activity since the last Regulatory and Policy Committee meeting has resulted in the issuing of the following:

#### 12 November 2024 – 27 January 2025

21	Special Licences
11	Manager's Certificates
9	On/Off/Club Licences

### 4. Staffing

No Changes for this period.

### 5. Clutha Stars

The Department mostly show upward trending results during this quarter allowing for the introduction of Objective Build. All teams are well on the way to implementing their Action Plans with a strong push on reaching set targets and KPI's. Quarterly report as below.

### 6. Building Stats

Building Consents Approved Nov 24 – Dec 24

Due to the change to Objective Build we are assessing the best way to show reporting for these meetings and determine the content of the stats reports.

#### November 2024

<b>Balclutha Ward</b>		
<b>Type</b>	<b>Number</b>	<b>Value</b>
Accessory Buildings	0	0
Additions & Alterations	2	58,000
Commercial/Industrial	1	900,000
Farm Buildings	0	0
Heating Units	0	0
New Dwellings	1	450,000
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
<b>Total</b>	<b>4</b>	<b>1,408,000</b>

<b>Bruce Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	2	110,000
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	0	0
Heating Units	2	11,224
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	2	40,000
Resited Buildings	0	0
<b>Total</b>	<b>4</b>	<b>161,224</b>

<b>Catlins Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	1	560,000
Farm Buildings	0	0
Heating Units	0	0
New Dwellings	1	546,700
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
<b>Total</b>	<b>2</b>	<b>1,106,700</b>

<b>Clinton Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	2	486,687
Heating Units	1	7,063
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
<b>Total</b>	<b>3</b>	<b>493,750</b>

<b>Clutha Valley Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	0	0
Heating Units	0	0
New Dwellings	1	425,000
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
<b>Total</b>	<b>1</b>	<b>425,000</b>

<b>Kai/Matau Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	1	146,155
Heating Units	1	6,600
New Dwellings	1	450,000
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
	<b>3</b>	<b>602,755</b>

<b>Lawrence/Tuapeka Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	1	140,000
Commercial/Industrial	2	160,000
Farm Buildings	0	0
Heating Units	2	14,500
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	1	20,000
Resited Buildings	0	0
<b>Total</b>	<b>6</b>	<b>334,500</b>

<b>West Otago Ward</b>		
<b>Type</b>	<b>Number</b>	<b>Value</b>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	0	0
Heating Units	1	6,993
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	1	8,300
Resited Buildings	1	82,000
<b>Total</b>	<b>3</b>	<b>97,293</b>

#### Comparison with November 2023

	<b>November 2023</b>		<b>November 2024</b>	
	No.	Value	No.	Value
Accessory Buildings	2	116,154	2	110,000
Additions & Alterations	7	807,500	3	198,000
Commercial/Industrial	0	0	4	1,620,000
Farm Buildings	1	20,000	3	632,842
Heating Units	9	69,169	7	46,380
New Dwellings	3	1,480,000	4	1,871,700
Other	2	590,000	0	0
Plumbing & Drainage	3	36,000	4	68,300
Resited Buildings	1	40,000	1	82,000
<b>Total</b>	<b>28</b>	<b>3,158,823</b>	<b>28</b>	<b>4,629,222</b>

#### Comparison Year to Date with 2023 - 24

	<b>July 2023 – November 2023</b>		<b>July 2024 – November 2024</b>	
	No.	Value	No.	Value
Accessory Buildings	9	581,331	12	587,400
Additions & Alterations	24	1,762,500	30	1,706,800
Commercial/Industrial	8	1,598,000	13	4,927,556
Farm Buildings	4	1,289,031	6	877,842
Heating Units	48	340,389	40	245,757
New Dwellings	22	12,846,993	16	6,495,950
Other	3	595,000	1	165,000
Plumbing & Drainage	16	203,890	17	160,100
Resited Buildings	2	40,000	2	132,000
<b>Total</b>	<b>136</b>	<b>19,257,134</b>	<b>137</b>	<b>15,298,405</b>

Land Information Memoranda processed for November 2024 was 26 bringing the total for the year to 50.

Land Information Memoranda processed 1/7/23 to 30/6/24 totalled 221.

## December 2024

<b>Balclutha Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	00
Additions & Alterations	1	200,000
Commercial/Industrial	1	5,000
Farm Buildings	0	0
Heating Units	0	0
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
<b>Total</b>	<b>2</b>	<b>205,000</b>

<b>Bruce Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	0	0
Heating Units	2	13,280
New Dwellings	2	428,000
Other	0	0
Plumbing & Drainage	3	142,000
Resited Buildings	0	0
<b>Total</b>	<b>7</b>	<b>583,280</b>

<b>Catlins Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	0	0
Heating Units	3	18,562
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	2	46,979
Resited Buildings	0	0
<b>Total</b>	<b>5</b>	<b>65,541</b>



<b>Clinton Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	0	0
Heating Units	0	0
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

<b>Clutha Valley Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	3	314,500
Commercial/Industrial	0	0
Farm Buildings	1	366,361
Heating Units	0	0
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
<b>Total</b>	<b>4</b>	<b>680,861</b>

<b>Kai/Matau Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	0	0
Heating Units	0	0
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
	<b>0</b>	<b>0</b>

<b>Lawrence/Tuapeka Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	1	80,000
Heating Units	1	8,000
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
<b>Total</b>	<b>2</b>	<b>88,000</b>

<b>West Otago Ward</b>		
<i>Type</i>	<i>Number</i>	<i>Value</i>
Accessory Buildings	0	0
Additions & Alterations	0	0
Commercial/Industrial	0	0
Farm Buildings	0	0
Heating Units	0	0
New Dwellings	0	0
Other	0	0
Plumbing & Drainage	0	0
Resited Buildings	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

### Comparison with December 2023

	<b>December 2023</b>		<b>December 2024</b>	
	No.	Value	No.	Value
Accessory Buildings	0		0	0
Additions & Alterations	7	660,000	4	514,500
Commercial/Industrial	1	10,000	1	5,000
Farm Buildings	0	0	2	446,361
Heating Units	3	19,700	6	39,842
New Dwellings	1	200,000	2	428,000
Other	2	390,000	0	0
Plumbing & Drainage	1	20,000	5	188,979
Resited Buildings	0	0	0	0
<b>Total</b>	<b>15</b>	<b>1,299,700</b>	<b>20</b>	<b>1,622,682</b>

### Comparison Year to Date with 2023 - 24

	July 2023 – December 2023		July 2024 – December 2024	
	No.	Value	No.	Value
Accessory Buildings	9	581,331	12	587,400
Additions & Alterations	31	2,422,500	34	2,221,300
Commercial/Industrial	9	1,608,000	14	4,932,556
Farm Buildings	4	1,289,031	8	1,324,203
Heating Units	51	360,089	46	285,599
New Dwellings	23	13,046,993	18	6,923,950
Other	5	985,000	1	165,000
Plumbing & Drainage	17	223,890	22	349,079
Resited Buildings	2	40,000	2	132,000
<b>Total</b>	<b>151</b>	<b>20,556,834</b>	<b>157</b>	<b>16,921,087</b>

Land Information Memoranda processed for December 2024 was 28 bringing the total for the year to 78.

Land Information Memoranda processed 1/7/23 to 30/6/24 totalled 221.

## Clutha Stars Report Building and Regulatory - Quarter 2 2024/25

### Statutory/Targets

Team	Type	Target	Oct	Nov	Dec	
Building Control	Consents	100%	100%	100%	81.82%	
	Code Compliance Certificates	100%	NIL	NIL	NIL	
	PIMs	100%	100%	NIL	NIL	
	Inspections within 4 days	100%	NIL	100%	100%	
<b>Comment:</b> The above results are only related to applications received via Objective Build introduced in October. Full results will not be available until Building Consent applications start flowing through the new system.						
Building Control	Consents	100%	91%	77%	NIL	
	Code Compliance Certificates	100%	100%	100%	100%	
	PIMs	100%	No data available	No data available	No data available	
	Inspections within 4 days	100%	89%	84%	97%	
<b>Comment:</b> The above results are only related to paper-based Ozone consents. Results data will begin diminishing as consents finish up in the system and all consenting is done through Objective Build. Some investigation has been done to ensure the correct data is presented. Older consents being pushed through the system have resulted in lower consent statistics.						
Team	Type	Target	Oct	Nov	Dec	
Animal Control	Registrations – <i>Target is a year-end target of 95%, monthly stats show progression</i>	95% or action has been taken (year-end)	92%	96%	98%	
	CSR response	100%				
		Contact		99%	99%	99%
		Resolution		99%	99%	99%

<b>Comment:</b> Non dog registrations being followed up are currently receiving infringement notices.					
Team	Type	Target	Oct	Nov	Dec
Administration	Issued consents within 2 days	100%	100%	100%	100%
	Liquor	100%	100%	100%	100%
	Food and Premise	100%	100%	100%	100%
	Standard LIMs issued within timeframe	100%	100%	100%	100%
	Urgent LIMs issued within timeframe	100%	100%	100%	100%
<b>Comment:</b> Administration Team achieving 100% KPI's.					

### Employee Engagement and Commitment

Target	Result		
High employee satisfaction and engagement survey results	Trending improvements are expected		
<b>6-monthly assessments</b>			
Team	Type	Target	Result
Building Control	6-monthly Assessment	100%	100%
Animal Control	6-monthly Assessment	100%	100%
Administration	6-monthly Assessment	100%	100%
<b>Bamboo Annual Team Performance Results – drawn from annual performance assessments 2024</b>			
High Engagement	37.5%		
Good Engagement	50%		
Medium Engagement	12.5%		
<b>GALLUP Engagement survey scores 2023</b>			
Engagement mean 2023	Building and Regulatory = 3.57/5 All CDC = 3.24/5		
Lowest scores 2023	Materials and Equipment = 2.73 Development = 2.64		
Highest scores 2023	Cares about me = 4.00 Best Friend = 3.45		
<b>Comment:</b>			

### Staff Safety

Target	Result	Q1	Q2	Q3	Q4
Quarterly safety walks interactions/conversations	Actively shows leadership, support and commitment to workplace health, safety, and wellbeing				
H&S events Reported vs Resolved in our team		3:3	0:0		
<b>Comment:</b> Site Safety visit with BCO. No issues identified.					

### Customer Satisfaction

Target	Result																																			
Leaders exemplify a commitment to prioritising the customer experience, and they ensure the completion of customer satisfaction surveys.	Customer satisfaction is high. Upward trending expected.																																			
External Customer Survey Questions	Possible Responses																																			
<ol style="list-style-type: none"> <li>How satisfied were you with the process of applying for your building consent?</li> <li>How satisfied were you with working through the approval process for your consent application?</li> <li>How satisfied were you with the inspection process?</li> <li>How satisfied were you working through the Code Compliance Certificate (CCC sign off) process?</li> </ol>																																				
Q1 2024/25	Q2 2024/25																																			
<p>Building Consent Survey- July 2024</p> <table border="1"> <caption>Building Consent Survey- July 2024 Data</caption> <thead> <tr> <th>Question</th> <th>Very satisfied</th> <th>Somewhat satisfied</th> <th>Somewhat dissatisfied</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>67%</td> <td>33%</td> <td>0%</td> </tr> <tr> <td>2</td> <td>33%</td> <td>33%</td> <td>33%</td> </tr> <tr> <td>3</td> <td>33%</td> <td>67%</td> <td>0%</td> </tr> <tr> <td>4</td> <td>67%</td> <td>33%</td> <td>0%</td> </tr> </tbody> </table>	Question	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	1	67%	33%	0%	2	33%	33%	33%	3	33%	67%	0%	4	67%	33%	0%	<p>Building Consent Survey- December 2024</p> <table border="1"> <caption>Building Consent Survey- December 2024 Data</caption> <thead> <tr> <th>Question</th> <th>Neither satisfied nor dissatisfied</th> <th>Very satisfied</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>100%</td> <td>0%</td> </tr> <tr> <td>2</td> <td>100%</td> <td>0%</td> </tr> <tr> <td>3</td> <td>0%</td> <td>100%</td> </tr> <tr> <td>4</td> <td>0%</td> <td>100%</td> </tr> </tbody> </table>	Question	Neither satisfied nor dissatisfied	Very satisfied	1	100%	0%	2	100%	0%	3	0%	100%	4	0%	100%
Question	Very satisfied	Somewhat satisfied	Somewhat dissatisfied																																	
1	67%	33%	0%																																	
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3	33%	67%	0%																																	
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1	100%	0%																																		
2	100%	0%																																		
3	0%	100%																																		
4	0%	100%																																		
<p><b>Comment:</b> Survey results taken from the paper-based Ozone system. “Neither satisfied nor dissatisfied responses” from December survey is because the customers were not involved in the application or approval part of the building consent.</p>																																				

### Leadership Performance

Target	RAG
360-degree reviews for all Reporting Officers completed annually	Green
Activity performance reviewed and discussed in each activity meeting	Yellow
Leaders regularly communicate and engage with all team members via the agreed meeting types.	Green
Leaders are responsible for improving performance via the Clutha Stars framework – see <i>Clutha Stars Action Plan</i>	Green
<b>Comment:</b>	

### Clutha Stars Action Plan

	Q4 23/24	Q1 24/25	Q2 24/25
Status Quo Report	69.7%	84.85	84.85
<b>Comment:</b> Result are upward trending.			

**Financial**

**Target** Budget variance within acceptable limits – As agreed with CE



**Comment:** Improving understanding of finances across the department is identified as an area for enhancement, which is to be addressed as part of our Clutha Stars objectives.