WAIMAKARIRI
DISTRICT COUNCIL

Community and Recreation Committee

Agenda

Tuesday 16 May 2017

1.00pm

Waimakariri District Council Chambers
215 High Street
Rangiora

Members:
Councillor Peter Allen (Chairperson)
Councillor Al Blackie
Councillor Robbie Brine
Councillor Wendy Doody
Councillor Dan Gordon
Mayor David Ayers (ex officio)

The Chairman and Members
WAIMAKARIRI DISTRICT COUNCIL

A meeting of the **COMMUNITY AND RECREATION COMMITTEE** will be held in the **WAIMAKARIRI DISTRICT COUNCIL CHAMBERS, 215 HIGH STREET, RANGIORA** on **TUESDAY 16 MAY 2017** at **1.00PM.**

Adrienne Smith
COMMITTEE ADVISOR

Recommendations in reports are not to be construed as Council policy until adopted by the Council

BUSINESS

Page No

1 APOLOGIES

2 CONFLICTS OF INTEREST

Conflicts of interest (if any) to be reported for minuting.

3 RECEIPT OF MINUTES

3.1 **Minutes of a meeting of the Community and Recreation Committee held on Tuesday 21 March 2017** 6- 11

RECOMMENDATION

THAT the Community and Recreation committee:

(a) **Confirms** the circulated minutes of a meeting of the Community and Recreation Committee, held on Tuesday 21 March 2017, as a true and accurate record.

4 MATTERS ARISING

5 PRESENTATION / DELEGATION

6 REPORTS

6.1 Customer Satisfaction Survey 2016 Reports – Community Support, Community and Recreation Services and Facilities - Rachel McClung (Senior Policy Analyst)

12 - 79

RECOMMENDATION

THAT the Community and Recreation Committee:

(a) **Receives** report 170503043774

(b) **Notes** that a comprehensive report on all aspect of the Customer Satisfaction Survey 2016 will be presented to the Council meeting on June 6.

(c) **Refers** this report to the Community Boards for their information

6.2 Community Team Update – Tessa Sturley (Community Team Leader)

80 - 114

RECOMMENDATION

THAT the Community and Recreation Committee:

(a) **Receives** report No 170505044591

(b) **Approves** the appointment of Councillor …… and Councillor ……as representatives at the Youth Council meetings

(c) **Notes** that an update report to Kaiapoi-Tuahiwi Community Board regarding shared services from the Sewell St Building will be circulated

6.3 Aquatic Facilities Update – Matthew Greenwood (Kaiapoi Aquatic Centre and Facilities Asset Manager)

115 - 123

RECOMMENDATION

THAT the Community and Recreation Committee:

(a) **Receives** report No170504044465.

(b) **Approves** the Customer Safety and Security Policy with the next review due in May 2023. Note that this is unchanged from the 2014 policy.

(c) **Notes** the Aquatic Facilities year to date achievement against key performance indicators including Water Quality and Customer Satisfaction

(d) **Notes** the impact which vandalism at Kaiapoi Aquatic Centre will have on final budget result of approximately $12600

6.4 **Library Update (Phillippa Ashbey (District Libraries Manager)**

124 - 131

RECOMMENDATION

THAT the Community and Recreation Committee:

(a) **Receives** report No. 170505044535

(b) **Notes** that customer service improvements include an upgrade to the Press Reader service; implementation of a new platform for the AnyQuestions service; better access to library services through easier account log-in; increased facilities and training opportunities for digital literacy; and the launch of the Waimakariri Libraries Facebook book group.

(c) **Notes** the changing patterns of library usage over the past ten years

(d) **Circulates** the report to the Boards for their information.

7 MINUTES FOR INFORMATION – REGENERATION STEERING GROUP

7.1 **Minutes of a meeting of the Regeneration Steering Group held on Monday 3 April 2017**

7.2 **Minutes of a meeting of the Regeneration Steering Group held on Monday 1 May 2017**

132 - 140

RECOMMENDATION

THAT the information in Items 7.1 and 7.2 be received.

8 PORTFOLIO UPDATES

8.1 **Greenspace (Parks Reserves and Sports Grounds) – Councillor Robbie Brine**

8.2 **Community Facilities (including Aquatic Centres, Halls, Libraries and Museums) – Councillor Wendy Doody**

8.3 **Community Development and Wellbeing – Councillors Peter Allen and Wendy Doody**

8.4 **Regeneration – Councillor Al Blackie**

9 MATTERS TO BE CONSIDERED WITH THE PUBLIC EXCLUDED

Section 48, Local Government Official Information and Meetings Act 1987

RECOMMENDATION

THAT the public be excluded from the following parts of the proceedings of this meeting.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution, are as follows:

Item Nº	Minutes/Report of:	General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
9.1	Minutes of the Public Excluded portion of the Regeneration Steering Group meeting held on 1 May 2017	Receipt of Minutes for Information	Good reason to withhold exists under Section 7	Section 48(1)(a)

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987, and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

Item Nº	Reason for protection of interests	Ref NZS 9202:2003 Appendix A
9.1	Protection of privacy of natural persons To carry out commercial activities without prejudice	A2(a) A2(b)ii

10 QUESTIONS

11 URGENT GENERAL BUSINESS

BRIEFING

At the conclusion of the meeting, there will be a briefing to discuss the provision of community facilities.

WAIMAKARIRI DISTRICT COUNCIL

MINUTES OF A MEETING OF THE COMMUNITY AND RECREATION COMMITTEE HELD IN THE COUNCIL CHAMBERS, 215 HIGH STREET, RANGIORA, ON TUESDAY 21 MARCH 2017 AT 1.00PM

PRESENT

Councillor P Allen (Chairperson), Mayor D Ayers, Councillors A Blackie, R Brine, W Doody and D Gordon

IN ATTENDANCE

Deputy Mayor K Felstead, Councillors J Meyer, P Williams
Messrs J Palmer (Chief Executive), C Sargison (Manager Community and Recreation), C Brown (Community Green Space Manager), Mrs T Sturley (Community Team Leader) , and Mrs A Smith (Committee Advisor).

Unconfirmed

1 APOLOGIES

There were no apologies.

2 CONFLICTS OF INTEREST

There were no conflicts of interest noted.

3 RECEIPT OF MINUTES

3.1 **Minutes of a meeting of the Community and Recreation Committee held on Tuesday 14 February 2017**

Moved Councillor Gordon seconded Councillor Brine

THAT the Community and Recreation committee:

(a) **Confirms** the circulated minutes of a meeting of the Community and Recreation Committee, held on Tuesday 14 February 2017, as a true and accurate record.

CARRIED

4 MATTERS ARISING

No matters arising.

5 PRESENTATION / DELEGATION

5.1 **Sandy Brindston – Senior Advisor Health in all policies team Canterbury District Health Board**

Sandy Brindston presented “An Overview of the Healthy Cities Model”. Also present was Sarah Epperson.

By way of introduction, Tessa Sturley said that when Waimakariri was accredited as a safe community, this model was ideal to address issues at that time i.e. children not being in car restraints, falls and crimes like burglary and assault. In this post earthquake environment, the issues are increasingly complex in nature. A more holistic approach is needed to address modern

issues like suicide, family violence, sexual violence, and drug and alcohol related harm. The post earthquake strategies, which include the Urban Development Strategy, Resilient Greater Christchurch Strategy and also the draft Waimakariri District Development Strategy include several terms of wellbeing. There is seen a need to have a more collaborative approach to support and address priorities for the safety and wellbeing, or resilience, of our developing community This presentation is of the Healthy Cities Model and its fit with potential regional collaborations.

Sandy presented a PowerPoint presentation on the Healthy Cities Model. There was an explanation of "Health in All Policies" (HiAP) provided and work that is done. The broader aspects of health and discussed a lot by the HIAP team, it was pointed out that over 85% of the determinants which effect health, lie outside the health system (i.e. where people, live, work and play effect their health way more than anything that the District Health Board do). Communities social capital, and support systems in place has an enormous impact on health. Sandi suggested that communities and local authorities have way more impact on people's health outcomes and that many have a role to play in this. As an example of the broader aspects of the work the team does, Sandy noted that the HIAP team provided support to the Red Zone teams in Impact Assessment.

A project currently known as "Healthy Christchurch" was established approximately 15 years ago. This is CDHB lead, providing the resource and background, but is for the community. This was set up when regionally there wasn't the stronger structures as there are now and was set up around the Healthy City WHO model, similar to Waimakariri Safe Community model. It is felt that over the last six or seven years this hasn't sat well, particularly the Healthy Christchurch title. It is considered now is a good time to look at a Greater Christchurch partnership and connecting up with Selwyn and Waimakariri networks. Sandy provided information on the current collaboration in Healthy Christchurch and the Strategic Goals. Information on the Health in all Policies Team and work it does was provided. This is a structured approach to working across sectors and with communities on public policies. The team ensures that the health and well being of populations is a key focus for policy and projects across sectors. As an example, currently there are conversations being had about the Long Term Plans and there is to be a regional workshop with Christchurch City, Selwyn and Waimakariri District Councils, ECan and Ngai Tahu. These are being supported at an operational level. Sandy explained that signatories to Healthy Christchurch network group sign a Charter, and this currently has both central and local government support and is quite a broad network across the region. It includes large and small social service providers. Any groups that sign up are completely independent and Healthy Christchurch doesn't tell them what to do or what they deliver. Already the group consists of four national, nine regional and seven Christchurch based groups. The work of Healthy Christchurch is similar to Social Services Waimakariri – a collaborative response with an opportunity for people to get together or also to work amongst themselves. There is a hui at least once a year. The group holds a series of lunch time seminars which are extremely popular on a range of topics. With a regional group it would need to considered how this would happen across the whole partnership, and not just in the City. There could be lots of innovative ways that this could happen. The idea of Healthy Christchurch is that is does not duplicate something that is already being done – it does not come in on top of something that is already happening in the sector.

The aim is to pull together a much broader group than has to date been involved and spend a few months discussing if this can be taken to a regional approach and go with the strength of things that a happening already, particularly in Waimakariri and Rangiora.

Unconfirmed

The Greater Christchurch Partnership, (formerly UDS) has five structures that are contributed to. The partnership has indicated that the Health and Community structure is to be led by Health Christchurch and Selwyn and Waimakariri. It is thought that rather than creating a completely new structure that this could be a broadening and bringing together of existing groups in our communities, with similar people and slightly different mandate. What the group hopes to do over the next few months is to identify what this might look like. The aim is that the group will become a powerful community collective across the region.

T Sturley noted the local relevance of this group, highlighting the holistic approach that is noted in the Charter. Currently there is good working relationships in Waimakariri with sector groups and it would be beneficial for these relationships to be developed across the region. The benefits of having access to independent monitoring and evaluation will add value in terms of being able to present what is done locally. Supports shared responsibility for outcomes. The Council already has significant representation in the UDS partnership and aligns with the existing involvement with Resilient Greater Christchurch Strategy. There has been local involvement with post-earthquake recovery and resilient strategies. Waimakariri is due for re-accreditation for WHO Safe Community in May 2018 and it is considered that this is a good opportunity to consider what is the "best fit" model.

Questions

Following a question from the Mayor, Sandy said there would need to be a conversation about possibly changing the name of the organisation to show the bigger area that it covered. The UDS currently covers only part of the three areas. Sandy said there is possibly the need to look at an appropriate name change, and this has been highlighted by Selwyn Council as well. This is something that will need to be considered.

Re the Health in All Policies, Mayor Ayers questioned if there was an easy mechanism of writing policies that incorporated everybody, noting that there are many sub groups that need to be considered, e.g. elderly, young people, disabled, cultural communities.

Mr Sargison replied that it is planned to hold a further workshop to address, if the Council were to progress the Healthy Cities in this district. There is quite a lot of discussion that Councillors would need to have on what model is used.

Mr Palmer said Council has just agreed to reconsider the community outcomes statement and whether healthy communities is included in this. A number of Council policies are aligned to one another.

6 REPORTS

6.1 Community Team Update – Tessa Sturley (Community Team Leader)

Mrs Sturley presented this report, updating key activities in the Community Team in January and February. This included:

- Staff have recently attended a regional funders forum.
- Time Bank development, there has recently been a lot more energy on this project.
- Migrants and newcomers, key development is working with employers, noted that there has been have good partnerships established with Hellers and Enterprise North Canterbury.
- WaiYouth group has been active.

Unconfirmed

Mayor Ayers asked if representative from the Youth Council could be invited to the All Boards Workshop. It was agreed that this would be arranged for the next joint workshop.

There has not been a Council representative appointed to the Youth Council and it was agreed that this will be formalised at the next Council meeting.

Moved Councillor Gordon seconded Councillor Doody

THAT the Community and Recreation Committee:

(a) **Receives** report No 170308022176

(b) **Notes** that Rata Foundation have granted $19,000 to fund WAIYouth initiatives aimed at empowering and connecting young people across the District.

(c) **Notes** that a report to Kaiapoi-Tuahiwi Community Board regarding a proposal for shared services from the Sewell St Building will be circulated

CARRIED

6.2 Policy Manual Review Programme – Street and Reserve Trees Policy – Chris Brown (Community Green Space Manager) and Lynley Beckingsale (Policy Analyst)

Mr Chris Brown presented this report and the Street and Reserve Trees Policy for recommendation to the Council for adoption. There has been a number of changes made to the Policy.

Councillor Gordon questioned the section in the Policy on Pruning and Training Trees and whether it was possible to impose a fine on any person who does any unauthorised pruning or interference with street trees. Mr Brown said this would be hard to monitor and take action.

Mayor Ayers asked if an existing street had new footpath and kerb and channel installed, why does the Council not always plant new trees at this time. Mr Sargison said the matter of working with the Council Utilities Team has improved over recent years, and consideration needs to be given to where the underground services are in the footpaths.

Following a question from Councillor Doody, it was advised that notable trees are part of the District Plan and will be reviewed as part of that process. Generally any matters relating to these fall slightly outside of this Policy. It was pointed out that notable trees are not always on Council land and are sometimes on private land.

Moved Councillor Gordon seconded Councillor Blackie

THAT the Community and Recreation Committee recommends:

THAT the Council:

(a) **Receives** report No. 170301019485.

(b) **Adopts** the Street and Reserve Trees Policy

CARRIED

Unconfirmed

7 MINUTES FOR INFORMATION

7.1 Minutes of a meeting of the Regeneration Steering Group held on Monday 6 March 2017

It was noted that these minutes will be included as a standard agenda item.

Moved Councillor Doody seconded Councillor Brine

THAT the information in Item 7.1 be received.

CARRIED

8 PORTFOLIO UPDATES

8.1 Greenspace (Parks Reserves and Sports Grounds) – Councillor Robbie Brine

Noted the upcoming international Womans Hockey series scheduled for this weekend (March 25/26) New Zealand Woman's Black Sticks versus USA at the Waimakariri Hockey Stadium.

8.2 Community Facilities (including Aquatic Centres, Halls, Libraries and Museums) – Councillor Wendy Doody

Councillor Doody, is Chair of the North Canterbury Neighbourhood Support and noted the local Neighbourhood Support group are wishing to come under the umbrella of the Get Ready programme. This would put the group under the Councils Civil Defence and Councillor Doody has seen the benefits of this with both Christchurch City and Selwyn District Council, during the recent Port Hills fire event. The Neighbourhood support groups in these districts both come under the Get Ready programme.

Sunday 2nd April, 11am to 4pm Neighbourhood Support North Canterbury will be at Beachgrove along with Civil Defence group, for a community gathering and BBQ to share information with the residents.

Has been very concerned about the health and wellbeing of the caretakers of the Ashley Gorge camping ground, since a fire damaged the house. Most recent update is that the insurance company has agreed to rebuild the caretakers house.

Down the Back Paddock, is a programme highlighting safety, which is taken to primary school children in the district. This includes speaking about stranger danger and Councillor Doody highlighted a recent instance of concern that occurred in Ohoka.

8.3 Community Development and Wellbeing – Councillors Peter Allen and Wendy Doody

Councillor Allen has been involved with support for information and advice regarding the closing of the WINZ office in Kaiapoi. Councillor Atkinson expressed concern with the risks for staff at the Kaiapoi Ruataniwha Civic Centre (noting that any WINZ offices are manned by three security guards). Mr Sargison said the public access computers at the Library have always been well used for people accessing the WINZ site, and applying for jobs online. There will be a report brought to the next Committee meeting.

Councillor Allen has been assisting with the induction of the new North Canterbury Social Services coordinator.

Councillor Allen has also been involved with setting up a public meeting on Time bank.

Unconfirmed

8.4 **Regeneration – Councillor Al Blackie**

Councillor Blackie said there has been progress in this area, successful video has been on the Councils website and face book page. Have had meetings with engineers and OPUS and the pontoon design is not far from a decision. Discussions on the Food forest area is also progressing.

9 QUESTIONS

There were no questions

10 URGENT GENERAL BUSINESS

There was no urgent general business.

There being no further business, the meeting closed at 2.10pm.

CONFIRMED

_____
Chairperson

_____
Date

BRIEFING

At 2pm there was a briefing on Airfield Designation and noise contours with Rob Hay from Marshall Day and Dean Chrystal from PLANZ.

Unconfirmed

WAIMAKARIRI DISTRICT COUNCIL

REPORT

FILE NO:	POL-08-35 / 170503043774
REPORT TO:	Community and Recreation Committee
DATE OF MEETING:	16th May 2016
FROM:	Rachel McClung, Senior Policy Analyst
SUBJECT:	Customer Satisfaction Survey 2016 Reports - *Community Support* - *Community and Recreation Services and Facilities*

SIGNED BY: **(for Reports to Council or Committees)**	Department Manager	Chief Executive

1. SUMMARY

The purpose of this report is to provide the Community and Recreation Committee with results of the 2016 Customer Satisfaction Survey with respect to Community Support and Community and Recreation Services and Facilities aspects of the survey.

The Survey was conducted in November/ December 2016. The survey deals largely with the community's use of, and satisfaction, with the services provided by the Council. The Council's Policy and Strategy Team, separate to those parts of the organisation delivering services, have managed the survey.

This is the sixth in a series of three yearly surveys conducted by the Council, with the previous surveys having been undertaken in 2001, 2004, 2007, 2010 and 2013. Each of these surveys has used substantially the same questionnaire, which allows the tracing of trends in the community's satisfaction of Council services. 600 households are approached to complete the survey drawn as a random sample.

This survey continuity, attention to sample design, tested nature of the questionnaire and the consistently high response rate (81%) mean there is a very high level of confidence in the results as being representative of the whole population. While results are also analysed by ward and for other subsamples in the full report, statistical sampling errors increase with smaller numbers and so results are more indicative rather than representative of opinion at this level.

Attachments:

i. Customer Satisfaction Survey 2016 – Findings – Community Support (TRIM 170503043765)

ii. Customer Satisfaction Survey 2016 – Findings – Community and Recreation Services and Facilities (TRIM 170503043772)

2. RECOMMENDATION

THAT the Community and Recreation Committee:

(a) **Receives** report 170503043774

(b) **Notes** that a comprehensive report on all aspect of the Customer Satisfaction Survey 2016 will be presented to the Council meeting on June 6.

(c) **Refers** this report to the Community Boards for their information

3. ISSUES AND OPTIONS

3.1. The 2016 Customer Satisfaction Survey conducted in November / December 2016 and involved the circulation of questionnaires to 600 households in the District, with the number of questionnaires allocated to each ward based on the number of people recorded at the 2013 Census. The survey contains 60 questions on all aspects of Council services, The questions focus on the use of and satisfaction with these services.

3.2 The households that participate were randomly selected from the District's valuation roll, using the Excel random number programme. Members of five community groups assisted the Council with delivery and collection of the surveys. These community groups included the Woodend Volunteer Fire Brigade, the Rangiora Croquet Club, Waikuku Boxing Club, Oxford Area School and the North Canterbury Soroptimists. The groups were paid $7.00 per questionnaire returned plus travel costs associated with the distribution of questionnaires. This means that the money associated with the cost of the circulation of questionnaires stays in the community.

3.3 Of the 600 questionnaires circulated 486 were returned, which gives a response rate of 81 percent and a sampling error of +/- 4.4%. This response rate is exceptionally high when compared with the response rates that are presently being achieved by many other organisation's sample surveys especially those utilising phone surveying and adopting market research approaches. The fact that the Council was able to achieve this response rate is attributable to the generous cooperation of the people approached to complete a questionnaire, and the work of the members of the community groups that undertook the job of circulating the questionnaires.

3.4 The Council has been using this method of circulating the questionnaires for each of its five most recent Customer Satisfaction Surveys, and for the 1992 survey, and on each occasion the response rate has exceeded 80.0 percent. These very high response rates mean that greater reliance can be placed on the results of the surveys than would otherwise be the case. A high response rate means that any "non-response" bias in the results is minimised.

3.5 The household is the unit of analysis for the survey, and respondents are advised that the Council welcomes the involvement of all members of the household in answering the questionnaire. The household was chosen as the unit of analysis in order to maximise the amount of information that could be gathered through each questionnaire.

3.6 Council managers and team leaders have had an initial opportunity to consider the survey results and more detailed tabulations for each activity area are being compiled. Also of value, are the large number of verbatim comments on returned survey forms, which have been electronically captured and sorted. Departments over the coming weeks will be considering the results with a view to where possible improvements can be made within existing resources, and the desirability of new initiatives to continue to improve customer satisfaction.

3.7 Attached at Appendix 1 is the findings report for Community Support. Appendix 2 contains the findings report for Community and Recreation Services and Facilities.

3.8 A comprehensive report on all aspects of the Customer Satisfaction Survey will be presented at the Council meeting on June 6, 2017.

3.9 The key findings of the Customer Satisfaction Survey 2016 with respect to Community Support are:

Community Development, Road Safety and Injury Prevention

- The no opinion / no response rate was high with 32.51% of households either having no opinion or no respond to the question regarding satisfaction with Council's present level of Community Development, Road Safety and/or Injury Prevention.
- Of those households who had an opinion, 89.94% were satisfied with Council's present level of Community Development, Road Safety or Injury prevention.
- The Rangiora / Ashley ward had the highest levels of satisfaction (93.55%), followed by Kaiapoi / Woodend (88.54%) and Oxford / Ohoka (84.42%).
- 73 households provided comment regarding any gaps they see in Council's work with respect to Community support. The main issues raised were safety around schools and roads generally.

Community Resilience

- The no opinion / no response rate was high with 32.92% of households either having no opinion or providing no response to the question regarding satisfaction with Council's planning for future emergencies.
- Of those households who did provide an opinion, 86.20% were satisfied with Council's planning for future emergencies.
- The Rangiora / Ashley ward had the highest level of satisfaction (89.36%), followed by Kaiapoi / Woodend (88.46%) and Oxford / Ohoka (77.78%).
- 87 households provided comment about Council Planning for future emergencies. The main comments made were that people were unaware of the work council was undertaking in this regards.

3.10 The key findings of the Customer Satisfaction Survey 2016 with respect to Community and Recreation Services and Facilities are:

District Library Services

- Results indicate that adults use Libraries the most, with 59.47% of Adults in respondent households having visited a library.
- The majority of respondent households (56.8%) do not use library internet services. Of those that do, 18.9% use it less than once a month and 11.1% use it at least once a month.
- The Rangiora Library is the most popular District library with 68.6% of respondents identifying it as the library they most frequently use.
- Rangiora / Ashley respondents are most satisfied (76.4%) with library services, followed by Kaiapoi / Woodend (65.8%) and Oxford / Ohoka (62.3%). Rangiora / Ashley respondents have a particularly high very satisfied rate of 46.2
- 67.1% of respondents were satisfied with the opening hours for the District Libraries.

Swimming Pools

- Households with primary aged children used swimming pools the most, with 82.98% of households with primary aged children indicating that they had used the district swimming pools within the previous 12 months.

- The Rangiora / Ashley ward had the highest levels of satisfaction (60.85%) with District Swimming Pools, followed by Kaiapoi / Woodend (55.92%) and Oxford / Ohoka (44.26%).
- 56.38% of respondents are satisfied with the opening hours of swimming pools.
- Comment - issues raised were the need for a bigger training pool, an online booking system for swimming lessons, a covered pool in Oxford, Swimming lessons taking up too much pool space and poor car parking at Dudley Swimming Pool.

Parks and Community Facilities

- There is very little dissatisfaction with Parks / Reserves (4.73%), Play equipment (2.88%) and Pavilions / Halls (1.65%). Dissatisfaction with public toilets was the highest (22.43%).
- Favourite Park - Victoria Park, Rangiora was most frequently mentioned (51), followed by Pegasus Lake and Parks (18), Pearson Park, Oxford (16) and Rangiora dog parks (15).
- Changes – Respondents would like to see more public toilets (25), improvements to dog parks (16), more shade / Shelter in parks (10) and more rubbish bins (10).

Cemeteries

- 47.33% of respondents were satisfied with the maintenance of the District cemeteries, while 2.47% were dissatisfied. This is influenced by the 50.21% of respondents indicated no opinion or provided no response.
- Comments – Generally, comments were that both the Kaiapoi Public Cemetery and the Rangiora Lawn Cemetery are well maintained, while both the Anglican and Methodist Cemeteries on Ashley Street, Rangiora were not.

4. COMMUNITY VIEWS

4.1. Maori

The views of Maori were not obtained during the development of the questionnaire, but some people with Maori ancestry are likely to have been included in the survey sample.

4.2. External

The Council's Customer Satisfaction Survey is one of the Council's main opportunities to ascertain the views of members of the community with respects to a wide range of its services and other activities.

4.3. Internal

Business Units provided feedback on possible questions and the Management Team reviewed the draft 2016 questionnaire.

5. FINANCIAL IMPLICATIONS AND RISKS

5.1. The cost of the 2016 Customer Satisfaction Survey has been covered from existing budgets. Actions undertaken in response to the findings of this survey will either be covered by existing budgets or included as specific items in future Council budget proposals.

5.2. The results of the 2016 survey have a sampling error of +/- 4.4 percent at 95 percent confidence. This means that the whole community's views are likely to be within 4.4 percent of those recorded in the survey, but there is once chance in 20 that the actual views of the community are outside of that range.

6. CONTEXT

6.1. Policy

This matter is not a matter of significance in terms of the Council's Significance Policy.

6.2. Legislation

Local Government Act 2002

6.3. Community Outcomes

There is a safe environment for all

Transport is accessible, convenient, reliable, affordable and sustainable

Businesses in the District are diverse, adaptable, and growing

Core utility services are provided in a timely, sustainable and affordable manner

The community's cultures, arts and heritage are conserved and celebrated

Public spaces and facilities are plentiful, accessible and high quality

People have a wide range of opportunities for learning and being informed

There are wide ranging opportunities for people to contribute to the decision-making by public organisations that affect our District.

Policy and Strategy Unit

Customer Satisfaction Survey 2016

Findings – Community Support

May 2017

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KEY FINDINGS

The key findings of the Customer Satisfaction Survey 2016 with respect to Community Support are:

Community Development, Road Safety and Injury Prevention

- The no opinion / no response rate was high with 32.51% of households either having no opinion or no respond to the question regarding satisfaction with Council's present level of Community Development, Road Safety and/or Injury Prevention.

- Of those households who had an opinion, 89.94% were satisfied with Council's present level of Community Development, Road Safety or Injury prevention.

- The Rangiora / Ashley ward had the highest levels of satisfaction (93.55%), followed by Kaiapoi / Woodend (88.54%) and Oxford / Ohoka (84.42%).

- 73 households provided comment regarding any gaps they see in Council's work with respect to Community support. The main issues raised were safety around schools and roads generally.

Community Resilience

- The no opinion / no response rate was high with 32.92% of households either having no opinion or providing no response to the question regarding satisfaction with Council's planning for future emergencies.

- Of those households who did provide an opinion, 86.20% were satisfied with Council's planning for future emergencies.

- The Rangiora / Ashley ward had the highest level of satisfaction (89.36%), followed by Kaiapoi / Woodend (88.46%) and Oxford / Ohoka (77.78%).

- 87 households provided comment about Council Planning for future emergencies. The main comments made were that people were unaware of the work council was undertaking in this regards.

1. INTRODUCTION

1.1 OBJECTIVES

The Waimakariri District Council's Customer Satisfaction Survey was conducted in November / December 2016. It is the sixth in a series of three yearly customer satisfaction surveys to be conducted by the Council.

The main objective of the Waimakariri District Council's Customer Satisfaction Survey is to obtain a high-level overview of the attitudes of Waimakariri District residents towards the services and facilities provided by the Council. Repeating the survey on a regular basis enables the Council to develop an understanding of the community's views over the long-term.

The survey does not attempt to explore topics in-depth as the Council conducts more targeted research on topical issues as required.

This report presents the results of this survey and compares these with the results of the 2001, 2004, 2007, 2010 and 2013 surveys where possible.

Information about the key characteristics of the respondent households is also collected in the survey. This data helps with the assessment of the reliability of the survey results. If the key characteristics of the people included in the sample resemble those of the population from which the sample is drawn, greater confidence can be attached to the results than would otherwise be the case.

1.2 THE SURVEY

The Customer Satisfaction Surveys are surveys of residents. The samples do not include non-resident ratepayers, or commercial enterprises based in the District's Business Zones. It is accepted, however, that there are many home based businesses in the District as well as farms, and that households associated with these were included in the sample. The questions were directed to these households as residents rather than as business owners.

The Council accepts that both non-resident ratepayers and commercial enterprises based in the District's Business Zones are also customers, but recognises that there are more appropriate ways of communicating with these parties than via a general survey.

The questionnaires are only identified by their area codes and responses could not be traced to any individual or household. The raw data is not available to anyone other than Council staff and is stored securely outside of the document management system. The final report will be published and available through the Council's document management system or website. Methods such as rounding or consolidation of data into wider categories mean that no household or individual will be able to be identified through the information published in the report.

In 2016, as in 2001, 2004, 2007, 2010 and 2013, the questionnaire was designed to find out the views of the members of respondent households. Respondents were therefore informed that more than one person in the household could be involved with answering the questions. Where there was a question that asked respondents to select only one response from a set of responses, respondents were asked to choose the response that most accurately reflected the opinion of the household. Where space was provided for written comments, respondents were encouraged to include the different experiences of members of the household where relevant.

The first of these surveys was conducted in April 2001, the second in April 2004, the third in April 2007, the fourth in March/April 2010 and the Fifth in March /April 2013. Many of the same questions were used in each survey although a number of changes were made to some of the questions in 2016 in response to feedback from the pre-testing of the questionnaire. Feedback was that it had been very long and time consuming to complete. The 2013 survey contained 75 questions and was 15 pages long. The 2016 survey (refer Attachment I) contains 61 questions and is 13 pages long. The reduction was achieved through consultation with relevant Council staff. The amendments also reflect the reduction from four wards to three as a result of the 2015 Representation Review.

The response rate of 486 returned and completed surveys for the 2016 survey is comparable to previous surveys with 490 returned in 2013, 516 in 2010, 514 in 2007, 519 in 2004 and 510 in 2001.

2 COMMUNITY SUPPORT

2.1 THE QUESTIONS

Respondents were asked about a number of questions relating to Community Support including if the household is satisfied with the Council's present level of support for community development, road safety or injury prevention, any gaps they see and satisfaction with planning for future emergencies.

2.2 SATISFACTION WITH COMMUNITY SUPPORT 2016

Table 1.1 and Figure 1.1 below shows the satisfaction levels of respondents with Council's present level of Community Development, Road Safety and/or Injury Prevention.

Table 1.1 – Satisfaction with Council's Present Level of Community Development, Road Safety and/or injury Prevention

	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied		No Opinion / No Response	
	n	*%*	*n*	*%*	*n*	*%*	*n*	*%*	*n*	*%*
Rangiora / Ashley	17	8.02	128	60.38	7	3.30	3	1.42	57	26.89
Kaiapoi / Woodend	10	6.58	75	49.34	6	3.95	5	3.29	56	36.84
Oxford / Ohoka	05	4.10	60	49.18	10	8.20	2	1.64	45	36.89
District	32	6.58	263	54.12	23	4.73	10	2.06	158	32.51

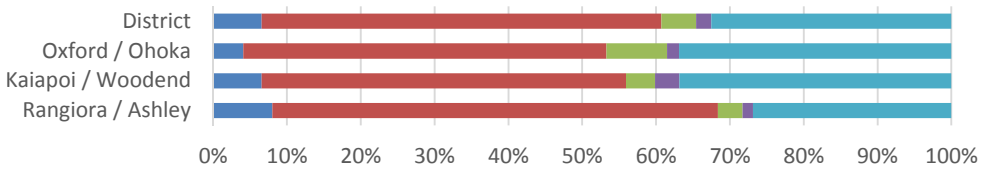


Figure 1.1 - Satisfaction with Council's Present Level of Community Development, Road Safety or Injury Prevention 2016

	Rangiora / Ashley	Kaiapoi / Woodend	Oxford / Ohoka	District
Very satisfied	8.02	6.58	4.10	6.58
Satisfied	60.38	49.34	49.18	54.12
Dissatisfied	3.30	3.95	8.20	4.73
Very dissatisfied	1.42	3.29	1.64	2.06
No opinion/No response	26.89	36.84	36.89	32.51

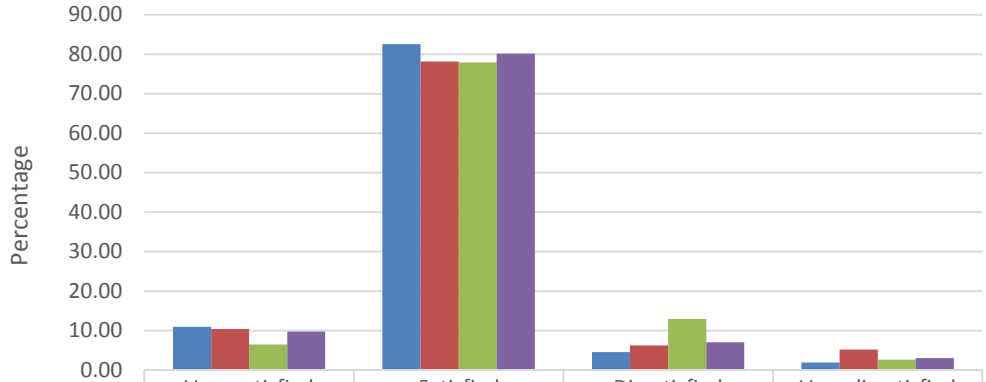
As can be seen above, the no opinion / no response levels are high (District - 32.51%). This artificially skews satisfaction rate reporting. The high non-response rate may simply indicate a non-interest by respondents or it could indicate a need for greater education or communication around these activates to ensure that more households are aware of what work the Council is undertaking in this space.

To avoid skewing the results, the no opinion / no response rate has been excluded from Figure 1.2 below. Figure 1.2 displays the satisfaction levels of those who did provide an opinion. As can be seen, the satisfaction levels of those who did provide an opinion are high with 89.94% of those who had an opinion being satisfied with Council's present level of Community Development, Road Safety or Injury prevention.

The Rangiora / Ashley ward had the highest levels of satisfaction[1] (93.55%), followed by Kaiapoi / Woodend (88.54%) and Oxford / Ohoka (84.42%). Oxford / Okoka has the highest level of *'Dissatisfied'* at 12.99%, while Kaiapoi / Woodend had the most *'Very Dissatisfied'* at 5.21%.

[1] Levels of satisfaction = very satisfied + satisfied

Figure 1.2 - Satisfaction Levels of Housholds that Provided an Opinion with Council's Present Level of Community Development, Road Safety or Injury Prevention 2016



	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
Rangiora / Ashley	10.97	82.58	4.52	1.94
Kaiapoi / Woodend	10.42	78.13	6.25	5.21
Oxford / Ohoka	6.49	77.92	12.99	2.60
District	9.76	80.18	7.01	3.05

2.2.1 TRENDS IN SATISFACTION WITH COMMUNITY SUPPORT 2010 – 2016

The pattern of responses concerning the level of satisfaction with involvement in community development, road safety or injury prevention is influenced by the number of respondents who indicated “no opinion” or did not answer this question. In 2013, 35.7% of respondents indicated “no opinion” or did not answer this question. This is similar to the 2016 no opinion / no response rate of 32.51% as discussed above. However, in order to compare the responses across the years, the no opinion /no response rate is retained in the trend calculations.

Satisfaction levels with community development, road safety and/or injury prevention have increased from 2010 to 2016 as follows:

- 2010 – 52.5% Satisfied
- 2013 – 52.7% Satisfied
- 2016 – 60.70% Satisfied

The levels of dissatisfaction with community development, road safety and/or injury prevention have decreased from 2010 to 2016 as follows:

- 2010- - 10.3%
- 2013 – 11.6%
- 2016 – 6.79%

2.2.1 COMMENTS ON COMMUNITY SUPPORT

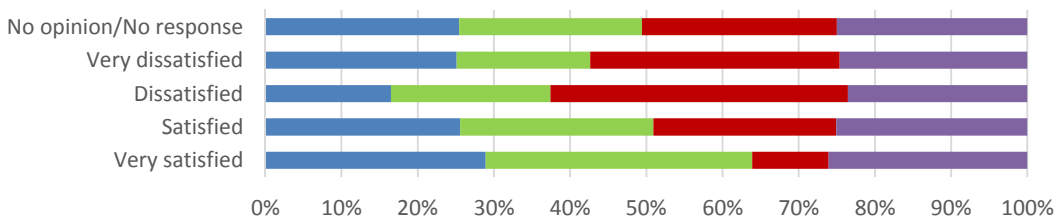
73 households provided comment regarding any gaps in the Council's work with respect to Community Support that concerned members of the household. The main issues raised were safety around schools and roads generally. There were also some who believed Community Support is not a local government function and should be led by other agencies. There were also a number of positive comments supporting the work undertaken by Council. All comments are listed in Appendix II.

2.3 SATISFACTION WITH COMMUNITY RESILIENCE 2016

Respondents were asked how satisfied members of their household are with the work the Council is doing to ensure people living in the District will be able to look after themselves effectively in any future emergencies. Figure 1.3 below demonstrates the responses.

Table 1.1 – Satisfaction with Council's Community Resilience Work 2016

	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied		No Opinion / No Response	
	n	*%*	*n*	*%*	*n*	*%*	*n*	*%*	*n*	*%*
Rangiora / Ashley	15	7.08	111	52.36	11	5.19	4	1.89	71	33.49
Kaiapoi / Woodend	13	8.55	79	51.97	10	6.58	2	1.32	48	31.58
Oxford / Ohoka	3	2.46	60	49.18	15	12.30	3	2.46	41	33.61
District	31	6.38	250	51.44	36	7.41	9	1.85	160	32.92



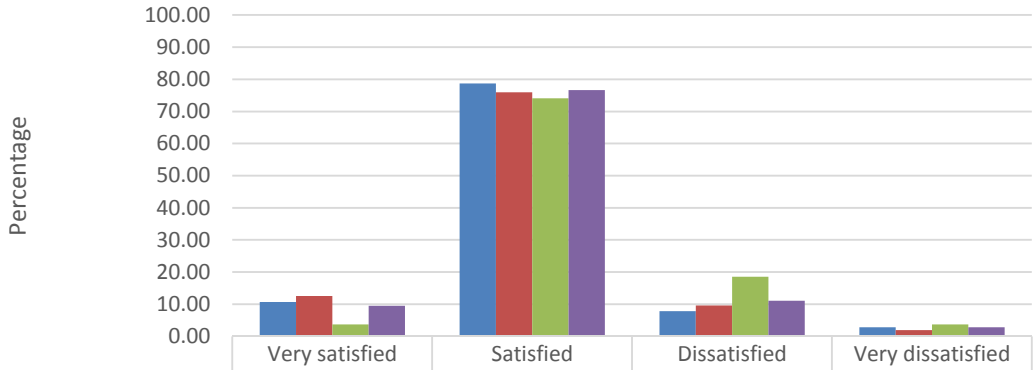
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	No opinion/No response
Rangiora / Ashley	7.08	52.36	5.19	1.89	33.49
Kaiapoi / Woodend	8.55	51.97	6.58	1.32	31.58
Oxford / Ohoka	2.46	49.18	12.30	2.46	33.61
District	6.38	51.44	7.41	1.85	32.92

As can be seen above, again the no opinion / no response levels are high (District - 32.92%). Therefore, to avoid skewing the results, the no opinion / no response rate has been excluded from Figure 1.4 below.

Figure 1.4 displays the satisfaction levels of those who did provide an opinion. As can be seen, the satisfaction levels of those who did provide an opinion on Council's Community Resilience work are high, with 86.20% (District level) being satisfied.

The Rangiora / Ashley ward had the highest levels of satisfaction2 (89.36%), followed by Kaiapoi / Woodend (88.46%) and Oxford / Ohoka (77.78%). Oxford / Okoka has the highest level of 'Dissatisfied' at 18.52% and 'Very Dissatisfied' at 3.70%.

Figure 1.4 - Satisfaction Levels of Households that provided an Opinion on Council's Community Resilience work 2016



	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
Rangiora / Ashley	10.64	78.72	7.80	2.84
Kaiapoi / Woodend	12.50	75.96	9.62	1.92
Oxford / Ohoka	3.70	74.07	18.52	3.70
District	9.51	76.69	11.04	2.76

2.3.1 TRENDS IN SATISFACTION WITH COUNCIL COMMUNITY RESILIENCE WORK 2013 – 2016

The pattern of responses concerning the level of satisfaction with Council's Community Resilience work is influenced by the number of respondents who indicated "no opinion" or did not answer this question. In 2013, 29.2% of respondents indicated "no opinion" or did not answer this question. This is similar to the 2016 no opinion / no response rate of 32.92% as discussed above. However, in order to compare the responses across the years, the no opinion /no response rate is retained in the trend calculations.

Satisfaction levels with the Council's Community Resilience work increased slightly from 2013 to 2016 as follows:

- 2013 – 55.3% Satisfied
- 2016 – 57.82% Satisfied

[2] Levels of satisfaction = very satisfied + satisfied

The levels of dissatisfaction with Council's Community Resilience work have decreased from 2010 to 2016 as follows:

- 2013 – 15.5%
- 2016 – 9.26%

2.5 COMMENTS ABOUT CONTACT COUNCIL'S PLANNING FOR FUTURE EMERGENCIES 2016

87 households provided comment about Council's planning for future emergencies. These comments are listed in Appendix III. The main comments made were that people were unaware of the work council was undertaking in this regard. This may be a result of the language used in the question 'Council's planning for future emergencies' rather than referring to 'Civil Defence'.

ATTACHMENT I – WDC CUSTOMER SATISFACTION SURVEY 2016

ATTACHMENT II – COMMENTS ON CONTACT WITH STAFF

Comment: Gaps in community support
All good.
All this is a personal problem and responsibility. Reduce rates and cut this out.
An overbridge for pedestrians on Southbrook Road as it is impossible to cross at busy times.
Better safety around schools - raised thresholds are misleading when they appear to be pedestrian crossings but are not.
Bus route altered to include West Belt
Cars parking too close to corners so visibility is poor and in subdivisions you have to go on wrong side of road to get around corners.
Concern over children/drugs at skate parks
Concerned re safety for cyclists and horse riders/drivers with increased traffic and heavy traffic vehicles.
Concerned that Council is becoming too involved in social issues which are better catered for by other organisations. For example, what was the point of the survey conducted recently by Madeleine Burdon as reported in the local papers.
Council is totally unwilling to listen to business owners in Rangiora regarding our parking.
Cycle lanes.
Didn't know they had such a service.
Don't know what's on offer. No information supplied.
Didn't know Council cared.
Ensure progressive slow down of road speeds for all entries to the town, ie not just going from 100km/hr to 50 km/hr, there is no consistency for the various roads.
Faster work on some roading works please: Silverstream bypass; Southbrook Road upgrade.
Fix lake at Pegasus urgently.
From Sefton to Ashley - basic cycleway please due to increased logging truck activity and high incidence of near misses to myself, family, and Sefton children. - Urgent for safety.
Funding community non-profits. i.e. Hope Trust who do much of the bottom of the cliff work in the community with little funding.
Have no comment.
Have not heard of any problems except being a new croquet club member wonder why they have no sewer connection - hence no toilets. Five years since the earthquakes.
Heavy traffic with weight increase North to South
High school students car safety. Rangiora High School students crossing East Belt unsafe.
Huge gap on safety around horses on the roads when driving. More signage like "don't burst their bubble, slow down when passing".
I dont think it is local government's job to do this.
I emailed a request to the Council months ago about having a "horses" sign put on our road - no response - useless. The speed zone needs to be reduced before Clarkville School - motorway on-ramp on Tram Road.
I feel development is focussed on the larger towns, i.e. Rangiora (population mass). Kendal Park is going to continue to be an issue (poor ratepayers) with drainage, i.e. poor decision making.
I have spoken to Council of my concerns with the parking etc. to the dance school. Speed, children and vehicles searching for parks is a nightmare. Cars parked over driveways. But it is the speed of the heavy traffic that is our biggest concern.

I would like to see more happening in community youth development. Frequent activities and events held for youth in Rangiora.
Injury Prevention is not Council's worry. speed hump Albert Street too high, wrecking my car.
Intersection lighting on South Eyre Road
Just one thought, need more counselling places to go in Rangiora. Tried to find one but I couldn't find, like marriage counselling. People need to talk to someone when they need one.
Lighting (street), travel speed signs and footpaths. also speed cameras would catch speeding, dangerous drivers down our road.
More disability parks, especially in High Street, Rangiora - especially outside High Street banks. I have seen lots of folks with Disability Cards unable to find places and the number of folks in that category is growing, until Baby Boomers are no longer with us.
More involvement with new developments to help people develop a sense of belonging especially for those whose English is a second language or are family carers of people with disability.
Need footpaths on the dangerous Victoria Street, Oxford right through to Powells/McJarrows Road intersection, busy, busy, busy road/street.
No concerns
No gaps as concern our household.
No opinion because I haven’t been aware or needed to be involved in any community support at present.
No real impact on our household.
No thought given.
Not sure this is the correct section but transport systems into Christchurch need to be seriously improved fast.
Notified well in advance of road repairs through newspapers and road signage. Areas well coned off also.
People /users of the community need to take responsibility for their own welfare and safety, i.e. common sense.
Poison weed in hedge in Fuller Street
Poor noise complaint management.
Programme for domestic violence support - education
Roading. Rural unsealed roads very poor.
Roads too narrow for safe cycling.
Safety - bike rules to apply - skate boards, scooters.
Sandhills Road has open road speed limit which is not safe but Council does not seem to care.
Seating in Matawai Park. Floral park.
Seems to have a lot of talkfests but no real action to change to, to promote change. The same people stagnate in positions where not actual position should exist.
Some of footpaths for the elderly with walking frames are dangerous and uneven.
Still finding out exactly what is supported by the Council.
Support for youth through WAIyouth is great. However, these activities and projects reach only a very small part of the youth demographic in Waimakariri.
Support is very good but a high percentage of residents seem unaware of support available.
Talking about it and doing nothing to build infrastructure to avoid injury is ridiculous.
The numbers of children riding bikes and using skateboards on footpaths. Children on scooters not having regard for other people, especially elderly users.

The whole country knows that the NZ Health and Safety regulations are a joke. Complete waste of money and resources.
there are less ways for cycles.
There is no support. A campaign is required to educate people to slow down around the rural buses. Also education that vehicles are travelling at speed on open roads so don't pull onto road until the way is clear.
To date have not encountered any Council input in these areas.
Traffic speeds around town centres.
Unaware of any work in this area at all.
Unaware of the Council's level of support.
We need painted lines on Greens Road Tuahiwi. Very dangerous in fogs. We need cameras on corner Greens Road/Tuahiwi Road.
We never receive any information on any of the above topics.
Would like road open between Waikuku and Pegasus.
Would love to see more weeding and mowing done. Also fixing of all the uneven ground in the Sovereign Boulevard reserve area behind the park.
You are developing so fast we don't have the correct infrastructure in place to cope with the increase in people/housing and cars.
You are doing good.
You need to have more Police.

ATTACHMENT III – COMMENTS ON PLANNING FOR FUTURE EMERGENCIES

Comment: Council planning for future emergencies
A & E services would enhance the services.
Access to emergency services locally
After hours medical centre.
Again - receive no information.
Am not aware of any Council work in this area.
Blanket marketing does not work. There will always be people unprepared and I think an increasing number because they are aware of a safety net factor.
Bomb shelters or tornado shelter could be a bit of a long shot! Prolonged severe drought and water storage for agriculture could easily happen. It has always amazed me that the Ashley has not been utilised more for water storage during times of high c.f.m.
Concerned about flood hazard from Waimak Irrigation Dam if it goes ahead - this should be below ground level.
Council does nothing of this nature.
Don't recall anything they are doing.
Don't remember receiving any communications regarding this over the past three years. (Since we have lived in Kaiapoi).
Don’t know of any such work.
Drainage improvements in Ohoka have been great. Thanks.
Elderly people need more awareness.
Flooding on land/road between Audley Street and Clayton, I know work has been done but maybe a place to pick up sandbags may save some homes.
Happy
Have heard nothing regarding this.
Have no idea.
Have not heard what they are doing.
Have seen no communication
Have not made myself familiar with this work.
Help for the aged.
Home heating and cooking appliances that depend on electricity is risky. Solid fuel burners have an advantage over electric for heating and cooking in emergency situations.
I am not sure that enough publicity is given to this. I have seen very little.
I am unsure of any work being done.
I do not feel informed of what the Council's planning is for any future emergencies.
I don't know about any.
I don't know of any planning for future emergencies.
I have no concerns, apart from maybe the Council having a plan to ensure a clean water delivery service in emergencies.
I have no idea what is in place for Oxford community.
I have no opinion because I have no idea what the Council is planning for future emergencies.
I have not had or heard anything from the Council regarding this subject.
I have noticed that particular attention has been given to those that suffered from the most recent flooding events, which was fantastic. Mitigating future flooding risks is important.
i.e., Tsunami warnings.Not a lot of people knew what to do so they just stayed home. Needs to be a clear plan.
In respect of tsunami warnings I think Council could identify high risk areas in Kaiapoi town. Suggest which areas are nearest "high ground" for quick evacuation.
Information could be more readily available for what Council offers.
Information or knowledge of type of sirens/emergencies, many new migrants moving in and have no comprehension.
Issues of concern with WIL Dam. Council's obligations to the community is failing with this issue.
Lack of information provided
Mentioned before, street lighting required.
Need more after hours medical facilities locally.
Never heard a thing.
No communication
No concerns.
No idea of any work Council is doing in relation to this.
No information is being forwarded regarding upgrading processes.

Nobody checked on us after the September and February earthquakes. We could have died and nobody would have known.
Non existing.
Not aware of work in this area.
Not enough work done in this area by Dad's Army. Needs to be remodelled.
Okay
People need to take responsibility for themselves and their family. Council is not the mother or father.
Pets and livestock assurity. Council provided recognition ribbons? (eg Red- immediate help; green - pets; blue - water required, etc.)
Provisions of support and readiness.
Regular or prominent information regarding emergency preparedness.
The Cam's river banks have yet to be built up to reduce risk of flood and river not cleaned out after tree fall causing undercutting of banks.
The fire service could do with knowing how to readily access the river (Waimak or others) to obtain more water. Or who has pumps, wells that they may be able to use.
The Wrights Road dam project safety procedures will never be ratified, the project should be declined by the Council.
There is nothing I am aware of as a WDC resident that has either been publicised as helping or has educated me for any future event. e.g. What is Council Planning?
This depends on the level of the emergency, have no information as to what the Council has put in place.
This is an area that our household needs to check up on before we comment.
To be informed
Tsunami alarms and practice.
Tsunami alerts in east coast areas. Making sure Middlebrook Stream is kept clean for high water events.
Unaware of any decisions made about this.
Unaware of anything that the Council is doing, other than major works.
Unaware of Council planning for future emergencies.
Unsure I have never heard or read anything about safety procedures.
Unsure of their plans.
Unsure of what has been done.
Unsure of what the Council is doing.
We are not very aware on what you are doing in regards to this matter. Where is our local civil defence location.
We are unaware of anything Council is doing to prepare for future emergencies.
We do need in Rangiora a 24 hour petrol station available.
We have been given no information of plans in area.
We have had no notifications of what to do or where to go and I am concerned about the WIL Dam proposal for safety reasons first and also that it will devalue my property.
We have just moved to Woodend 28/10/2016
We read reports and updates on emergency management strategies in local papers and Council mailouts. Are we ever well enough prepared for a major event? Probably not, but there are other demands on expenditure.
We would like to know what is the Council's plan if the future WIL storage dam towards top end of South Eyre Road fails.
Well organised
What are they doing?
What are they doing? I know nothing of any plans regarding this.
What are they?
What planning? If the "big" earthquake happened. What is the Council's plan?? Besides looking after ourselves.
What work?
Would like to see more communication through social media in relation to events and education.

Policy and Strategy Unit

Customer Satisfaction Survey 2016

Findings – Community and Recreation Services and Facilities

May 2017

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KEY FINDINGS

The key findings of the Customer Satisfaction Survey 2016 with respect to Community and Recreation Service and Facilities are:

District Library Services

- Results indicate that adults use Libraries the most, with 59.47% of Adults in respondent households having visited a library.
- The majority of respondent households (56.8%) do not use library internet services. Of those that do, 18.9% use it less than once a month and 11.1% use it at least once a month.
- The Rangiora Library is the most popular District library with 68.6% of respondents identifying it as the library they most frequently use.
- Rangiora / Ashley respondents are most satisfied (76.4%) with library services, followed by Kaiapoi / Woodend (65.8%) and Oxford / Ohoka (62.3%). Rangiora / Ashley respondents have a particularly high very satisfied rate of 46.2
- 67.1% of respondents were satisfied with the opening hours for the District Libraries.

Swimming Pools

- Households with primary aged children used swimming pools the most, with 82.98% of households with primary aged children indicating that they had used the district swimming pools within the previous 12 months.
- The Rangiora / Ashley ward had the highest levels of satisfaction (60.85%) with District Swimming Pools, followed by Kaiapoi / Woodend (55.92%) and Oxford / Ohoka (44.26%).
- 56.38% of respondents are satisfied with the opening hours of swimming pools.
- Comment - issues raised were the need for a bigger training pool, an online booking system for swimming lessons, a covered pool in Oxford, Swimming lessons taking up too much pool space and poor car parking at Dudley Swimming Pool.

Parks and Community Facilities

- There is very little dissatisfaction with Parks / Reserves (4.73%), Play equipment (2.88%) and Pavilions / Halls (1.65%). Dissatisfaction with public toilets was the highest (22.43%).
- Favourite Park - Victoria Park, Rangiora was most frequently mentioned (51), followed by Pegasus Lake and Parks (18), Pearson Park, Oxford (16) and Rangiora dog parks (15).
- Changes – Respondents would like to see more public toilets (25), improvements to dog parks (16), more shade / Shelter in parks (10) and more rubbish bins (10).

Cemeteries

- 47.33% of respondents were satisfied with the maintenance of the District cemeteries, while 2.47% were dissatisfied. This is influenced by the 50.21% of respondents indicated no opinion or provided no response.
- Comments – Generally, comments were that both the Kaiapoi Public Cemetery and the Rangiora Lawn Cemetery are well maintained, while both the Anglican and Methodist Cemeteries on Ashley Street, Rangiora were not.

1. INTRODUCTION

1.1 OBJECTIVES

The Waimakariri District Council's Customer Satisfaction Survey was conducted in November / December 2016. It is the sixth in a series of three yearly customer satisfaction surveys to be conducted by the Council.

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The survey does not attempt to explore topics in-depth as the Council conducts more targeted research on topical issues as required.

This report presents the results of this survey and compares these with the results of the 2001, 2004, 2007, 2010 and 2013 surveys where possible.

Information about the key characteristics of the respondent households is also collected in the survey. This data helps with the assessment of the reliability of the survey results. If the key characteristics of the people included in the sample resemble those of the population from which the sample is drawn, greater confidence can be attached to the results than would otherwise be the case.

1.2 THE SURVEY

The Customer Satisfaction Surveys are surveys of residents. The samples do not include non-resident ratepayers, or commercial enterprises based in the District's Business Zones. It is accepted, however, that there are many home based businesses in the District as well as farms, and that households associated with these were included in the sample. The questions were directed to these households as residents rather than as business owners.

The Council accepts that both non-resident ratepayers and commercial enterprises based in the District's Business Zones are also customers, but recognises that there are more appropriate ways of communicating with these parties than via a general survey.

The questionnaires are only identified by their area codes and responses could not be traced to any individual or household. The raw data is not available to anyone other than Council staff and is stored securely outside of the document management system. The final report will be published and available through the Council's document management system or website. Methods such as rounding or consolidation of data into wider categories mean that no household or individual will be able to be identified through the information published in the report.

In 2016, as in 2001, 2004, 2007, 2010 and 2013, the questionnaire was designed to find out the views of the members of respondent households. Respondents were therefore informed that more than one person in the household could be involved with answering the questions. Where there was a question that asked respondents to select only one response from a set of responses, respondents were asked to choose the response that most accurately reflected the opinion of the household. Where space was provided for written comments, respondents were encouraged to include the different experiences of members of the household where relevant.

The first of these surveys was conducted in April 2001, the second in April 2004, the third in April 2007, the fourth in March/April 2010 and the Fifth in March /April 2013. Many of the same questions were used in each survey although a number of changes were made to some of the questions in 2016 in response to feedback from the pre-testing of the questionnaire. Feedback was that it had been very long and time consuming to complete. The 2013 survey contained 75 questions and was 15

pages long. The 2016 survey (refer Attachment i) contains 61 questions and is 13 pages long. The reduction was achieved through consultation with relevant Council staff. The amendments also reflect the reduction from four wards to three as a result of the 2015 Representation Review.

The response rate of 486 returned and completed surveys for the 2016 survey is comparable to previous surveys with 490 returned in 2013, 516 in 2010, 514 in 2007, 519 in 2004 and 510 in 2001.

2 COMMUNITY AND RECREATION SERVICES AND FACTILITIES

2.1 THE QUESTIONS

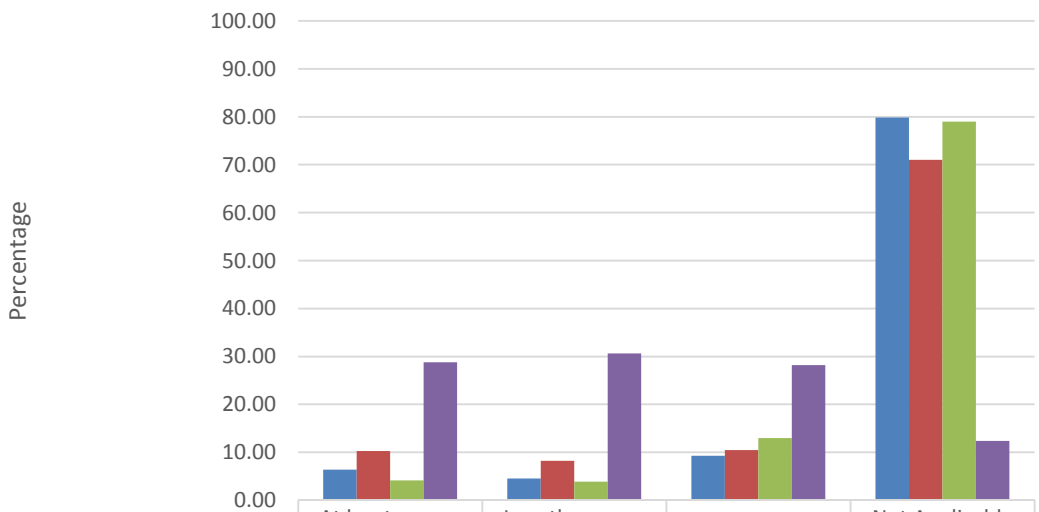
The District Council provides a range of community and recreation facilities and services. These include libraries and swimming pools, parks and neighbourhood reserves, playgrounds, halls and sports grounds. Information was sought about the use members of respondent households make of these, and their views about what is being provided. Respondents were also invited to suggest changes.

2.2 WAIMAKARIRI DISTRICT LIBRARY SERVICES

2.2.1 LIBRARY SERVICES - FREQUENCY OF USE 2016

Respondents were asked how frequently members of their households used the District Libraries. Figure 1.1 below set out results by age group. As can be seen, Adults use libraries most frequently.

Figure 1.1 - Frequency of use of the District Libraries by Age Group 2016

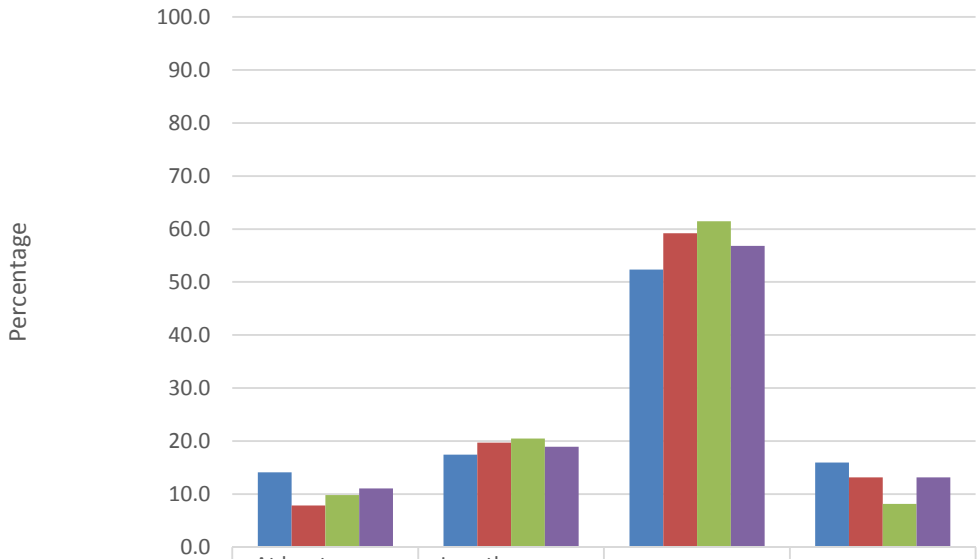


	At least once a month	Less than once a month	Not at all	Not Applicable / No Response
Pre-school children	6.38	4.53	9.26	79.84
Primary school children	10.29	8.23	10.49	70.99
Secondary school children	4.12	3.91	12.96	79.01
Adult	28.81	30.66	28.19	12.35

2.2.2 LIBRARY SERVICES – ACCESS USING INTERNET 2016

Respondents were asked how frequently, if at all, members of their households accessed District Libraries over the internet. Figure 1.2 below set out results by ward. As can be seen, the majority of households (56.8% - District level) do not use this service. However, of those that do, 18.9% use it less than once a month and 11.1% use it at least once a month.

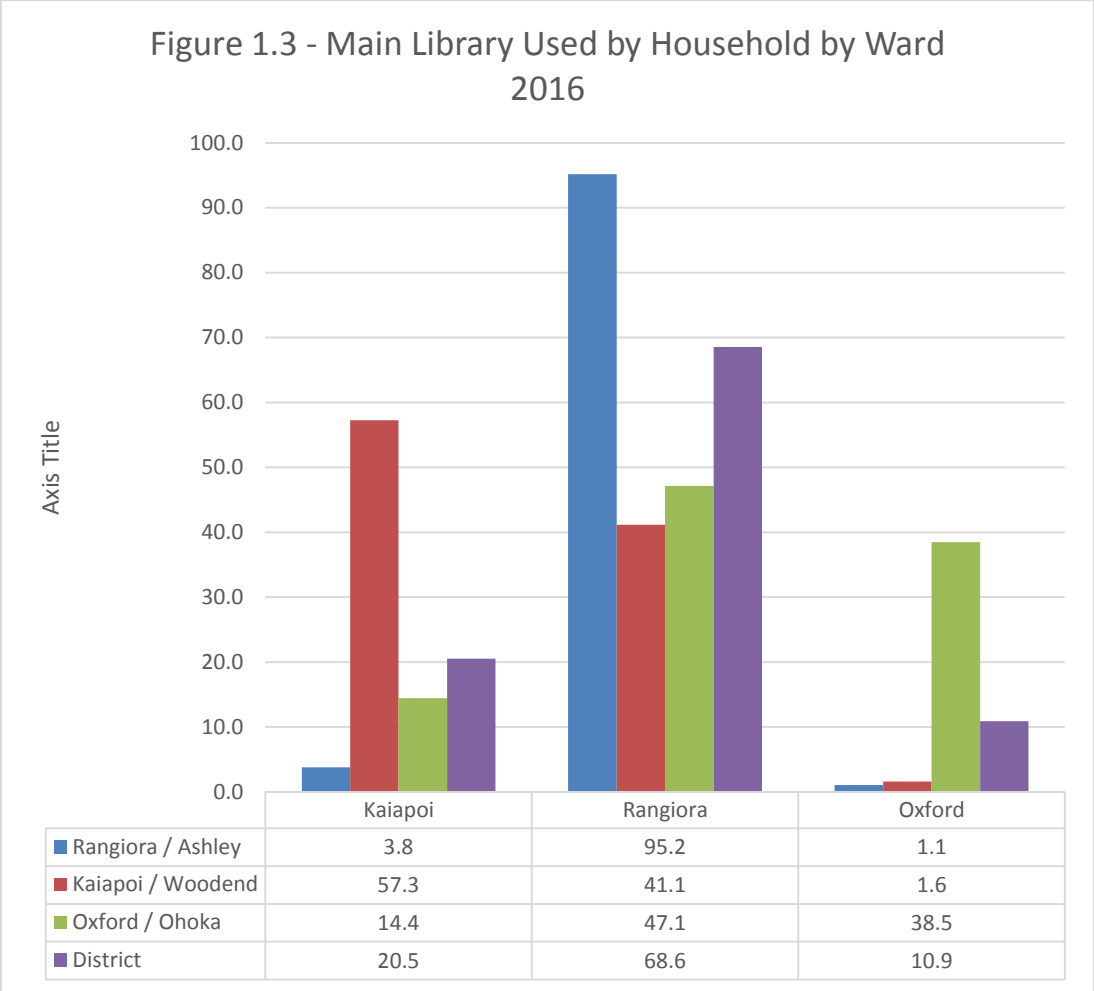
Figure 1.2 - Frequency of use of Library Internet Services



	At least once a month	Less than once a month	Not at all	Not applicable
Rangiora / Ashley	14.2	17.5	52.4	16.0
Kaiapoi / Woodend	7.9	19.7	59.2	13.2
Oxford / Ohoka	9.8	20.5	61.5	8.2
District	11.1	18.9	56.8	13.2

2.2.3 MAIN LIBRARY USED BY HOUSEHOLDS 2016

Respondents who used District Libraries were asked which Library they mainly used. Figure 1.3 below sets out the results by ward. Kaiapoi / Woodend households most frequently use the Kaiapoi Library (57.3%). Rangiora / Ashley households most frequently use the Rangiora Library (95.2%). Oxford / Ohoka households most frequently use the Rangiora Library (47.1%). The Rangiora Library is the most popular library with 68.6% of respondents identifying it as the library they most frequently use. The Rangiora Library is the most popular library, with 57% of respondents identifying it as the library they mainly use.



2.2.4 SATISFACTION WITH DISTRICT LIBRARY SERVICES 2016

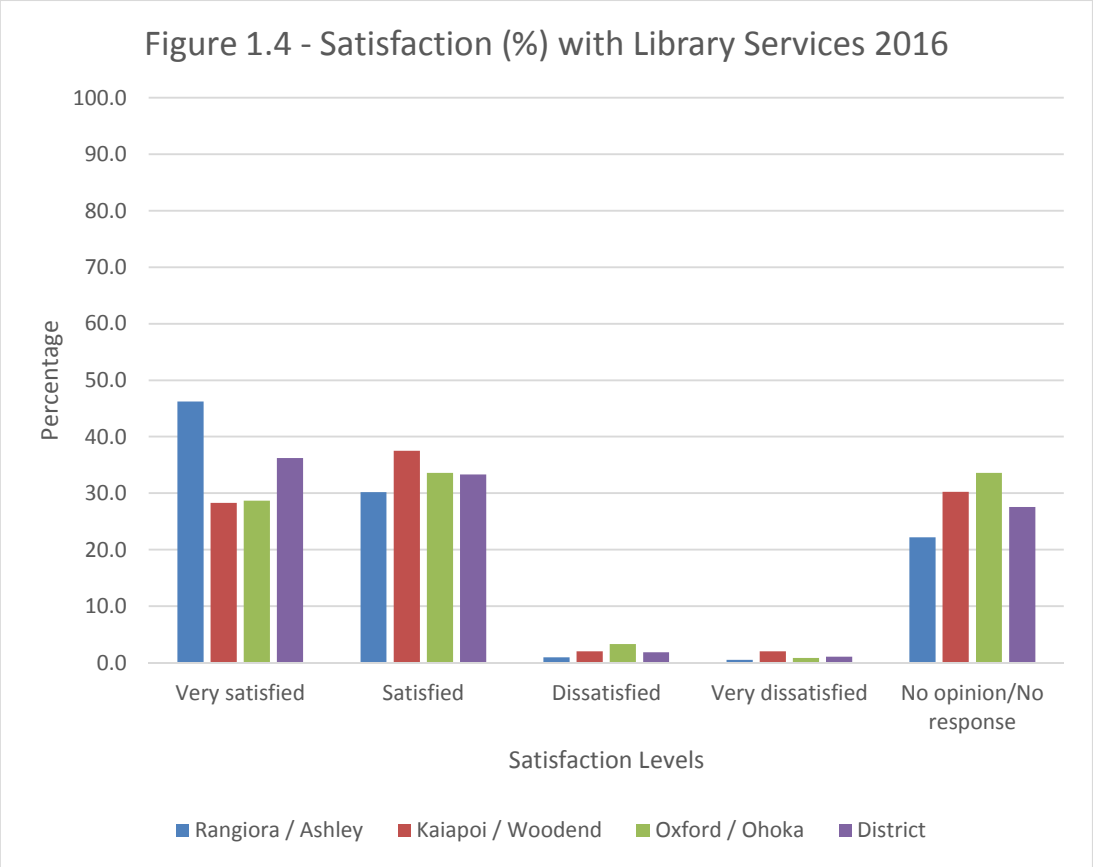
Table 1.1 and Figure 1.4 below show the levels of satisfaction with library services by ward. Rangiora / Ashley

Rangiora / Ashley respondents are most satisfied (76.4%) with library services, followed by Kaiapoi / Woodend (65.8%) and Oxford / Ohoka (62.3%). Rangiora / Ashley respondents have a particularly high very satisfied rate of 46.2%.

The pattern of responses concerning the level of satisfaction with the provision for satisfaction with library services is influenced by the 27.6% of respondents who indicated “no opinion” or did not answer this question.

Table 1.1 - Satisfaction with District Library Services										
	Very satisfied		Satisfied		Dissatisfied		Very Dissatisfied		No Opinion/No Response	
	n	*%*	*n*	*%*	*n*	*%*	*n*	*%*	*n*	*%*
Rangiora / Ashley	98	46.2	64	30.2	2	0.9	1	0.5	47	22.2
Kaiapoi / Woodend	43	28.3	57	37.5	3	2.0	3	20.	46	30.3
Oxford / Ohoka	35	28.7	41	33.6	4	3.3	1	0.8	41	33.6
District	176	36.2	162	33.3	9	1.9	5	1.0	134	27.6

Note: No opinion includes the cases where respondents did not answer the question



2.2.5 SATISFACTION WITH LIBRARY OPENING HOURS 2016

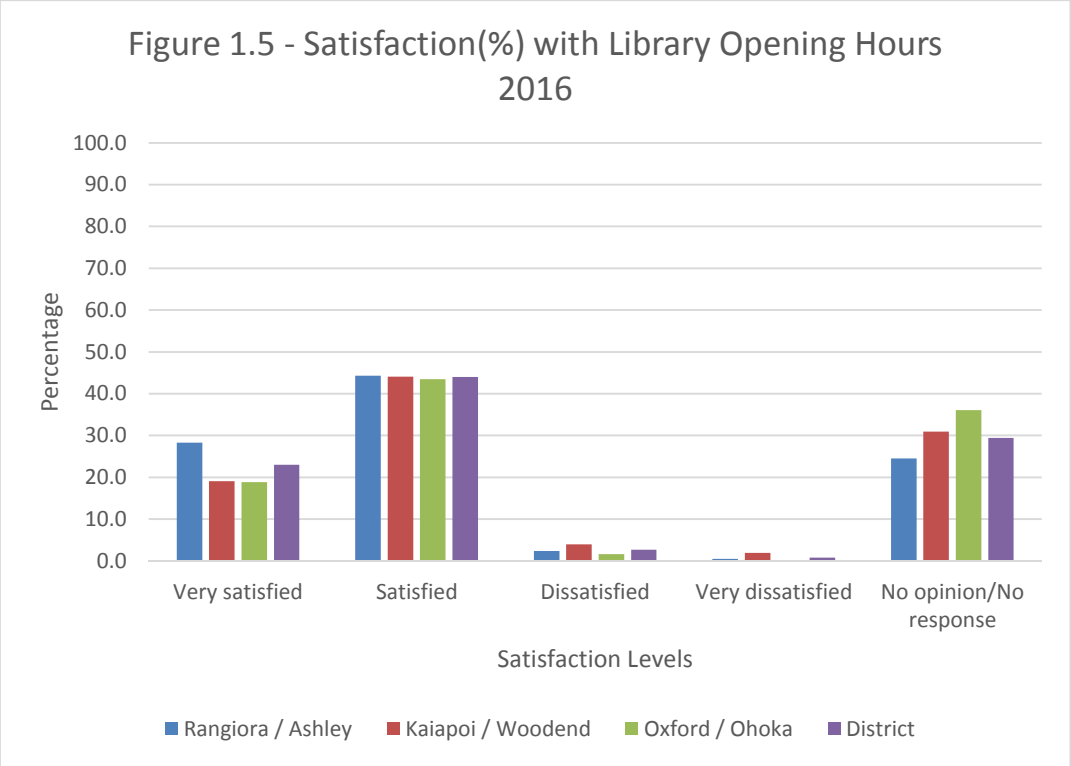
Table 1.2 and Figure 1.5 show the levels of satisfaction with library opening hours by ward. As can be seen, 67.1% of respondents were satisfied with the opening hours for the District's libraries.

The Rangiora / Ashley ward had the highest levels of satisfaction1 (72.6%) with Library opening hours, followed by Kaiapoi / Woodend (63.2%) and Oxford / Ohoka (62.3%). Again, it must be acknowledged that the pattern of responses is influenced by the 29.4% of respondents who indicated "no opinion" or did not answer this question. However, the results show a low level of dissatisfaction (3.5% - District level) with the District Library services.

Table 1.2 - Satisfaction with District Library Opening Hours

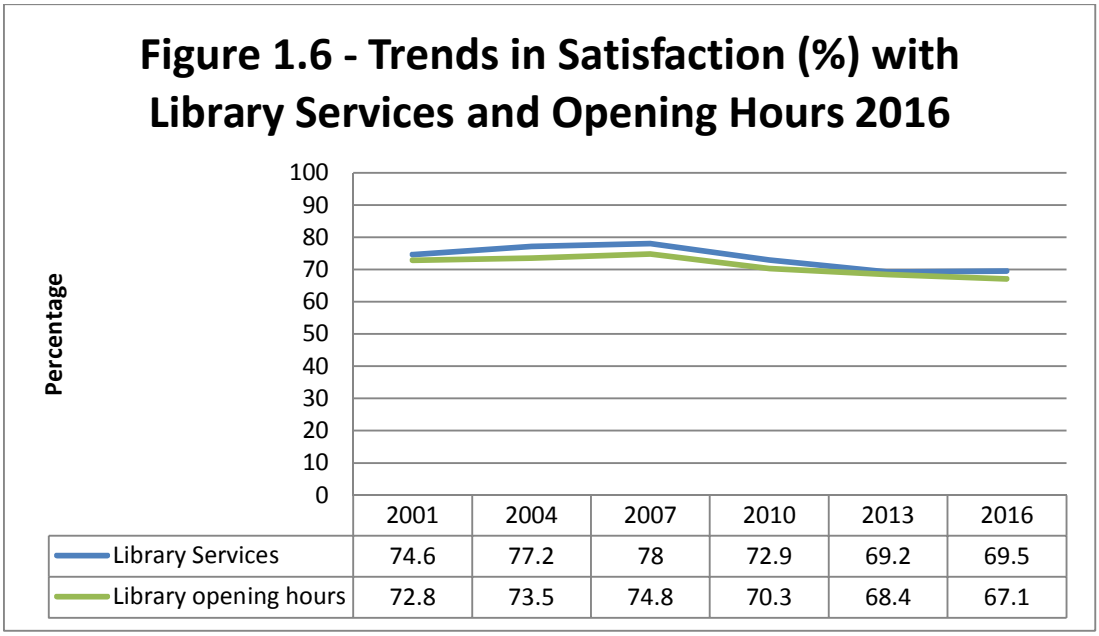
	Very satisfied		Satisfied		Dissatisfied		Very Dissatisfied		No Opinion/No Response	
	n	*%*	*n*	*%*	*n*	*%*	*n*	*%*	*n*	*%*
Rangiora / Ashley	60	28.3	94	44.3	5	2.4	1	0.5	52	24.5
Kaiapoi / Woodend	29	19.1	67	44.1	6	3.9	3	20.	47	30.9
Oxford / Ohoka	23	18.9	53	43.4	2	1.6	0	0.0	44	36.1
District	112	23.0	214	44.0	13	2.7	4	0.8	143	29.4

[1] Levels of satisfaction = very satisfied + satisfied



2.2.6 TRENDS IN SATISFACTION WITH LIBRARY SERVICES AND LIBRARY OPENING HOURS 2001-2016

As can be seen in Figure 1.6 below, the 2016 satisfaction levels with the standard of library services (69.5%) and library opening hours (67.1%) is the lowest recorded to date. However, the pattern of responses concerning the level of satisfaction with the provision for both library services and opening hours are influenced by the high percentage of respondents who indicated “no opinion” or did not answer this question. Of those that did express an opinion, a significant majority are satisfied with both library services and library opening hours. The declining satisfaction levels may be as a result of more respondents having no opinion on these matters. Further research into the previous survey ‘no opinion / no response’ results would be required to verify this.



	2001	2004	2007	2010	2013	2016
Library Services	74.6	77.2	78	72.9	69.2	69.5
Library opening hours	72.8	73.5	74.8	70.3	68.4	67.1

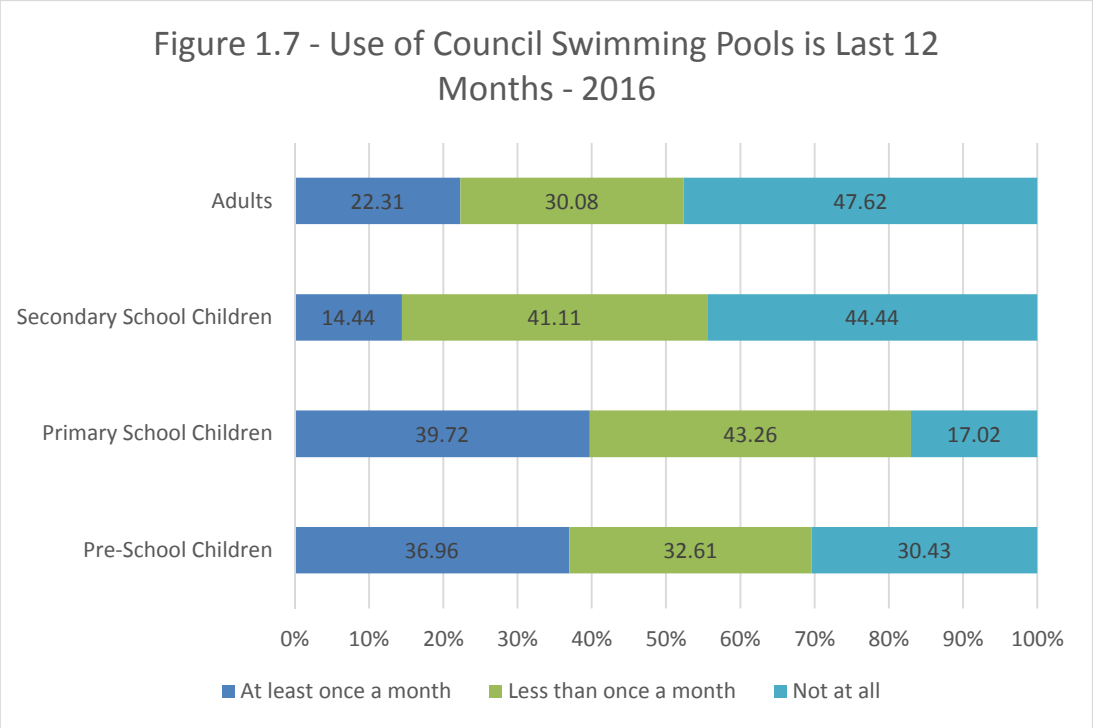
2.2.7 - COMMENTS ON DISTRICT LIBRARIES

81 Comments about District Libraries were received. These comments are listed in Appendix II. Issues raised in comments include more flexible opening hours for working families, greater range of online books, behaviour and noise in libraries.

2.3 WAIMAKARIRI DISTRICT SWIMMING POOLS

2.3.1 SWIMMING POOLS - FREQUENCY OF USE

Respondents were asked to indicate how often members of their household had used Council-operated swimming pools in the last 12 months. The following graph shows the response from those households who indicated they had children in the various age groups. Overall, households with primary aged children use these facilities the most with (82.98%) of households with primary aged children indicating they have used the swimming pools within the last 12 months.



2.3.2 SWIMMING POOLS – LOCATION 2016

Households were asked which of the District swimming pools they mainly use. 313 households that responded to this question. Of those 313 households, 49 households indicated that they swim at multiple District pools. 242 households swim at Rangiora, 70 swim at Kaiapoi, 31 at Oxford and 19 at the Waikuku Whale pool.

2.3.3 SWIMMING POOLS – SATISFACTION LEVELS 2016

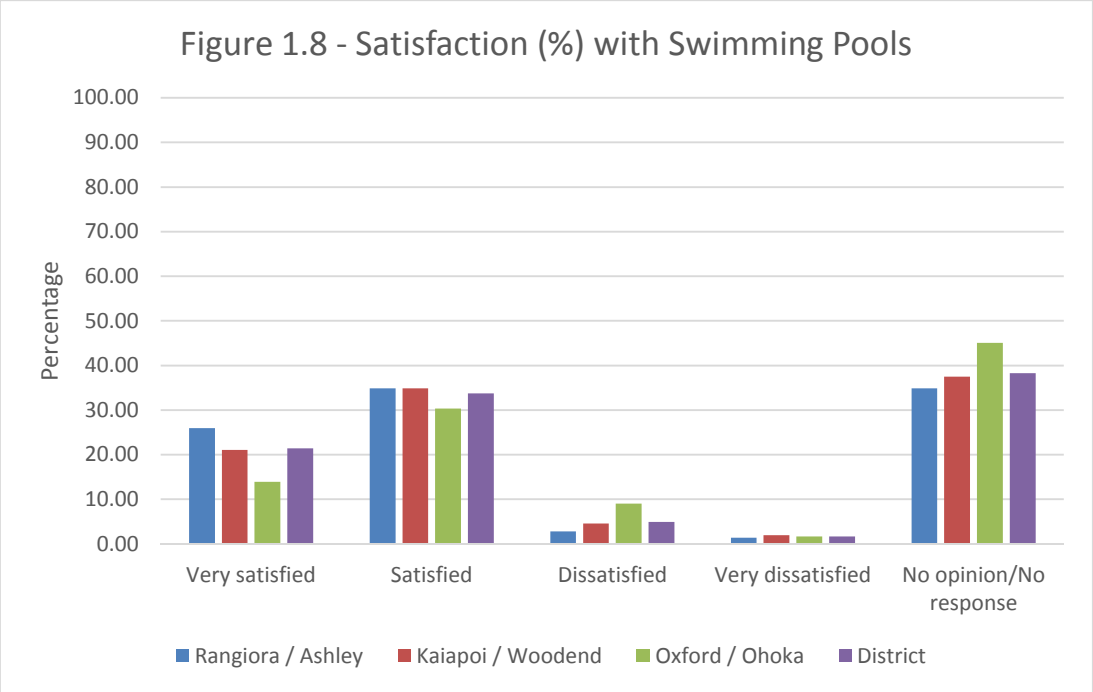
Table 1.3 and Figure 1.8 show the levels of satisfaction with the District Swimming Pools by ward. As can be seen, 55.14% of respondents were satisfied with the District swimming pools.

The Rangiora / Ashley ward had the highest levels of satisfaction2 (60.85%) with District swimming pools, followed by Kaiapoi / Woodend (55.92%) and Oxford / Ohoka (44.26%). Again, it must be acknowledged that the pattern of responses is influenced by the 38.27% of respondents who indicated "no opinion" or did not answer this question. However, the results show a low level of dissatisfaction (6.58% - District level) with the District swimming pools.

Table 1.3 - Satisfaction with District Swimming Pools

	Very satisfied		Satisfied		Dissatisfied		Very Dissatisfied		No Opinion/No Response	
	n	*%*	*n*	*%*	*n*	*%*	*n*	*%*	*n*	*%*
Rangiora / Ashley	55	25.94	74	34.91	6	2.83	3	1.42	74	34.91
Kaiapoi / Woodend	31	21.05	53	34.87	7	4.61	3	1.97	57	37.50
Oxford / Ohoka	17	13.93	37	30.33	11	9.02	2	1.64	55	45.08
Total	104	21.40	164	33.74	24	4.94	8	1.65	186	38.27

[2] Levels of satisfaction = very satisfied + satisfied



2.4 SATISFACTION WITH SWIMMING POOL OPENING HOURS 2016

Table 1.4 shows that 56.38% of respondents are satisfied with the opening hours of the swimming pools, but again these results are influenced by the significant number (40.33%) of respondents who chose not to answer this question or did not express an opinion.

Table 1.4 - Satisfaction with Opening Hours of District Swimming Pools

	Very satisfied		Satisfied		Dissatisfied		Very Dissatisfied		No Opinion/No Response	
	n	*%*	*n*	*%*	*n*	*%*	*n*	*%*	*n*	*%*
Rangiora / Ashley	54	25.47	77	36.32	1	0.47	1	0.47	79	37.26
Kaiapoi / Woodend	32	21.05	55	36.18	4	2.63	1	0.66	60	39.47
Oxford / Ohoka	13	10.66	43	35.25	7	5.74	2	1.64	57	46.72
Total	99	20.37	175	36.01	12	2.47	4	0.82	196	40.33

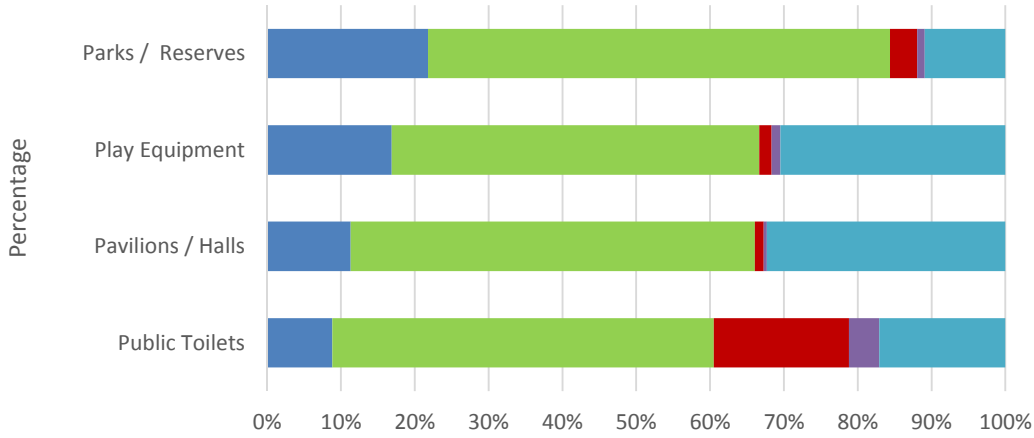
2.5 COMMENTS ON DISTRICT SWIMMING POOLS

102 respondents provided comments on the Districts Swimming Pools. These comments are listed in Appendix III. The main issues raised were the need for a bigger training pool, an online booking system for swimming lessons, a covered pool in Oxford, swimming lessons taking up too much pool space, poor car parking at Dudley swimming pool.

3. PARKS AND COMMUNITY FACILITIES

The following graph shows the level of satisfaction for Pavilions / Halls, Parks / Reserves, Play equipment and public toilets.

Figure 1.9 - Satisfaction with Parks and Community Factilties



	Public Toilets	Pavilions / Halls	Play Equipment	Parks / Reserves
Very satisfied	8.85	11.32	16.87	21.81
Satisfied	51.65	54.73	49.79	62.55
Dissatisfied	18.31	1.23	1.65	3.70
Very dissatisfied	4.12	0.41	1.23	1.03
No opinion/No response	17.08	32.30	30.45	10.91

This graph shows that there is very little dissatisfaction with Parks / Reserves (4.73%), Play Equipment (2.88%) and Pavilions /Halls (1.65%). Dissatisfaction with public toilets was the highest at 22.43% of respondents dissatisfied. There was a relatively high percentage of respondents indicated that they had no opinion/ no response to the questions regarding play equipment (30.45%) and Pavilions / Halls (32.30%).

As the questions regarding parks and community facilities were altered in the 2016 survey, comparisons have not been made to previous years.

3.1 COMMENTS ON PARKS AND COMMUNITY FACILTIIES

182 respondents provided comments on the Parks and Community Facilities. These comments are listed in Appendix IV. The main issues raised were the condition of public toilets across the district, the need for more public toilets of a good standard, concerns that parks are not mown frequently enough, the need to upgrade Elephant Park in Rangiora. There were also some comments on specific play equipment that requires repair. As the survey was undertaken prior to the Elephant Park upgrade, respondents may not have been aware of the upcoming work.

3.2 COMMENTS ON FAVOURITE PARK AND WHY

286 respondents provided comments on their Households favourite park and why. These comments are listed in Appendix IV.

Victoria Park in Rangiora was the most frequent park mentioned (51), followed by Pegasus Lake and parks (18), Pearson Park in Oxford (16) and Rangiora dog parks (15). The most common comment as to why households preferred their favourite park was the location close to their home. Other comments were that they enjoyed space, openness, trees, natural environment, seating etc.

3.3 COMMENTS ON CHANGES TO PARKS AND COMMUNITY FACILITIES PROVIDED BY COUNCIL

121 respondents provided comments on changes their household would like to see in parks and community facilities provided by Council. These comments are listed in Appendix V.

The most common changes households would like to see were more public toilets (25), improvement to dog parks (16), more shade / shelter in parks (10) and more rubbish bins (10).

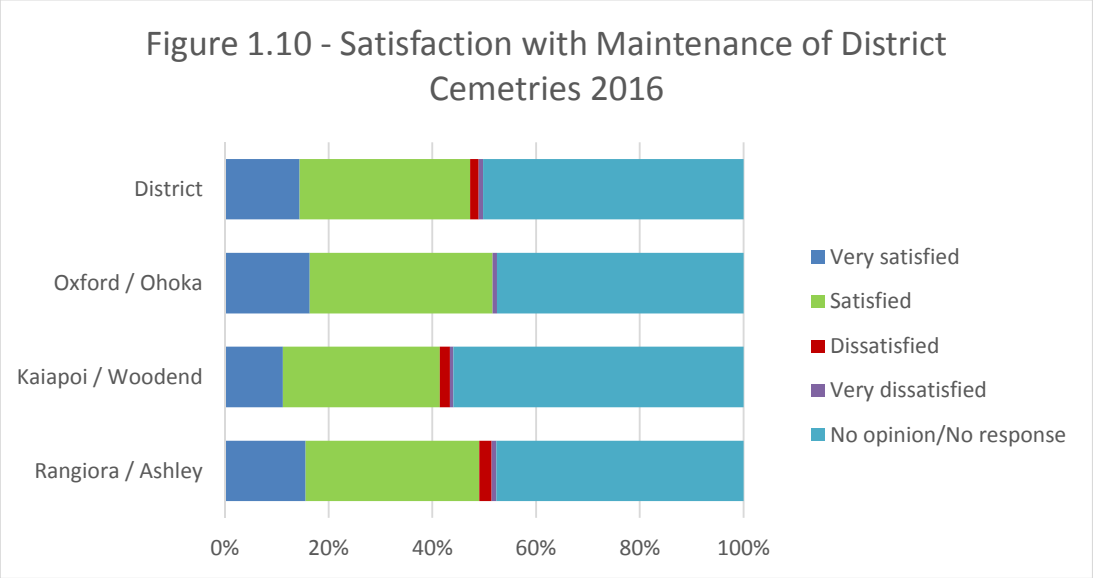
4. SATISFACTION WITH WAIMAKARIRI DISTRICT CEMETERIES

Respondents were asked to indicate their level of satisfaction with how well the District's cemeteries are being maintained. Table 1.5 and Figure 1.10 demonstrate the findings to this question. As can be seen, 47.33% of respondents were satisfied with the maintenance of the District's cemeteries. The pattern of responses concerning the level of satisfaction with the District's cemeteries is influenced by the 50.21% of respondents who indicated "no opinion" or did not answer this question. A low level of dissatisfaction of 2.47% was recorded.

Respondents from the Oxford / Ohoka Ward expressed the most satisfaction with how well the District's cemeteries were being maintained at 51.64%%, followed by respondents from the Rangiora / Ashley Ward at 49.06% and then the Kaiapoi / Woodend Ward at 41.45%.

Table 1.5 - Satisfaction with Maintenance of District Cemeteries

	Very satisfied		Satisfied		Dissatisfied		Very Dissatisfied		No Opinion/No Response	
	n	*%*	*n*	*%*	*n*	*%*	*n*	*%*	*n*	*%*
Rangiora / Ashley	33	15.57	71	33.49	5	2.36	2	0.94	101	47.64
Kaiapoi / Woodend	17	11.18	46	30.26	3	1.97	1	0.66	85	55.92
Oxford / Ohoka	20	16.39	43	35.25	0	0	1	0.82	58	47.54
Total	70	14.40	160	32.92	8	1.65	4	0.82	244	50.21



4.1 COMMENTS ON CHANGES TO COUNCIL CEMETERIES

51 respondents provided comments on changes their household would like to see in cemeteries provided by Council. These comments are listed in Appendix VI. A summary of some of the comments were:

- The Anglican Cemetery on Ashely Street, Rangiora was in need of maintenance (5)
- The Methodist Cemetery on Ashley Street, Rangiora is need of a tidy up (1), as is the East Belt Cemetery (1).
- The Kaiapoi Public Cemetery (Adderley Terrace) is well maintained (3), but subject to flooding which is upsetting for families (1)
- The Rangiora Lawn Cemetery is well maintained (3) and it would be useful to have toilets there (2)

The respective Churches maintain the Anglican and Methodist Cemeteries. This may not be well known to the public generally. Also, there are toilets in Maria Andrews Park, next to the Rangiora Lawn Cemetery, but this again may not be well known to those visiting the Rangiora Lawn Cemetery.

ATTACHMENT I – WDC CUSTOMER SATISFACTION SURVEY 2016

ATTACHMENT II – COMMENTS ON DISTRICT LIBARIES

Comment: District Libraries
A little limited at weekends when we are free to go.
Absolutely LOVE Kaiapoi Library. I use it all the time - books, information, computers and photocopying.
All good.
An avid reader, my son keeps my Kindle supplied.
As we don't use them I can't comment, but I would suggest they are of particular importance to older residents and play an important role in the community.
Bring the "silence" rule back please.
Broader collection of book
Can’t say really, need to use more often.
Change time of baby time to be earlier, e.g. 9am or later, e.g. 11.30am, or afternoon. All libraries appear to be 10.30am?
Closing slightly later would be convenient.
Could be opened at 8.30am as in a number of other towns.
Don’t attend library, use internet for what I want, also don’t see why I have to pay for this service on my rates.
Don’t know the location of libraries in this district.
Even though I joined the library in Kaiapoi when I moved here I haven't bothered going, but it is inviting. I just haven't needed to.
For children's, DVDs/CDs to be free to loan (like town)
Give more info and maybe I would use the service. I don't know when you are open.
Happy
Happy with the service provided.
Have only visited twice over the last year, so can't comment on this very much, or give constructive feedback.
I don’t think need any change. Room is always clean, staff are really nice and friendly.
I think our Library is a wonderful facility and we can be very proud of it. It certainly meets my needs.
I would like pole dancers performing as I walk through the front door (Rangiora)
In the preschool area it should be able to have small baby gates to keep them in and safe.
Just re-joining the Rangiora Library
Kaiapoi. Improvements to access to computers, i.e. more of them so we don't have to queue to use them. Most people work in Christchurch so weekends is the only time we have to visit library. Would like a list of services that the library provides.
Libraries need to be open more and to be more flexible. Closed public holidays and early during the week is not user friendly for busy families.
Library = A Plus. Just fabulous
Library staff are fantastic
Longer open hours on weekends/evenings.
Longer opening hours on weekends would be helpful.
Longer opening on Saturdays, as closes before kids finish sport.
Looking forward to Oxford's new library ad service centre - it does help having two services available in one building - nice if books could be borrowed for four weeks instead of three.
More books to read online. Bigger library.
More family events at weekends or week nights. A while ago (2-3years) Rangiora Library had teddy bears sleepover. When I asked if it would be held again soon, they said they had "changed the way they ran events" and didn't plan to do it again. We adore Rangiora library and the super motivated librarians.
More information provided about special events held at Library. Quite often the books I want aren’t held at library.
More library books are needed for a rapidly growing community.

More online books. e-audiobooks
More online content
More online magazines
More relevant material. Modern fiction. More historical novels.
More than happy
Need a quiet space at the library.
No change
No changes either.
No changes for intra-library requests and transfers.
No changes necessary in Rangiora.
No changes required.
No changes.
Okay for me (retired) but people working 9-5 need a Wed 9 - 7pm.
Only moved into District in June 2016 - yet to join.
Open earlier t weekends
Open later one week night.
Open more hours on weekend.
Oxford - when printing from email downloads they never fit the page, to do with setting, but no-one seems to be able to change it. Rangiora - I have no problem at all printing.
Oxford Library is a real community asset, staff are knowledgeable and helpful. Only issue at moment is WIFI, due to rebuilding.
Oxford Library to be open a bit longer on Saturdays. Maybe 3 or 4 hours.
Possible a book review service?
Q6 - Paying for nothing. Q7 - Why I am I paying. User pays.
Rangiora - I would like to see plenty more of the new releases
Rangiora - longer weekend hours.
Rangiora - open at least one night during the week.
Rangiora and Kaiapoi should be open 10 - 4 Saturdays and Sundays.
Rangiora convenient as is thanks.
Rangiora is very noisy. We think it should be a quiet place.
re Q5 - if we used a library it would be Kaiapoi.
Services are excellent as is.
Services at Kaiapoi Library are brilliant.
Sometimes there is quite a wait for books as they are shared between three libraries and there is only one copy.
The Council need to move into the digital age. Really is there a need to maintain library services. The library attracts many undesirables. My last visit to library whilst out for a walk heard foul language from a group of teenagers, the F and C words.
The facilities at Kaiapoi and Rangiora are excellent. The weekend hours seem short and odd (both).
The library needs a bigger budget in order to be able to purchase more up-to-date books.
The service is very good - Kaiapoi
Very good service and staff
Very happy. Good service.
Waste of ratepayers money.
We don’t tend to use the library therefore don’t see why we should get charged for it. Surely should be user pays not automatically on rates.
We spend a lot of time in the children's area at Rangiora Library and sometimes feel a little unsafe when large groups of high school kids come in there, or adults just sitting on the couches - sometimes using inappropriate language and being loud. I have noticed security services being used and maybe some signage could be put up to discourage this area being used as a hangout.
We will use Oxford when repairs are done.
When you have an overdue item. That, the automated caller only calls once.
Wider selection (I've only been to Rangiora Library)

Would like the Rangiora Library to increase their hours as I work full time in Christchurch and it's hard to get there before it closes.

ATTACHMENT III – DISTRICT SWIMMING POOLS

Comments: District Swimming Pools
50m competition pool. Cleaner toilets/showers.
A longer pool in Kaiapoi would have increased the opportunity to hold more competitions there.
A slide at Rangiora
All good
An extra pool at Kaiapoi for primary kids essentially. The baby pool is too small, the learn to swim pool is busy and the adult pool is too cold. Thanks.
An option of a couple of cubicle showers would have been better than ALL - open - communal. You would have less females using the family area.
Another spa - gets crowded
Be good to see the Oxford Pool covered so it can be utilised over winter months.
Better and more car parking and access to and from Dudley Pool especially - Church Street entrance is an accident waiting to happen. Car or pedestrian. Exit to White Street would improve it so much, so easily.
Bigger pool or separate training pool.
Bo good if Waikuku pool water features could be fixed - no longer spray water.
Booking system for kids lessons is a bit cumbersome - maybe do it online.
But think Kaiapoi could be a lot better.
Cannot comment.
Changing facilities need to be larger. Not enough family changing rooms.
Charges very high overall. Need half price rates for Gold Card holders.
Children's pool just too small
Cover Oxford pool and open all year
Did not like it when changed fee structure to have to pay in advance for sessions.
Don't use the swimming pools.
Dudley Pool in Rangiora a fantastic facility.
Dudley Pool is excellent but Oxford Pool needs to be heated, covered and open all year round. This would be used a lot, to stay fit. It is the best low impact exercise. Needs to be covered to stop sunburn too.
Dudley Pool, very nice - happy
Glad that Oxford has a pool open in summer. Would like to get my son back into swimming lessons but not well advertised when bookings are open to new customers - and as work during the week tricky to aim for a weekend time slot.
Great pool. Friendly staff.
Have never used the pool.
Have own pool at home. More easy to book lessons - maybe online system.
Hydro slides would be fantastic for the Rangiora Dudley Pool.
I take grandchildren.
I was disappointed with the swim school service at Rangiora pool. Often staff don’t show up on weekend and disruptive for kids.
I wasn't sure people using a ball in the pool, and throwing around small kids. (My kids are 8,6,2). I felt "why staff don't say anything about that?" Probably swimming lessons cost - need to be cheaper. Bit expensive I thought.
I would like pole dancers performing while I am swimming (Rangiora)
If wanted to use a pool it would be Rangiora.
It would be nice to see Oxford pool open in the evenings.
It would be wonderful if the Kaiapoi Pool complex was bigger - more like Rangiora Dudley Park complex. There is not enough area for children to play while others are having lessons.
It’s expensive and there is no shade cover for main pool.
Kaiapoi - swimming lane made available between 3 - 5.30pm so we have the opportunity to swim ourselves or with our kids while the swimming programmes are going on.

Kaiapoi/Rangiora - a better balance needs to be found regarding pool usage/swim class. Classes are too crowded and take over the pool for other users (children's classes)
Kids would like an enlarged interactive play area. More inflatable options. Easier access to swimming lessons - they are always full.
Later hours.
Longer opening for Oxford - its opened too late and closes too early. Covering it would be good too.
Main opening hours are taken up by lessons and no areas for adults and kids to play in. The staff are rude. Kids lessons are a rip-off. Also its stupid that they make an adult have their feet in the pool with kids under 5 .... idiots. Kaiapoi.
Make it cheaper
Make the Rangiora pool larger to deal with the growth of Rangiora - including larger leisure area, tea room, and a cafe, definitely more family change rooms.
Members of the public should have priority over swimming lessons.
More activities aimed at pre-teens 10/11/12 years
More capacity. Need more or larger pools especially for swimming lessons.
More family rooms, hydro slide/recreation pools.
More flexible times with aqua exercise lessons
More lane swimming in evenings at Dudley.
More of a variety of areas, i.e. spa, adequate area for play with pre-schoolers.
More options for toddlers. School kids hours for training. Peak traffic hours.
More parking at Dudley Pool.
More public lanes between 4 to 6.30pm - Kaiapoi
More seating poolside required at Dudley and a coffee shop.
NB - have not lived in area during entire period pool open as yet.
Never seen
No changes required.
Once again, paying for something twice. Pay in rates and the occasional time daughter uses it.
Opening hours - longer in weekends and stat days.
Oxford
Oxford - if it was heated with a roof and open all year, like the Kaiapoi one.
Oxford - too small, no spa.
Oxford needs to be enclosed so it can be open longer.
Oxford Pool - heated - open for more months of the year.
Oxford Pool - longer season
Oxford Pool - needs to be open longer in months - barely open 4.5 months - beginning November, end April would be better - covered and all year much better still.
Oxford Pool needs to be kept open longer at the end of the season, i.e. it closes too early when the weather is still good for swimming.
Pool too small. Area around pool unsatisfactory for school sports and parents of small children. Such a waste of opportunity.
Prefer outdoor areas as the chlorine smell lingers on everything.
Rangiora - cheaper rates for ratepayers and cleaner changing rooms. Needs to be cleaned hourly. I see they have contract cleaners. Not good.
Rangiora - more visibility around open hours. Pool has been closed when we have gone.
Rangiora Pool dressing rooms for women is like a wind tunnel, needs something to keep the area warm, also should have been a bigger area. Really enjoy the private showers at Kaiapoi, would have been nice to have a spa re-installed.
Rangiora. Often swimming lessons seem to take up the whole large pool, so unless we have lessons are unable to use it.
Shame on you. Community owned pool has been hijacked by Council for making money from swim classes, which was a service provided by swim clubs, which the council systematically undermined and destroyed. Few swim lanes for public use.
Should be "user pays" not taking money from everyone in their rates for something only a few use.
So short sighted, typical of this Council not to build a 50 metre pool at Dudley. With the growth etc. and with QEII destroyed would have been a big asset.

Something akin to the Moana Pool in Dunedin
Summer months!
The biggest problem is when you go for a swim the pool is full and there is very little room for general swimming. Blow up units not up enough.
The cleanliness of the changing areas leaves a lot to be desired. Smells of urine and is rather filthy.
The Dudley Pool gets very busy at peak hours - too small.
The member of our household who uses the Dudley Park Pool is happy with it now that its back in action.
The pool rally needs a sauna and steam room
Too full most of the time with kids.
Took grandchildren to Kaiapoi after school in February and they couldn't swim because there was swimming lessons or something on. Went to Rangiora instead - perhaps the hours it is unavailable to the public be advertised. Not a major problem.
Visiting children enjoy the Rangiora pool.
We are really disappointed in the WaiSwim classes that our 2 year old attended. The teacher was away 40% of the time - often leaving the parents to run the session. Even when she was there, the skills being taught seemed to miss the point of water safety. Far too expensive and effectively pointless.
We don't use them - prefer the beach.
We go to Dudley Pool rather than Kaiapoi as they have the lazy river and it is better set up for kids. It is a shame when Kaiapoi Pool was repaired that they didn't take the opportunity to add a lazy river.
We have just moved to Woodend 28/10/2016
We have no opinion, as Cust has its own public pool which we use occasionally.
We haven't yet got back into swimming but want too. Whilst checking out the local Kaiapoi centre it looks good but we did note it didn't have a spa which most centres normally do now.
We would like the Oxford Pool to be open for a longer season than it currently is.
We would love to see a sauna or steam room in place at the Rangiora Dudley pool due to the amount it cost just to go for a swim, $5 or more.
Would be great to see more opportunity for free lane swimming - schools (and lessons) are often using the facilities during day - afternoons - and evenings - not enough time for community users to have a fair go. However, swimming lessons provided to schools are a great idea.
Would be nice if the inflatable recreation thing was out in use earlier during school holidays.
Would like spa at Kaiapoi Pool. Perhaps coffee making facilities for adults.
Would like to see Oxford Pool open more.
Would love to see Kaiapoi Pool expanded or revamped to include a spa, sauna, maybe another pool so when the school kids are there they don't have to close to the public.
Would use Oxford Pool if covered and available all year round and heated in winter.
Year round / weekend access - Oxford / Rangiora

ATTACHMENT IV – COMMENTS ON PARKS AND COMMUNITY FACILITIES

Comment: Standard, provision and maintenance of Council owned parks and community facilities
Adequate
All appear to be well maintained.
All good
All very good.
Animals, especially cows, must be kept out of waterways.
Another toilet block at the other end of the lake in Pegasus. Lake quality is disgusting. I won't even let my dog go in for a drink. It was promoted for family lifestyle. It stinks at times, gets algae bloom, scummy at top end. Maintenance around the paths of the wetlands. Gorse and broom present.
Appear reasonable
As far as we are concerned the Community Centre in Cust appears to be well maintained, as with Council parks in our area.
Better toilets required High Street area
Broken playground equipment can take a long time to be repaired (e.g. sprung seesaw at Victoria Park). A pity the small slide at Torlesse Park points directly at the midday sun in summer and is unusable for 6 hours/day.
Community facilities seem well maintained and to a high standard.
Disappointed there are only baby swings at the Trousselot Park in Kaiapoi. My daughters, 6 and 9 years, like to swing.
Dog park, Southbrook. Messy, untidy and boring and park and fields.
Don't use enough to comment.
Elephant Park toilets - yuk - do them up and keep them clean.
Everything is well groomed and looked after.
Excellent parks. Play equipment needs upgrading Elephant Park. Dog park excellent.
Facilities are good it's important to keep the number relative to population area use.
Fairly good, well maintained.
Fairly well kept and maintained.
Fine
For size of town should be more toilets available especially with the town growing.
Generally good.
Generally okay. Toilets poor and need more.
Generally the facilities are very clean and well maintained - thank you.
Generally the grounds and gardens around the District are not kept to the standard they were when Sicon was the provider. More consultation needed over tree selection, too many poor species being planted in new subdivisions, e.g. Golden Elms.
Generally tidy
Generally well kept.
Good
Good as is.
Good job of keeping them up to date and clean.
Good standard
Good Street Park has too much broken glass etc., way too often.
Grange View Park, Woodend. Kept clean and tidy. However, the creek is a mess. All overgrown and quite smelly in parts - an eyesore.
Great facilities for kids.
Great to see that the toilets have been completed at the Trousselot Park.
Greatly expanded development of the Ashley River access areas is needed, especially with native tree plantings. The river is a sadly neglected resource, e.g. truck access down Hillcrest Road has ruined that access point. Restoration and picnic area development along the river is needed.

Had contract work in and around Rangiora - more than once found public toilets, ie Elephant Park, were locked during the day - not helpful when requiring a toilet, and no sign up as to why not available. also some quite grubby and not suitable for preschool children not toilet trained yet.
Happy with our local park on Hewitts Road, Woodend.
Happy with the options of parks and general condition of most, with the exception of the Elephant Park which is very tired.
Have you enough seating for semi-active adults.
I am quite happy about the state of our parks in Kaiapoi.
I am satisfied with the parks and facilities.
I am very dissatisfied with the grass and garden maintenance. The reserves look untidy and not well maintained.
I appreciate the provision of seating in parks as well as along the streets.
I don't know if rubbish bins are a good idea. They are attractions for cats, dogs and flies. They need to be either bigger or not at all and animal proof.
I enjoy the tree planting in the parks.
I find a lot of the toilets, e.g. Victoria Park, Elephant Park, unpleasant. Council toilets on High Street are good but maybe there needs to be another block built near/on High Street.
I only know of one public toilet - in Victoria Park. There is a need for more.
I recall a while ago that there was discussion to further upgrade Elephant Park where equipment was replaced which looks very good. However, I did write to the Council to have the block wall repainted as its looking worn and tired
I think the parks and reserves are well maintained in Rangiora. Play equipment in Victoria Park is well used and looks good.
I would like to see more equipment on the small reserve in Pegasus. We have two near us but there is nothing there. A basketball hoop, a swing, something would be nice.
I would not use the public toilets in the park, however the Council toilets are not very satisfactory.
It would be nice if my children could play at the Pearson Park skate ramp without me having to remove rubbish and broken bottles or without having older teenagers bullying them.
It would seem to this family that the contractor who mows the parks etc. need to upgrade their equipment as they seem to be old and rattley.
Lack of public toilets in and around Rangiora shopping areas.
Lack of public toilets is a concern.
Lawns need to mown more often.
Library well looked after
Look well kept. Good.
Love how well kept our local Hinemoa Park and Rhododendron gardens are.
Main issue in parks in the area is the toddlers swing chain is almost always broken.
More bins or one recycling bin and one for others. More chairs by children's playground, especially for elderly. Oxford public toilets, beside playground, usually filthy.
More modern toilets required. Especially any on main highways. A lot of tourists access these.
More public toilet facilities requires. Pegasus Lake is a disgrace! This was intended for swimming and water sports, but is unsafe. This should be addressed ASAP.
More public toilets
More public toilets and better maintenance.
More public toilets especially on Rangiora's main street please.
More public toilets needed in Rangiora.
More public toilets required in Rangiora.
More public toilets, or advertised public toilets by signs would be good.
More public toilets.
More rubbish bins needed around Pegasus Lake.
More toilets - Rangiora
More toilets required, particularly in Rangiora.
Most of the parks/reserves look care for and free of litter.
Most place are nice and tidy but some people still smoking close to playground ... also toilets are places I wont go ... But need more toilets in Rangiora.

Mowed weekly
Mowing schedule at old dump site at Kaiapoi Lakes needs review.
Need for toilets Rangiora, Regents Park and Oaks.
Need more clean public toilets. Especially for public out walking after 5 or early morning and weekends as businesses with toilets are not open. Shortages in the new north/west area.
Need more public toilets
Need more public toilets.
Never used the toilets not ever sure where they are. Maybe better signs.
No change, good job
No concerns
No enough public toilets and they are often unclean.
Not enough attention to Pearson drain in residential area. not sure about contractors.
Not enough well looked after toilets in town area.
Not mowed frequently enough, especially swale on Acacia Ave - ugly. Need more rubbish bins to be able to dispose of 'doggy do' bags.
Ohoka Domain okay.
OK
Only know about Silverstream and they are good. The green side of Rahme Crescent needs mowing at times and has a rough unsightly dump in the middle of it where rubbish is dumped (green rubbish). a young tree opposite my house needs the greenery under it tidied (Rahme Crescent).
Overall fairly good.
Oxford Main Road - needs to be smartened up.
Oxford needs more bins in the park for dog waste at entrance/exit; also a safe area where all dogs must be on a lead so you can walk your tiny dog without fear of a big loose dog approaching/attacking.
Oxford toilets could do with a bit of a refit as quite old.
Oxford toilets need a makeover.
Parks and play equipment appear to be well maintained.
Parks and reserves are lovely to have but the grass and weeds are getting away and needs attention more over summer.
Parks appear to be maintained
Parks are great. Need more of them.
Parks are very presentable, well kept.
Parks are well maintained
Parks in Kaiapoi are beautiful.
Parks need mowing more often in the spring/summer as there are a lot of bees around.
Parks very well maintained.
Parks well maintained. Some buildings a bit rundown.
Parks/Reserves should have public toilets. Grass needs to be mowed more regularly.
Pearson Park football fields need refreshing.
Petanque court is in need of maintenance
Play equipment could be maintained a little more as with public toilets.
Pretty clean and tidy.
Pretty good
Pretty good. If anything gets broken it seems to get fixed in a good time frame.
Public toilets are a disgrace.
Public toilets are grotty full stop. Only use them in an emergency. With vandalism, the Council can do little about this.
Public toilets are never pleasant places to visit (in parks etc.).
Public toilets in my local reserve would be useful. Eyreton Domain. Harrs/South Eyre Road.
Public toilets opposite Kaiapoi Golf Club are shockingly disgraceful.
Public Toilets. Victoria Street toilets are an embarrassment to the community. They are in desperate need of an upgrade and have been for years. Dudley/skate Park toilets could use a similar upgrade.
Rangiora needs more public toilets

Rangiora needs public toilets in centre and east end of town.
Rangiora public toilets lacking. Woodend toilets very clean.
Really hope one goes ahead in Highgate subdivision as initially proposed.
Really pleased with play equipment and seating at playgrounds.
Rubbish clean ups need to happen more frequently for example the amount of glass by Woodend skateboard ramp (not good in a children's play area)
Seems to be that Council facilities are well maintained.
Some of the toilets need to be dealt with (Dudley in particular)
Some parks need mowing more frequently. Cleaning of toilets needs looking into.
Sometimes the grass is way too long. More play equipment in Pink Elephant Park please.
Sometimes public toilets are not clean.
Staff do great job.
Standard is fine, maintenance is usually good.
The area in general is lacking in passive park areas. We need more small planted and grassed areas spread throughout all new subdivisions.
The facilities are kept to a very high standard and really appreciate it.
The park down by the Ashley River adjacent to the BMX track has been let go to the state of unenjoyable walking.
There are not enough public toilets in Rangiora. The ones at Victoria Park and Elephant Park are not used by our household as they are not very nice.
There could be more public toilets available as businesses often don't like the public using their facilities.
There should be another toilet facility closer to the shops as the present ones are too far away for the elderly when shopping.
They always look tidy and grounds mowed.
They always look well maintained.
They are kept well.
They can mow the grass more often, tidy gardens in parks more often.
Think the standard is high in all areas. Oxford - its close, kids love the skate park - could do with an adventure bike course.
Those we frequent seem well maintained. Toilet facilities are minimal or non existent in many parks.
Toilet substandard and un-hygenic.
Totally insufficient in Rangiora
Upgrading public toilets is a must in Rangiora
Usually the parks are very well maintained although occasionally the grass gets a bit too long for comfortably walking on.
Very good
Very impressed
Very pleased with half hockey turf
Victoria Park public toilets are usually dirty and smelly so try not to use them now.
Victoria Park toilets are not always that tidy and clean, more like a dungeon compared to other public toilets I have visited.
Victoria Street public toilets are pretty scummy. Also need more public toilets in town centre.
Waikuku Beach park and whale pool. I take my grandchildren there every school holidays.
Waikuku Hall and area toilets are well serviced.
Waiting for progress on Baker Park.
We are satisfied with Parks and Community facilities. They always seem clean and well maintained. Perhaps more rubbish bins near Ashley River walking/biking tracks and their car parks, to discourage littering.
We could have better or more public toilets.
We definitely need more public toilets around shopping areas.
We do not use these facilities.
We find the parks and reserves around Rangiora always tidy and well cared for - an observation from the car while driving past. The Town Hall is immaculate.

We need more public toilets around Rangiora.
We think we are provided with a good standard of parks and facilities and we have only been happy with the care and maintenance of such. The dog parks are wonderful.
Well maintained and lawns kept tidy.
Well maintained facilities
Well maintained.
Workers could be resting to much on job, so utilise such space better - or not at all.
Would be awesome to see the new plans for Baker Park go ahead.
Would like a weather proof walking track beside old Kaiapoi Landfill from Sterling Crescent through to tennis courts.
Would love a dog park in Kaiapoi.

ATTACHMENT V – COMMENTS ON FAVOURITE PARKS AND WHY

Comment: Favourite park and why
Acacia - plenty of variety, public toilets and rubbish facilities.
Acacia Ave Reserve - enjoy the big net swing.
Acacia Avenue - our area
Acacia Avenue - very family friendly and safe and tidy.
Acacia Avenue reserve - because it is close to home.
Acacia Park because its new, and Castle Park.
All
All pretty good.
Arlington Park - close to home
Arlington - because it was designed by the locals for the locals.
As above.
As pensioners we do not really use Graeme's Park next to community centre, but we have grandchildren that enjoy the park.
As per Q15 - we enjoy the river flow and natural flora.
Ashgrove and Regent Park. Close to home, big and open.
Ashgrove Park because of the size, openness and large deciduous trees. Rangiora needs more large parks rather than the numerous smaller ones. Perhaps one very large botanical area.
Ashgrove Park. Good size, easily accessed from various streets.
Ashley Gorge Domain
Ashley Reserve - dog walking
Ashley River area.
Ashley River tracks - lots of space and variety. Matawai Park - beautiful, natural environment.
Ashley Rugby Grounds - only one I ever go to.
Baker Park
Beach!. It is the place you haven't tried to over-control. You have absolutely destroyed the beach surf club parking area - complete incompetence, less parking now than before Council touched the area.
Because I live at Silverstream the green spaces around here. Visiting grandchildren - shoot goals and use the swings here.
Burdett Street. Covers both ages of children.
Castle Park on Johns Road. Tidy clean and close to home.
Charles Street, Kaiapoi. Good facility for a variety of ages.
Charles Street. Toilet facilities close by.
Coronation Park; Elephant Park; Reserve - well kept and safe
Cust
Cust - closest; and Domain for horse riding
Cust - possibly called Jack Graham Reserve. It has picnic tables, children play area and tennis court. Whilst I don't use Hinemoa Park which is the closest to me, I am happy it has an additional use with the Bowling Club.
Cust Community Centre
Cust Domain. Close and sheltered.
Darfield skate park - great place to skate, flying fox, lots of space. Seats for adults.
Disappointed we lost the "castle from castle park" of should I say our kids are.
Dog park - wonderful.
Dog Park (River Road) - nice to have this option. Well cared for.
Dog park keeps dog secure.
Dog parks
Dog parks good
Don't have any young children so don't use the park.
Don't have children now.

Don't have one although I do walk the dog beside the Waimak River most afternoons (near boat launch ramp)
Dudley
Dudley - closest
Dudley - pool, lots of area, sports fields, netball courts, hockey, skate board area.
Dudley - skate park and pool
Dudley Park - so many things happen there.
Dudley Park because of its proximity.
Dudley Park ticks our requirements.
Dudley Park, Oxford Estate Park.
Dudley Park. Pool and netball.
Dudley Park. Used regularly for sport
Dudley Park. Very close and large.
Dudley Skate Park
Elephant Park - old tractor and variety of equipment
Elephant Park (Blackett & White Streets) range of activities for preschool and primary school children. Victoria Park - lazy afternoons and picnics.
Elephant Park has been our family's favourite in the past, but personally I don't use it at all now. It's a great park, but I must mention that I was disappointed when White Street was narrowed, as it had been a safer parking area for young families, and latterly, older walking and biking groups, meeting points.
Elephant Park. Good for kids and safe area. Well kept.
Elephant Park. Grandchildren love it.
Elephant Park. Real young ones seem to like it.
Generally all OK
Gladstone Park - close by - large space.
Gladstone Park because it's handy and we are able to take the dogs.
Good Street - basketball hoop; Dog Park, River Road - we go 5-7 times a week
Good Street - close to home
Good Street as it is very close within walking distance.
Grange View Park/Woodend - equipment for a range of ages, and toilets.
Grange View Reserve - proximity and natural aspect.
Grange View. Walk through with dogs. Closest.
Have little use for a park here with our present life-style.
Hinemoa Park is in our subdivision and a good play area for children.
Hinemoa Park- good facilities, kids love it.
Hinemoa/Rhodendron Gardens - they are our local parks that we often walk through and enjoy.
I am a dog lover and walk every day so I go to a lot of parks in Kaiapoi. I like them all.
I like Kaiapoi park filled with children. Better range of activities. Rangiora playground less interesting. Oxford playground ok. The colours of the playground are catered to adults not children. Children love colour not the cold steel, dark colours seen. They look metallic. Not very enticing.
I really enjoy and like the Northbrook Reserve because of the scenery, also the Rangiora skate park is very good.
I use the one closest to my home. I do not own a car so walking distance is all I use.
Kaiapoi - skateboard park. Plenty of facilities.
Kaiapoi Lakes - we are closest to it.
Kaiapoi Lakes looks and feels the best. Fishing, picnics, ducks, etc, parking.
Kaiapoi Park - beautiful tree filled park. also love the walk down by the river (needs rubbish bins though).
Kaiapoi Park, Kaiapoi Domain, Murphy Park, easy access. Close to walks around river.
Kaiapoi parks in general.
Kaiapoi skate park
Kaiapoi Skate Park - its new, room to move, lots for kids to do. Need more of these.
Kaiapoi Skate Park. Very well built.

Kaiapoi stop bank along the river bank.
Kensington Avenue - close to home. Grandchildren call it Grandma's park.
Lake Pegasus - live there.
Like them all for different reasons
Main Kaiapoi Park. Caters for both children with having skate park next to playground equipment.
Mandeville
Mandeville Park
Mandeville Sports Centre
Mandeville Sports Centre. Victoria Park. Ohoka Domain.
Mandeville Sports Ground. Close proximity.
Mandeville Sports Ground. Location, space, walk/cycle track. Friendly people.
Matai Place reservoir just across the road.
Matawai and Hegan - proximity to household. Not so conformed - naturally.
Matawai Native park - well maintained
Matawai Park - clean, tidy - sheltered from wind - lovely for a picnic.
Matawai Park - dog exercise.
Matawai Park - I think that's the name, Southbrook
Matawai Park - it is nice and enclosed but large enough for a really good walk. Not just one open space - feels like many.
Matawai Park - love the emphasis on native trees and park space.
Matawai Park - privacy
Matawai Park - space. Dog park - for dogs.
Matawai Park - very restful and well maintained
Matawai Park because it's good for all ages. Some tracks need updating though.
Matawai Park for its trees and nature. Pegasus playground for its equipment and location.
Milton Memorial Reserve dog park. Off leash park. Great facility.
Milton Avenue dog park. Love the fact that little dogs have their own space.
Murphy Park, Kaiapoi - the rose garden and band rotunda, and it is beside the river. A nice walk.
Neil Aitken Reserve - closest
No favourite park - go to Spencer Park often.
None amazing. Best would be Victoria Park. But limited areas for families.
Northbrook Ponds - recreation cycling
Northbrook Reserve - natural environment.
Northbrook Reserve - nice walks/views.
Oakwood Drive Park and playground, as it is our local.
Oakwood Park. Just 100 metres away and good playground for young children and early teenagers.
Ohoka Bush Domain - proximity to our house - inspirational local input. Great design and lovely stream and bird wild life.
Ohoka Domain - good bike track, toilets clean, near home.
Ohoka Domain, close by and quiet
Ohoka Domain. It is close to home. The children enjoy the BMX track.
Ohoka Walkway. Victoria Park, Rangiora.
Oxford - clean
Oxford because it is close by.
Oxford Forest/Mount Oxford. Easy access - we can take our dog. Beautiful area.
Oxford Park - lovely setting
Oxford park - rugby oval. Victoria Park.
Oxford. It's close. Kids love the skate park - could do with an adventure bike course.
Oxford. Suits our needs.
Park on Hewitts Road, Woodend - proximity and playgrounds to cater for more than one age group.
Pearson Park
Pearson Park - but needs more bins and dogs under control on lead at all times.
Pearson Park - excellent resource for community events.
Pearson park - football

Pearson park - lovely trees
Pearson Park - my son and his friends go play friendly football and I do the circuit.
Pearson Park - rugby
Pearson Park - skate ramp.
Pearson Park - something for everyone.
Pearson park - squash club. Always take child visitors to play in park.
Pearson Park - we live nearby
Pearson Park - well maintained
Pearson Park as it is so handy, but also love the park in Rangiora township.
Pearson park, Oxford
Pearson Park, Oxford
Pearson Park, Oxford - we live here
Pegasus
Pegasus - a diverse park. Johns Road - bike track.
Pegasus - beach, toilets, playground, in one.
Pegasus - has facilities for children.
Pegasus - local
Pegasus - local and clean
Pegasus - lots of variety for all ages.
Pegasus - open and varied use with shops handy and water access.
Pegasus - we live there.
Pegasus Bay - new equipment and beautiful location.
Pegasus by the lake, the seesaw apparently.
Pegasus lake playground and new Gladstone park (once complete) - new, clean, safe and fun.
Pegasus Park - clean and tidy and safe.
Pegasus Park by the lake
Pegasus playground and the area by Ashley Bridge and Waikuku Domain.
Pegasus playground is awesome - because it's new and has a good range of equipment. We also love Matawai Park for exploring.
Pegasus Playground. Great equipment but needs more shade.
Pegasus. It is large and new and multiple things our young children can use and get enjoyment from.
Pink elephant close enough with effort.
Rangiora - good setting and facilities. Oxford - good equipment.
Rangiora Dog Park because the dogs can run freely as this park is fenced off.
Rangiora dog park. It is nice to see people walking dogs in a dog specific area, even when I am driving past.
Rangiora Racecourse. Great day out.
Rangiora Showgrounds because it is big and safe to walk. Can also watch sport, polo, pony club, etc.
Rangiora Victoria Park I think. Kaiapoi Park also.
Regency Park, nice layout and planting.
Regents Park - local to our house.
Regents park, Kensington Avenue
River Road dog park. Dogs love it, great facility.
Rose garden wonderful for families to go to.
Sefton Domain
Silverstream Park - location and equipment.
Silverstream playground, close to home and has a good range of equipment. Sovereign Palms playground, close to grandparents and has a bigger range of equipment to choose from.
Silverstream Reserve on South Eyre Road - because we can take the dog, pony, bikes and meet friends with similar dogs/kids and have a long, safe and fun outing. The Rakahuriri bike track is similar for bikes/dogs.all ages and open spaces.
Silverstream Reserve. Its connection with the stream and what you can do there.
Skate park, but again needs more work.

Southbrook - we spend time at the park using Petanque Courts and dog park.
Southbrook Park - we live nearby. Good for walks and for taking grandchildren for playground and sport.
Southbrook Park cause its close and has a dog park for our dogs.
Southbrook Park, because I have two dogs who love the dog park, and we enjoy the walk around the perimeter of the sports fields, and swimming in the streams (dogs, not me). River Road dog park is great too.
Southbrook Park. Its close.
Sovereign Boulevard - right around corner. The park beside Kaiapoi River - great variety.
Sovereign Palms Park - as is close to us and the grandchildren enjoy the equipment.
Stalker Park, Woodend Rec (close to home)
The Acacia Reserve has everything our primary school kids enjoy, eg playground, bsketball hoop, rugby post and large grassed area.
The new one in Kaiapoi. Great for kids.
The one in central Rangiora opposite Continental Bakery. Handy to food.
The one in The Oaks is good for playing. Dudley Park is good for tea in the park.
The park in Rangiora next to the library. Lots of mature trees.
The park in the Oxford Estates - favourite because of the equipment.
The rotunda opposite fire station.
The tiny park near Lilybrook shopping. Bike path, kids love it for learning to skate board and ride bikes. Great equipment too for all ages.
Too hard. Our top 3: Victoria Park - good playground, beautiful big trees, lovely garden beds, band rotunda, great events in summer too. Matawai Park - peaceful, like a maze, native birds and plants, great for picnics. Waikuku - Whale pool, cool old fashioned playground, flying fox and space to run around.
Totally love walks and paths being provided around Papawai Drive, the lakes area, etc. Great idea to build them when new subdivisions are being put down. Make developers put something back in.
Tractor - Elephant Park. I have grandsons.
Trousselot park, Kaiapoi
Trousselot - range of equipment for different ages. Not too far from our residence.
Trousselot Park - clean and tidy. Good facilities for kids.
Trousselot Park - due to skate park and playground facilities.
Trousselot Park - great for grandkids and to smell the roses. But don't go after dark, youth today have been let loose.
Trousselot, the playground.
Trousselot. Handy to home and picturesque. Handy when great grandchildren come, they love the amenities (very nice)
Victoria and Elephant Parks. My grandchildren love the elephant and tractor. Victoria Park is pretty.
Victoria or Elephant, Good Street.
Victoria Park
Victoria Park - a great place to go for a picnic, i.e. kids can play while you can watch from variety of picnic tables available next to playground.
Victoria Park - beautiful park and great family environment.
Victoria Park - big space, playground well maintained.
Victoria Park - caters for all our children, aged 2, 6 and 8.
Victoria Park - easy access - lots of room to play. Easy to get to - good walking distance from shops.
Victoria Park - gardens and the band rotunda.
Victoria Park - go there more than any other park.
Victoria Park - good playground
Victoria Park - Grandkids enjoy this playground equipment. Close to centre of town.
Victoria Park - handy to town, playground and plenty of shade.
Victoria Park - it is central and pleasant to be in.
Victoria Park - its lovely - one meets all group sections from the community, children in play equipment with attendant parents, older folks walking. Christmas in the park - great.
Victoria Park - large enclosed, good playground.

Victoria Park - location
Victoria Park - lovely gardens and always kept tidy. Also Torlesse Park, great setup and educational
Victoria Park - lovely playground with nice seating and well maintained gardens.
Victoria Park - playground and room for playing ball. Has shelter from the sun.
Victoria Park - plenty of room always well maintained.
Victoria Park - something for young and old.
Victoria Park - the gardens
Victoria Park - toilets, gardens and good path to walk.
Victoria Park - trees and gardens
Victoria Park - trees; Northbrook Lakes - but can be a bit scary - still random gate locking.
Victoria park - well fenced, good shade from trees, needs shade over the playground.
Victoria Park - wonderful trees.
Victoria Park / Ashley Gorge. Close by library / home
Victoria Park because it has beautiful garden settings and a playground. Mature trees are beautiful.
Victoria Park has great playground and room for picnics. Also Pegasus playground is awesome for kids.
Victoria Park in Rangiora - but toilets yucky at times - nice shelter with trees.
Victoria Park is a nice park to take the grandkids.
Victoria Park is my favourite mainly because it is so pretty and well maintained. Love the rose gardens and there are lots of places to sit/seat or under a shady tree.
Victoria Park, as it is spacious, clean and close to the Library.
Victoria Park, as really handy and convenient which enables me to walk to it with my grandchildren.
Victoria Park, near the fire station for our young boys.
Victoria Park, Rangiora
Victoria Park, Rangiora. In the past we have taken our grandchildren there because of the play ground equipment and it is close.
Victoria Park.
Victoria Park. Close to our home - good playground to take grandchildren.
Victoria Park. Close to shops/access to toilets, good playground, beautiful trees.
Victoria Park. East Belt walkway.
Victoria Park. Entertainment, gardens, closeness to shops.
Victoria Park. Good playground and well kept.
Victoria Park. I love the trees, its a well used park and I walk (drive) through it almost every day.
Victoria Park. It has open spaces for older people for picnics etc. and a safe playground for the young.
Victoria Park. Just lovely and well kept.
Victoria Park. Love the trees, it has a peaceful feeling.
Victoria Park. Nice and beautiful flowers. Kids can run around all day. Close to everything is good thing too.
Victoria Park. Somewhere to take the grandchildren to play.
Victoria Park. Well presented and maintained. Beautiful trees. Close to shopping centre. Restful.
Victoria Street Park, because it is fenced and toilets are handy.
Visiting children sometimes go to Elephant Park, Rangiora
Waikuku - cute and spacious
Waikuku Beach - it is the closest.
Waikuku Beach - live in the area.
Waikuku Beach - lovely setting close to beach - many varied activities for children including flying fox.
Waikuku Beach - paddling pool/playground/flying fox. Victoria Park - location.
Waikuku Beach - we live here. Love the pool and facilities.
Waikuku Beach oval and playground.
Waikuku Beach Park due to whale pool and beach nearby.
Waikuku Beach Reserve
We always enjoyed Victoria Park plenty of seating in the shade, lovely maintained gardens.

We mainly use the Southbrook Reserve for walking.
We stay local and enjoy all of the parks in the community.
Whatever is close, but mainly Kaiapoi.
When our kids where younger Pearson Park, by the Bowling Club. Now that they're older they prefer the one by the Oxford Pool as is provides more of a challenge.
Woodend
Woodend Park - Hawkins Drive - great facilities
Woodend, as it is within walking distance.
Woodend. I'd love the train.

ATTACHMENT VI – COMMENTS ON CHANGES TO PARKS AND COMMUNITY FACILITIES

Comment: Changes to parks/community facilities provided by Council
(1) More of them. (2) Traditional English trees and gardens, as well as NZ native, one or the other. Not mixed. (3) Small laneways and cycle ways.
A few more rubbish bins for dog walkers.
A new set of toilets near High Street.
All good.
An outdoor pool please.
As before, more bins in Oxford's Pearson Park and dogs on leads at all times. It is very intimidating and scary when you have small children and tiny dogs to see a whopping great loose dog thundering towards you NOT under control, but because "on leads" is not compulsory people let dogs run loose.
As Kaiapoi is growing needs more things to do for all ages.
As Neil Aitken Reserve is rarely used maybe a Petanque area.
Better kept lawns - berms in rural areas.
Better toilets at Victoria Park.
Bike trails - dogs completely banned.
Cleaner toilets. Rubbish bins empties frequently so not overflowing. Receptacle for dog poo.
Cleaner, user-friendly toilets. More facilities e.g. BBQs and water play areas It would be great to have an outdoor pool in Rangiora.
Continue planting/maintenance of vegetation to provide shade/wind break.
Cycle ways needed. Larger parks for wider range of ages. Very poor and limited.
Do up Elephant Park.
Dog park improved, Southbrook, or more dog friendly parks.
Don't use enough to have opinion.
Dudley Park because of its proximity.
Enforcing no dogs at Northbrook Wetlands.
Excellent parks. Play equipment needs upgrading Elephant Park. Dog park excellent.
Expand on the Oxford Estate playground - add in more play equipment suitable for younger age children.
Extend the dog parks - make them bigger so they can handle more dog exercising area.
Extending Silverstream to the regional park.
Greenery along footpath on Main Road Woodend between Hewitts Road and Woodend Road - needs a good tidy. Very overgrown, untidy and lots of rubbish.
Hinemoa Park - we back onto it so it is handy to access.
I have no changes to suggest.
I would like to see more equipment on the small reserve in Pegasus. We have two near us but there is nothing there. A basketball hoop, a swing, something would be nice.
Impose rationalisation on location of rugby and football pitches on Pearson park.
Improve toilets. Dog areas.
Keep up the great work.
Larger all year area for Ohoka Market. Most local toilets could be improved and more public toilets in Rangiora CBD.
Larger play areas would be nice (children's).
Little kids bike track would be great
Lock up night toilets. Lights to cemetery.
Mandeville is still growing (Swannanoa area). Mandeville Sports Centre would benefit from a gymnasium style facility to accommodate indoor sports training, indoor sports, i.e. basketball, netball, badminton. I would consider a modular approach to make affordable and match the population dynamics of our community and broader sports usage, i.e. swimming pool in future. Space would need allocating now to future-proof.

Many of the playgrounds lack shade as they are in new developments without established trees. Some shade cloths or similar would be wonderful, especially with little children in the summer months.
Maybe a little bit more equipment for children to play on while siblings are at skate ramp.
Maybe more swings.
Maybe something for older children at the playground. A must do is to have the star "On" over Christmas/New Year season and other special occasions, e.g. Easter Star on tree on Oxford Road opposite The Oaks.
More accessible swings in Rangiora. Shelter and shade in Southbrook dog park and the "small dog" area of the northern dog park, and some interesting things for the dogs to do.
More accessible with more events run out of different facilities.
More and better maintained toilets.
More and with a bigger variety of play things. Would like a small children's bike track, i.e. with traffic lights and tracks etc.
More bike confidence courses for small ones. Flying foxes.
More covered seating areas.
More dedicated areas for MotoX and motorised vehicles to keep them out of rivers and other areas. Horse treks doing Ashley River/Rakahuri.
More dog parks.
More equipment for older children/teens.
More exercise machines like those at Dudley pool park.
More facilities for younger children.
More frequency in grass cutting.
More living colours. More flowers, more seats and water fountains. More shade when needed. Rangiora playground I find is usually draughty. A bin for recycling, a bin for other rubbish.
More money put into racecourse.
More outdoor basketball courts and service we can access to find out where parks are and the facilities they have.
More planting
More playground gear - flying fox etc.
More public toilets - especially in CBD
More public toilets and NO free camping.
More public toilets are needed.
More public toilets in more rural (outskirts) of town parks.
More public toilets.
More public toilets.
More rubbish bins at parks and reserves.
More rubbish bins.
More rubbish bins.
More rubbish bins/animal waste bins. We often walk our two dogs through these parks and would love it if more waste bins were around t easily dispose "waste".
More seating for adults and picnic tables.5
More shade - shade sails - trees?
More shade and picnic areas.
More shaded area.
More shades, we mostly go when summertime so not enough trees, too hot, cannot stay more than 1/2 hour.
More shelter from the sun.
More shelter from wind, sun shades in park.
More toilets
More toilets in public areas.
More useful facilities within the reserves, i.e. picnic tables.
More walks
More water fountains

Need more toilets. Would be really nice to have more water to drink for kids when summer time. Only one at Victoria park.
Next to the BNZ in Rangiora by new set of lights - should be turned into a green space.
No opinion - but would like rubbish bins at boat ramp and picnic areas for picnic rubbish and doggy-do bags so we can "do the right thing".
Old dump site at Kaiapoi Lakes turned into wildflower meadow with bee hives.
Older kids play equipment including swings at Kaiapoi skatepark.
Parking area in the Maria Andrews, MainPower Oval, and the new hockey facility. Is there a need for a parking building.
Parks not near all folks.
Paved walkway by river, more rubbish bins and perhaps a footbridge at the railway bridge (Kaiapoi).
Please see Section 16 for this. Note: recently when out and about have been asked by 'visitors' to Rangiora "where is there a toilet?"
Pressure put on Delta to improve maintenance, e.g. keep traffic berms and islands weed free and the plants in better health. Don't encroach on existing parks with further buildings. Should the Bowling Club building become available, purchase it to expand the museum, which needs more space and a higher profile. Maybe in the future a full time curator.
Provide shelter for netball courts, very cold in any wind.
Public toilets need to be upgraded, old and run down. More toilets?
Public toilets need upgrading, they are old and run down.
River Road dog park for small dogs. This is too small. Dogs can't run enough in this space.
Rubber soft fall rather than bark so you can see the broken glass before you step on it.
Safe enclosed play areas with shade cloth.
Satisfied
Scooter track around perimeter. Mini basketball area.
See 15 above. Restoration of the river bank areas with native plantings is badly needed. Generally more roadside planting of trees is needed. Waimakariri has fallen behind other areas in this aspect. Roadside plantings would help compensate for loss of farm trees and unattractive subdivisions.
See below re Elephant Park mural. Once upon a time the plane trees in Park Street were cut well back. This hasn't happened recently, which in turn, after a NW wind, branches are on the ground and the leaves each week must be a nightmare for those residents.
Some community facilities for older people.
Some of them need more play equipment suitable for under 2s.
Some place for small dogs
Southbrook Rugby Grounds playground needs more stuff.1
Stop trying to control or restrict freedoms. Council is out of control. More consultation (mailbox) BEFORE they put parking areas etc. Whoever put parking etc at Surf Club has no idea of the area and the impact of what they did. They have completely ruined what was a nice area. Now a shingle s***hole!
Strict dog control locally at parks, also pickup after dogs. Even though there are signs people still ride bikes through parks and seniors practice golf. People using basketball area for paid exercise classes, they don't have to pay rent. Disgusting.
The Elephant Park is in a central location on a decent site. The park and Rangiora would benefit an upgrade to the playground equipment, toilets and picnic areas/tables.
The new plans for Baker park to go ahead.
The pink Elephant Park needs upgrade.
The removal of the rather negative signs in the Southbrook dog park to be replaced by positive signs, such as below (we all know the rules and don't need them in our faces) - Have a lovely day at this park and thank you for cleaning up after your dog - Positive NOT Negative
The Southbrook dog park has hardly any play obstacles for the dogs. Would be good to see more in place. (Even a few more would be good).
To see elements that cater to a wide range of ages and physical abilities.
Toilets
Toilets. Water for drinking.
Update of toilets

Upgrade and maintenance of Pink Elephant Park
Upgrades to parks for little children and older.
Walkways along rivers and streams to parks. Horse driving areas - no longer safe on the road for horse and carts/wagons.
We would like to see a pre-schooler and older playground put in. Maybe close to the skate park. With swings, slide, etc.
We would like to see more paving/trails for young cyclists within parks. The park near Lilybrook is wonderful and the kids love riding it but could use a bigger trail. Victoria Park or Elephant Park would be great for that.
Would have liked the Waikuku community to have had a say in the colour scheme of the hall.
Your contractors are having you on.

ATTACHMENT VII – COMMENTS ON CHANGES TO CEMETERIES

Comments – Changes to Cemeteries
All : let us, encourage us, to decorate our loved ones resting places as we choose. Or provide a choice of resting area that lets us. PLEASE
All very nice.
Ashley Street cemetery is an eye sore, it looks uncared for and is a disgrace for those buried there. Something needs to be done to the hedges, fences and gates.
Be good if they didn't spray plants with round up or any other toxic chemical.
Being pensioners and owners of two plots in the Cust Church of England Cemetery. We feel it would be better maintained by the Council the cemetery is on Tippings Road, Cust.
Bring all cemeteries up to the standard of Kaiapoi.
Cannot see that any changes needed.
Cut grass more frequently.
Don't go to any.
Fewer restrictions to headstones etc.
Gates lock up.
General clean up of the Anglican cemetery (Ashley Street).
Have never been to any.
Haven't been to any
I think the older cemeteries need some attention (East Belt/Ashley Street)
I understand the Eyreton Cemetery Board looks after the church we use - cemetery.
I was pleased to choose the Lawn Cemetery, compared to the very untidy Anglican one, for my husband.
I would like to say that the Kaiapoi Cemetery in Adderley Terrace is absolutely lovely and kept very tidy.
Improve on-line search system and provide headstone photos of all cemeteries in District.
Isaac Wilson Road historic cemetery head stones are in need of repair and placement back in position.
Kaiapoi always looks well maintained as I pass.
Kaiapoi opposite Silverstream. Where the new plots by the corner, I feel the tree and bushes are due for trim. Over the colder months it looks very dark and cold there, whereas the rest has a lot more light on it during the day.
Keep in mind long term rates of internment and cremation wall provision (nicely).
Keep it groomed - Rangiora
May be useful to have a public toilet at Coldstream Road cemetery.
Mowed more often.
Never been to any and don't even know where they are.
No changes. Main cemetery RSA area very well cared for. I go up once a week and have done so for 16 years. All the graves etc are well cared for. Thanks again.
No pole dancers!! (Rangiora)
None. Kept beautifully.
None. They are well kept and presented.
Not applicable as we do not use the cemeteries.
Not yet had occasion to visit a cemetery in the district.
Oxford - water taps need some maintenance.
Remove entrance to Birch Hill Cemetery - replace with timber rails.
Smaller headstones and more trees.
The Anglican Cemetery in Ashley Street is also badly neglected. This is an historic site that needs maintenance of very old headstones and better perimeter tree and shrub plantings. There should be more community input to this cemetery and recognition of its value as a historical resource.
The Ashley Street cemetery needs more regular mowing and a walkway along the drain and Rangiora High School students told not to amble through the cemetery and to have more respect for it, albeit that many of Rangiora founding citizens are buried there.

The cemeteries look well maintained.
The cemeteries seem well run in my opinion.
The flooding issues in Kaiapoi Public Cemetery are disgusting and upsetting for relatives.
The Lawn Cemetery is tidy but a lot of the older ones need cleaning up.
The Methodist cemetery needs a little care as the great grandchildren arrived this year. More coming of same generation.
The Rangiora lawn cemetery is well maintained but there is a limit to the amount of shelter and tree planting that could be done at this site.
They need to look after/maintain better.
They seem to be well kept.
To be kept tidy
Toilets at Rangiora cemeteries.
We haven't been required to attend any of the cemeteries situated in the Waimakariri District so unable to comment on this.
Weeping willows beautiful trees and flower beds.
Will let you know when we have moved there.

WAIMAKARIRI DISTRICT COUNCIL

REPORT

FILE NO:	GOV-01-04 / CMS-09-02 / 170505044591
REPORT TO:	Community and Recreation Committee
DATE OF MEETING:	16 May 2017
FROM:	Tessa Sturley, Community Team Manager
SUBJECT:	COMMUNITY TEAM UPDATE
SIGNED BY: **(for Reports to Council or Committees)**	Department Manager / Chief Executive

1. SUMMARY

The purpose of this report is to:

- provide an update on key Community Team activities in March and April 2017.
- seek Councillor representation on Waimakariri Youth Council

2. RECOMMENDATION

THAT the Community and Recreation Committee:

a) **Receives** report No 170505044591

b) **Approves** the appointment of Councillor …… and Councillor ……as representatives at the Youth Council meetings

c) **Notes** that an update report to Kaiapoi-Tuahiwi Community Board regarding shared services from the Sewell St Building will be circulated

Attachments:

i. Terms of Reference Waimakariri Youth Council ((Trim # 160701062932)

ii. Minutes of the March Youth Council meeting (Trim # 170505044574)

iii. Minutes of the March meeting of Social Services Waimakariri (Trim # 170505044588)

iv. Minutes of the March meeting of the Waimakariri Health Advisory Group (Trim # 170323028668)

3. ISSUES AND OPTIONS

3.1. ENGAGING key stakeholders to enhance Community Safety, Community Development and Youth Development

3.1.1. New Safe Community Facilitator

Nicola Trolove, recently joined the Community Team, filling the role of Safe Community Facilitator. Nicola will be based working 20 hours per week, facilitating a community-led approach to Suicide Prevention, Falls Prevention and Child Safety. Nicola has a career background in primary health care, mental health services, alcohol and drug services, health promotion and in health service administration.

3.1.2. Regional TLAs

Staff continue discussions with our partners at Christchurch and Selwyn District Councils to scope the potential for a collaborative approach to resourcing Community Safety and to consider best practice models around which to frame our work, in line with the Resilient Greater Christchurch strategic goals. A strong relationship with Christchurch City has been established through shared involvement on the Greater Christchurch Psychosocial Subcommittee, LinC (leadership in Community) Steering Group,

3.1.3. Safe Community Foundation, regarding our pending re-accreditation

In line with our review of models to support the wellbeing and resilience of our communities, we recently met with Tania Peters, Director of the Safe Community Foundation of New Zealand.

With our International Safe Community reaccreditation pending, our intention was to discuss concerns around how we might fit the Safe Community model with current priorities and 'best practice' for our developing communities.

We discussed the increasingly holistic and community-development approach needed to address local priorities like suicide, family violence, alcohol-related harm, social isolation and connection; and supporting vulnerable children. We also highlighted that, with our communities well down the recovery track, a more strengths-based approach is needed.

We questioned the relevance of one 'Safe Community Steering Group'; given that Council and the community have a range of evidence-based strategies and steering groups that apply an informed and able approach to addressing each of our key priorities.

We explained that, with traditional central government funding streams drying up, there is value in aligning with opportunities presented through regional alliances like the Healthy Cities UDS Health and Community working group and the Resilient Greater Christchurch strategy, which are likely to create potential funding streams where collaboration can be evidenced. Furthermore, that the Determinants of Health around which these are framed, reflect the priority areas in the Draft Waimakariri District Development Strategy.

Safe Community Foundation expressed an understanding of the need for flexibility in its approach to the accreditation process. They have committed to providing for new 'best practice' in addressing the needs of well-established safe communities like Waimakariri.

The organisation has done a significant amount of work over the past 12 months to identify and address gaps in its service provision. With Auckland and Dunedin Cities now looking to come on board, alongside several other new 'Safe Communities' the programme has grown significantly. We were particularly pleased to learn that Safe Community Foundation has forged a closer alliance with the World Health Organisation, including securing representation at the next national Safe Community networking forum.

These new developments influence our intentions for the pending Safe Community re-accreditation. A refreshed approach will allow us to align with the Determinants of Health framework that informs the Healthy Cities alliance. This means that we can retain our International Safe Community accreditation, while being in a good position to reap the potential benefits from a collaborative alignment with the Health and Communities committee and the Goals of the Resilient Great Christchurch Strategy. Importantly, we can ensure that our work aligns with the seven key areas in the draft Waimakariri District Development Strategy.

The following diagram illustrates how this might look, at strategic level, where the Safe Community Accreditation criteria provide a 'best practice mechanism' for addressing Regional and local strategic priorities

MECHANISM		STRATEGIC PRIORITIES	
		International/National/Regional	Local (Council)
SAFE COMMUNITY ACCREDIATION CRITERIA (reworked to fit the "Waimakariri Way")		**WHO /UDS Health and Communities "Determinants of Health"**	**Waimakariri District Development Strategy PROPOSED KEY THEMES**
An infrastructure based on partnership and collaborations,		People	Our Growing Communities
Long-term, sustainable initiatives covering all demographics, environments, and situations.		Lifestyle	Our Connections
Programmes that target high-risk groups and environments		Local Economy	Our Economy
Evidence-based initiatives		Built Environment	Our Centres
Programmes that document contributing factors to issues		Activities	Our Community Spaces and Places
Well-evaluated initiatives		Natural Environment	Our Environment
Ongoing participation Safe Communities networks.		Global Ecosystem	Our Rural Areas and Small Settlements

3.1.4 Children's Teams

As local Steering Group and Panel members, staff attended the official launch of the North Canterbury Children's Team initiative. This was held at Hurunui District Council, following panel member and Lead Professional induction at Maahunui II Marae in Tuahiwi. Attendees represented a range of agencies and organisations that have collectively played a part in the establishment of this initiative. The aim is to provide collaborative, wrap around support to empower vulnerable children and their families to achieve better futures.

Our role on the panel is to facilitate means by which vulnerable children and their families can access supports and opportunities to address some of the issues that have led them to becoming Children's Team clients. – Issues like financial hardship, lack of parental education and social disconnection. For example, we recently facilitated a connection between Dale Powles from Parent Help and Delwyn Harvey Children's Team Coordinator for North Canterbury. The aim is to link Children's Team client families into quality parenting education and support.

3.1.5 Funders

This quarter's 'FLAG' Funders' network meeting provided an opportunity to keep up to date with current trends and priorities for the local philanthropic and central government funding sectors. Points of particular note were:

- DIA, in collaboration with Rata Foundation, have released a further $2.7 million in funding to support earthquake affected Communities in Hurunui and Kaikoura.
- Following on from the recent Funders Forum, members have committed to applying a more intentional approach to collaborative funding for Community Initiatives. Process

is being nutted out; including aligning some application and accountability processes so that Communities are not unnecessarily tied up with administration.

- Consideration has been given to the value of multi-year funding to allow communities to 'way-find' as they develop initiatives that meet the needs of evolving communities
- Rata Foundation have done away with closing dates, so that groups can apply to either the smaller or larger fund as needs or opportunities arise. Applications can include several projects.
- Rata Foundation have said that they would welcome more applications related to Environmental, Arts and Cultural Heritage.

Following on from this, sadly, Rata Foundation have recently announced the resignation of their Chief Executive, Louise Edwards. Louise has been responsible for the rebranding, restructure and remodelling of the way Rata Foundation meet this needs of Canterbury Communities. She has been a valued partner through our shared involvement in the LinC Steering Group and FLAG funders' forum. Her passion for community has always been obvious and she is well respected across the sector.

Roger Bridge Chair of Rātā Foundation said in his official announcement:

"Over the past five years Louise has lead a significant transformation at Rātā Foundation in implementing the board's strategic vision including changing our name and identity, and enhancement in the way in which we fund. I also know she is proud of her involvement in developing and implementing the Foundation's response to the community after the devastating Canterbury earthquakes and more recently with the November earthquakes.

Louise remains dedicated and committed to Rata Foundation and I know will ensure a smooth and thorough transition to the new Chief Executive."

3.2. CONNECTING: Facilitating connection across the Community

3.2.1 Shared Services for Kaiapoi

We are working with Wellbeing North Canterbury's Kaiapoi Community Support, Barnardos, You, Me we Us Kaiapoi, Satisfy Food Rescue, Darnley Club and a range of associated social service providers on a plan to fully utilise the Sewell St building to provide easily accessible, shared social and community support services under one roof.

This will achieve:

- Full and efficient utilisation of this facility.
- Affordable accommodation for local social and community support providers, ensuring sustainable service provision for residents.
- Shared services all under one roof; allowing ease of cross-referral
- Accessible access to services for local residents with varied and often complex needs.
- Greater opportunity for collaboration between services to support the wellbeing of local residents

A preliminary report was presented to the March meeting of the Kaiapoi and Tuahiwi Community Board and a full proposal has been submitted to the May meeting. Council will be updated accordingly.

3.2.2 Networking fora

The Oxford and Kaiapoi Networking Fora included broad representation from across the health provider, education, local government, community support and social sectors. Typical attendance is between 20 and 25 local providers. New faces continue to appear as word spreads about the value of these meetings as a means to 'get known' in the Waimakariri District. While essentially about networking and information sharing, we increasingly see productive connections developing out of discussions generated in the round-table updates.

3.2.3 Volunteer Action Group

Three working groups have been established to implement planning for each of its priority work areas:

- development of a local website resource for volunteering,
- sharing volunteer stories and
- mentoring and succession planning in the volunteer sector.

Initial discussions have been held and a proposal is being prepared to engage Volunteer Canterbury in establishing a locally branded, on-line volunteer resource, specific to the Waimakariri.

The 'sharing volunteer stories' group has begun its social media promotion with the story of a local Idea Services volunteer and the mutually valuable relationship that it has created.

3.2.4 Connecting Neighbourhood Support with Residents Groups

Our Community Development Facilitator arranged for Neighbourhood Support to address a joint meeting of the Woodend and Pegasus Residents Associations. The aim is to give these groups a better understanding as to how Neighbourhood Support operate and to identify some potential opportunities to partner with them for better connection across neighbourhoods in their respective communities.

3.2.5 The Community Events trailer has been solidly booked over recent months and is now for community sports events, a car rally, youth events and neighbourhood parties. This has proven to be good use of 'Summer of Fun' funding and our partnership with Rangiora Hire has meant that we don't have to tie up staff time with arrangements.

3.3. INFORMING the Community

3.3.1 Youth Services Sector

We recently facilitated an opportunity for Wayne Francis Trust to present to North Canterbury Youth Services Network on 'Positive Youth Development'. As a result, attendees from agencies like Work and Income, local High Schools and Big Brother Big Sisters are looking to incorporate such training into professional development for their staff and volunteers.

One of the concerns raised at the meeting was that depression and mental health issues are increasingly presenting right across the youth demographic. The group have requested that we refer this to the Waimakariri Health Advisory Group (WHAG) to get a clearer picture of this issue and potential ways to address it.

A second speaker, Joss O'Connor, teacher/counsellor from Kaiapoi High School, gave an address about the value of restorative practice. She has asked our Youth Development

Coordinator to work with the school to deliver training for parents regarding how to use this practice.

Following on from this, Youth Development are hosting Sela Faletolu – Fasi from Wayne Francis Trust "Bus Stop Tour" initiative to speak on Positive Youth Development on 8 May for those working with young people in the Waimakariri Community and on Wednesday 24 May for our youth. We have invited WaiYouth, Youth Council, Idea Youth and Leo's Rangiora to attend at this stage. We would also like to offer an invitation to the young people from Hurunui.

3.3.2 Family Violence Workshop

A 'Family violence – how to help' workshop is being organised for Hair, Beauty and Wellbeing professionals. It has been recognised that staff in these service areas often establish a close connection with their clients and conversations have include confidences on a range of issues.

These workshops are aimed at building confidence for the staff to recognise some of the signs of abusive relationships and how to offer help. Salon staff will learn where to suggest that help is available and understand the risks and dynamics of Family violence. (For example, that it can be a very dangerous time for a person in an abusive relationship is if they announce they are going to leave.) These workshops are part of the North Canterbury Family Violence Network plans to ensure family harm incidences are less likely to remain behind closed doors and go unreported.

3.3.3 Migrants and Newcomers

New Conversational English classes are being delivered in Rangiora and Woodend, with support from Person to Person Help Trust and the Methodist Church

Cooking Classes for people new to New Zealand and new to cooking are being held in Rangiora. The initiative, led by the Methodist Church, in partnership with Community College North Canterbury - providing the kitchen/cooking facilities, Hope Community Trust - providing the vegetables and Cat Scott Hewitt - providing the cooking/tutoring skills. This initiative has a true community, collaborative spirt about it.

An Intercultural Seminar was recently focused on understanding New Zealand work culture and how our expectations and approach to communicating can cause problems with cultures who approach things from a different angle.

3.3.4 Civil Defence Welfare Forum

Staff attended the annual Canterbury regional Civil Defence Welfare forum. The focus this year was on the gathering and use of data throughout the response and recovery phases of a Civil Defence emergency.

Attendees acknowledged the considerable challenge presented where a number of independent groups door-knock to gather information. Often these groups are redeployed to another location, with that data being lost to the overall response. Some good ideas were presented, in terms of better models for working with these organisations to gather, map and interpret this data to address the short and long-term needs of affected communities.

3.4: EMPOWERING the community to identify and achieve its aspirations

3.4.1 Leadership in Communities (LinC)

The LinC Project was initiated by CERA as an earthquake recovery initiative, aimed at supporting and growing emerging grassroots and local government-based community leaders. This was achieved through the provision of free, quality leadership development, mentoring and peer support to better equip them to lead the creation of initiatives that would make their communities better places to live in.

The pilot project was developed and managed by Leadership Lab and Canterbury University in collaboration with funders and governance partners, Red Cross, Rata Foundation, Wayne Francis Trust Christchurch City Council and Waimakariri District Council. It successfully ran for two years, with start-up funding extended to reflect funder recognition of the value of the programme and the results that it delivered in communities

With a shortage of sustainable funding, a potential limiting factor, the LinC Project Steering Group have undertaken to rework the initiative, with more of a peer support focus. This will involve a shift towards local community leaders supporting leaders within their own communities in order to both create a wider spread of influence, and to create a long term sustainable and flexible model that is integrated with other initiatives and supports within Greater Christchurch. This includes specific links and roles for the staff and community boards from the three territorial authorities; Waimakariri District Council, Selwyn District Council and Christchurch City Council.

The proposed "LinC Phase 2", will incorporate four complimentary components focused on growing and sustaining community leaders.

1. **Satellite LinC "leaders in action"** – Peer mentoring and support for clusters of emerging leaders from geographic communities or communities of interest. (E.g. Sports, Residents Groups, faith-based groups. While Council Community Development staff will support their development, the intent is that these will be led by people who have completed the LinC training and be autonomous in operation

2. **Community of Practice "leaders supporting leaders"** – broader across community networking and idea-sharing for Satelitte LinC members. These will be facilitated by Satelitte group leaders

3. **Incubator "developing leaders"** – This mirrors the original programme, where emerging leaders have access to free intensive leadership development training over a six-month period.

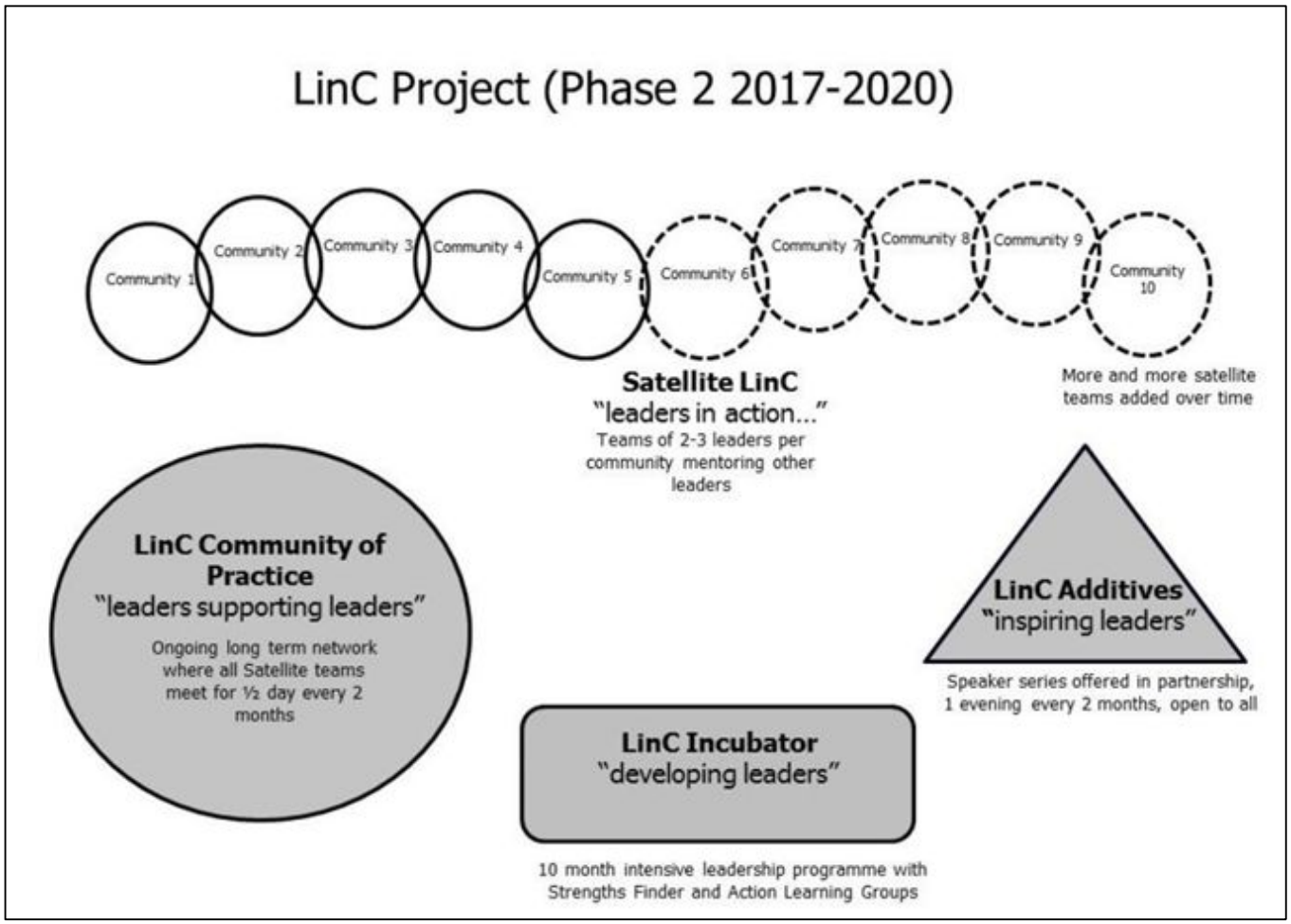
4. **Additive Workshops "inspiring leaders"** - Available to the wider community, these workshop specific aspects successful community-led development. E.g. project planning, innovation, marketing and promotion, succession planning, etc funding

With well-developed relationships between Council Community Development staff, Community Board members and the communities that they serve, Waimakariri has been identified as a good place to pilot the 'satellite' leadership support and development aspect of this in initiative.

The migrant sector and residents' associations have already been identified as interested communities of practice where local leaders complete the original programme. Furthermore, with new initiatives like the TimeBank project we are seeing new people emerge with incredible leadership skills, qualities and energy that could be developed through the LinC Incubator programme.

The aim is to be able to offer all but the full 'Incubator' component in the Waimakariri Community, removing travel as a barrier to participation. We see this model as a mechanism to increase community-led development capacity across the District.

The diagram below illustrates the proposed model for "LinC phase 2"



3.4.2 Time Bank Development

The newly established TimeBank Working Group is proving to be a textbook example of good community-led development, with the group even exploring their own planning models. Interestingly, those leading this initiative are not the faces that we usually see around our project planning table. Many are residents who have captured the vision to create something that connects people and facilitates the sharing of resources

The working group have quickly established a Vision and Mission statement:

- ***Vision*** *– "To help build stronger and more connected communities in the Waimakariri District"*
- **Mission** *– "To provide the opportunity for people to share skills, talents and support through a TimeBank"*

Current objectives are to explore and cement fund-holder arrangements so that they can secure seed funding before establishing themselves as a charitable trust. Once the initiative is established, the group aims to recruit a coordinator and set up a management team to support the work of the coordinator and the project itself.

Planning is now underway to identify strengths and needs in the community, to tailor an attractive and practical TimeBank for the community.

We look forward to seeing how this initiative develops.

3.4.3 Youth

WaiYouth have recruited two new members. The group now have young people who input from a broad age range. (13 – 23 years) Following a review of the successful Cube Party the WaiYouth Crew are now committed to working towards a Youth Cultural Festival. They would be interested in supporting acts from the around the Waimakariri District which showcase different cultures and ethnicities. This festival will be a first for the WaiYouth Crew and we are grateful to the Rata Foundation for funding and supporting this project.

Youth Council also have recruited new members to fill vacant positions; and now look forward to coming together to connect and plan their year as a new Team. A key project for the coming year will be the review of the Waimakariri Community Development Strategy. In line with their Terms of Reference, Youth Council requires the Mayor and two Councillors to complete its membership. We ask that the Community and Recreation committee elect two of its members to fill these roles.

3.4.5 Migrants and Newcomers

The Migrants and Newcomers Steering group has established three new action/sub-groups are to work on the following priority areas:

- ***Story Telling***- Expanding on the 'I've Got Your Back' campaign. The Team held a photo shoot for a series of billboards and posters, featuring people from various migrant ethnicities. Posters will feature different languages. These will be put up throughout the District. Migrants' Group members will be issued with T Shirts so that any engagements with Migrants, key members will be wearing them. The group are planning a Social Marketing campaign to raise awareness of what it's like to move to the Waimakariri.

- ***Events and Education*** – More events will be developed collaboratively to celebrate diversity in our district. The group is also seeking input from Migrants and organisations working with Migrants, regarding what education programmes are delivered, or could/should be delivered in the Waimakariri District.

- ***Conversational English/Cooking Classes*** – The group reflected on what's worked well and what more could be done to bring people together – They have established that food is key and that there may be more done using this as a way of bringing people together and engaging with local and Christchurch based Education/Tertiary providers.

Alongside this, the group are planning two workshops

- *A "Cultural Competency" Workshop* with the Manager of Christchurch Resettlement Services – this will help educate the Migrants Group members/organisations and Social Service providers about how to most effectively meet the needs of their migrant clients.

- *A "Work-Ready" workshop* with the Chamber of Commerce' Migrant Employment Coordinator and the Human Resources Manager from Hellers Ltd. The aim is to upskill migrants for the local workforce; as well as to educate employers about how best to support their migrant workers.

4. COMMUNITY VIEWS

4.1 As detailed in 3.1, above, in line with Community Development practice, a wide range of Community Stakeholders continue to be engaged in the work of the Community Team

5. FINANCIAL IMPLICATIONS AND RISKS:

5.1 There are no financial implications related to the content of this report

6 CONTEXT

6.1 Policy

This is not a matter of significance in terms of the Council's Significance Policy.

6.2 Legislation

Local Government Act 2002

6.3 Community Outcomes.

The work of the Community Team aligns with the following Council Community Outcomes:

- *There is a safe environment for all*
- *There are wider ranging opportunities for people to contribute to the decision making by local, regional and national organisations that affects our District.*
- *People are friendly and caring, creating a strong sense of community in our district.*
- *People have wider ranging opportunities for learning and being informed.*

Tessa Sturley
COMMUNITY TEAM MANAGER

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Terms of Reference

1. Background

The Waimakariri District Council adopted the Waimakariri Youth Development Strategy in 2010 with the Vision that:

"The Waimakariri District is a community where all young people feel connected, encouraged and proud to be from North Canterbury. It is a community which values young people and works in partnership with them to create the very best outcomes."

In the time since this strategy was adopted the District Council has developed youth action groups that foster leadership and youth-led initiatives. These young people have identified that it would be in the best interests of Waimakariri young people, the community and the District Council to establish a Youth Council as an effective means to support the vision set out in the Waimakariri Youth Development Strategy.

2. Purpose

- Identify and communicate to the District Council the interests and preferences of the youth of Waimakariri in relation to:
- the content of the strategies, policies, plans, and bylaws of the District Council
- any matter that the Youth Council considers to be of particular interest or concern to the youth of Waimakariri.
- Advise the Mayor, Council, Community Boards and Ward Advisory Boards, in relation to processes and mechanisms for engagement with young people in the Waimakariri District.
- Consider any regional issues raised by local young people.
- To engage with youth and the community through a range of platforms.
- To advocate and advance the Waimakariri Youth Development Strategy.

3. Guiding Frameworks

The Youth Council will be guided by the following:

- The United Nations Convention on the Rights of the Child declares that young people have the right to participate in decision making that affects them.
- The principles of the Treaty of Waitangi | Te Tiriti o Waitangi.
- The Waimakariri Youth Development Strategy.

Note: If a Youth Council member feels they can no longer abide by the Terms of Reference they must give a month's notice in writing advising the Youth Council of their resignation.

4. Role of the Waimakariri District Council

- The Council will provide reports or information relating to topics of interest or relevance to the Youth Council.
- Council staff shall be available to attend Youth Council meetings at the request of the Youth Council, and when agenda items require a staff member's expertise.
- The Council will provide secretarial services and staff support

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5. Membership

The Youth Council will be comprised of:

- Staff Support: e.g. Youth Development Coordinator.
- Mayor (ex officio).
- Up to two District Councillors.
- One young person from each of Rangiora High School, Kaiapoi High School, Oxford Area School and Rangiora New Life School.
- One young person representing each of the four wards in the Waimakariri, (i.e. Rangiora, Kaiapoi, Woodend/Ashley, Oxford/Eyre).
- One representative from the WAIYouth Action Group.
- A young person representing the Disability sector.
- A young person representing Maori and Pacifica.
- Other desirable membership representation includes but is not exclusive to: employed, tertiary, home-schooled, out of District but attends school in the district.

Every effort will be made to ensure the Youth Council has the membership listed above. In the event that a temporary vacancy is created or a position cannot be filled in the short term, a member of the Youth Council may represent more than one of the above.

Maximum youth membership shall be capped at:

- 12 members aged between 13 and 24 years.

Total membership, including District Council staff/elected members shall not exceed:

- 15 members plus one staff support role. If a delegated group cannot be represented, their seat may be filled by a representative from one of the other categories.

Youth Council Membership

- The term for each member of the Youth Council will be two years. The term will expire 2 years after the date on which the Youth Councillor was appointed. Youth Councillor may apply for a further two-year term.
- In December each year the Youth Council will determine the number of vacant positions it will need to fill for the coming year.
- In late January the Youth Council will advertise calling for applications to fill vacant positions. Applications for vacant positions will close on or about 15 March. Interviews for the vacant positions and selection of replacement Youth Councillors will occur on or about 15 April.
- Interviews and selection of replacement Youth Councillors will be undertaken by a committee of three, consisting of the Mayor or District Councillor, the Chair or Deputy-Chair of the Youth Council and the Youth Council's youth coordinator or a youth worker.
- Those chosen to fill vacant positions on the Youth Council will take up their position at the April meeting of the Youth Council.
- In the event that a casual vacancy occurs, a selection to fill this position may be referred by the Chairperson or the Deputy Chair to a meeting of the Youth Council for approval. If approved the person selected will take up their position at the next Youth Council meeting.

Elected Member Membership

- The Mayor (ex officio), and up to two elected Councillors will be appointed by the District Council to sit on the Youth Council. The elected members will act as liaison between the Youth Council and the Waimakariri District Council.

6. Scope

The work programme of the Youth Council will evolve. During the year the meetings will focus on undertaking a review of the Waimakariri Youth Development Strategy adopted in 2010 by the WDC. (Review to be carried out in 2016)

a) developing an agenda schedule for the year
b) defining Youth Council aspirations for the year
c) identifying issues and providing feedback through local youth forums
d) reviewing member representation

7. Meeting Protocol

- Presence of half of the members (if an even number) or a majority (if an odd number) will constitute a quorum.
- The Chairperson and Deputy Chairperson for the Youth Council will be elected by the Youth Council at the second meeting of the year.
- Other roles within the Youth Council will be elected by the Youth Council as needed, e.g. Treasurer.

8. Documentation

- Minutes of all meetings shall be kept and an electronic copy of these minutes will be saved in the applicable Council document storage system.
- The minutes and proceedings for every meeting shall be considered at the following meeting and, if approved, shall be signed by the Chairperson or Deputy Chairperson.
- Minutes of the Youth Council will be submitted to the Waimakariri District Council Community and Recreation Committee.

9. Schedule of meetings

- The schedule of meetings will be determined following the election of the Youth Council each year.

10. Decision Making

- Decisions will be made by consensus by the Youth Council. Where consensus cannot be reached, a voting system may be adopted.

11. Confidentiality

- Members agree that there is a need to balance confidentiality with transparency and openness to ensure a safe environment for robust discussion. Where the Youth Council discusses matters 'in committee' these matters will be regarded as confidential (that is, not to be shared with people outside the Council). An agenda item will be declared "in committee" if appropriate.

12. Resources and Budget

- The Youth Council will be supported by the Youth Development Coordinator and other relevant District Council staff.
- The Youth Council will be appropriately resourced to support its engagement and communication with stakeholders.
- Funding will be sourced from external sources where available and appropriate.
- The Youth Council is not responsible for an operating budget; however, it may make recommendations to the District Council for projects or items incurring expense and

relating to youth on an annual basis to coincide with the Council's budget preparation.

- The Chairperson or Treasurer will receive reports on funding held by the Waimakariri District Council for the Youth Council.

13. Media

The Chairperson is the media spokesperson for the Youth Council. Prior to a media statement being made, the Chairperson should seek advice from the District Council's communications manager.

14. Breaking Terms of Reference

Membership of the Youth Council may be terminated at the discretion of the Youth Council, due to the following:

1. Failure to attend three meetings of the Youth Council without a valid apology
2. Failure to uphold the Youth Council Code of Conduct.

15. Conflict of Interest

Members of the Youth Council must declare any items on the agenda where there is a conflict of interest. It may arise, for example, from a personal relationship, or involvement with an organisation, or from conduct that indicates prejudice or predetermination.

15. Changes to Terms of Reference

Changes to terms of reference can be amended annually. Terms of reference must be reviewed annually.

Notes of Youth Council Meeting
Held in the Rakahuri Room, Rangiora Service Centre, WDC,
High Street, Rangiora at 7p.m, Tuesday 28 March 2017

Present:
Thomas Robson (Co-Chair), Leanne Bayler (WDC), Serena Peychers (Note taker), Ella Paterson, Peter Allen (WDC Councillor), David Ayers (Mayor), Andrew Besuyen (Co-Chair), Jacob Harford

Apologies:
Stella Graydon

Welcome:
Andrew opened meeting at 7:08pm

Overview of minutes of previous meeting – Andrew Besuyen
Skate Park, will discuss this tonight.
Elected roles of Youth Council.
More recruitment, coming up tonight.
Team building weekend, discussion around this and had meeting about this

Andrew Besuyen moved the minutes and Jacob Harford seconded them.

Reports for Discussion – WDC Councillors
Peter

- Councilor representation for Youth Council will be decided at next Community and Recreation meeting for the remained of the 3 years of this term.
- Peter asked about Rangiora New Life and Rangiora High School representation.
    - Received 8 applications from Rangiora High School, Rangiora New Life, Polytech University, nominations are now closed.
    - Andrew talked to an ex head boy from Rangiora New Life does not know of anyone, he is 2 years out of school.
    - Leanne is keen to ask applicants that do not become Youth Council member ask to join WaiYouth.
- District Development meetings important to get Youth Council input in this
    - Need an opportunity to have their voices heard.
    - Brief the Chairs to actively engage young people and ask for Council reps to share views on the topics. Peter is happy to advocate.
    - Maybe more assertive and having more experience with meetings, Andrew didn't have an issue with how it was facilitated seemed under time pressure.

Thomas would like Youth Council to send a letter to Advisory Groups explaining who Youth Council are, what we do and can speak with them if they wanted.

- Thomas attended a Pearson Park Advisory Group meeting and felt brushed off. Groups who are planning for the future youth need to be more proactive consulting with youth. Send letter to all relevant Advisory Groups advising them how they can support young people to engage with them and how to hear from youth. **Action: Thomas to draft letter and send to Leanne to distribute**.

David

- Chairs needing to be aware of people's body language to see if they are wanting to talk. Can be quite difficult to be heard in a group, can be easier in a small groups.

- Youth Council will be invited to All Boards meetings. Good opportunity for you to hear local issues. Board members being briefed by council staff.

Leanne's concerns are young people being asked to come to meetings are they being valued or are boxes being ticked to say young people have been invited.

- Challenging email asking to have 1 young person attend meeting. Needing a couple young people to go together because it is an intimidating adult environment. The letter will be good for educating about this.
- David advised that they are not trying to tick box need a range of ages. Council tend to ask for 1 representative from the committees/groups to attend meetings. David agreed going in twos.
- Thomas said they are intimidating environments, some are hard to get your point of view across.
- Andrew said the more meetings you go to and they see young people the more accepting they will be.
- Ella was asked many questions and they talked to her which was good, but did feel like she could not say anything, will get more confident.
- Stella went home and considered the meeting and will email them her thoughts.
- Good idea that young people go together, need to look at range of meetings to decide where to put your energy, decision making processes within the Council and finding what is important for Youth to get involved in: The District Plan is important for youth to be involved and feeding into the Youth Development Strategy. Policies the Council is developing or reviewing i.e. Skate Board Bylaw.

David

- Visit from a Chinese delegation, no further comments.

Recruitment – Leanne Bayler, Andrew Besuyen, Thomas Robson
8 applicants, Leanne, Thomas and Andrew will meet together to make a short list, hoping to have it done before the next. Next Youth Council meeting will change due to Anzac Day on the 25th April, Meeting date will be moved to Tuesday 2nd May.

Skate Park Application – Andrew Besuyen
Andrew has been in contact with Andrew Hale. Andrew will apply on behalf of Youth Council for Creative Communities Board. Applications close 31st March. Kaiapoi Skatepark would be better because Rangiora has already been refurbished. Kaiapoi has a lot of graffiti in the Bowl compared to Rangiora and Rochelle Faimalo had highlighted that Kaiapoi was not looking very nice.

- Graffiti artist in Christchurch, hopefully can paint this, has given a rough quote per meter. Andrew is unsure of how much money there is and how much can be done.
- Normally CCB fund around $2000, but Leanne is unsure.
- Contact Chris brown to find out the bowl size. **Action: Andrew contact Chris Brown.**
- Needing to be careful with paint, not being slick, needing to double checked.
- Will apply for a grant from Creative Communities Board.

WaiYouth keen to apply for a Creative Community Board Grant for their Youth Cultural and Diversity Festival, would not impact on Youth Council.

Teambuilding Weekend – Thomas Robson
Productive meeting, forwarded the information on about this meeting. Have a rough idea of what we would like to do and see happen and timeframe. Agreed to do this in Hanmer would be a good to meet with Hurunui Youth Council. Leanne advised that she has spoken to Jess she said she would love the idea but might be better for the Hurunui Youth to meet at

Hanmer have a korero for catch up maybe go to the pools. Need to organise the date in June, go on a Saturday morning and come back Sunday. Ella cannot come up until later on Saturday, will sort closer to the time.

Council Annual Plan – Thomas Robson
Thomas would like to see Youth Council make a submission on environmental issues.

- Council should be putting funding towards riparian/greenbelt planting scheme around waterways, drainage schemes to improve biodiversity and water quality. Thomas thinks this will be a major issue for the next 50 years as farming intensifies and our population expands.
- Planting certain areas or planting scheme over the next 50 years.
- Ohoka water stream and Kaiapoi River could have been solved 40 years ago cutting down the willows and plant natives. Easy, common sense solution to fix this.
- Needing native plants that can cope with the conditions and creating biodiversity the better the ecosystems will be. Will create access way for bird life as well.
- Most of NZ waterways are surrounded by willows, they are not good for the environment and use a huge amount of water and self-generate, but do provide erosion protection with binding. Marlborough are making a huge effort to get rid of willows.

Swannanoa School model really good work been done by a community group, on bottom end of Swannanoa School at Whites Rd. Quite a few years have been planting natives, in many cases community groups are willing to help plant. David advised that there are groups out here doing this. Happening at Tūhaitara and along the Ashley River.

- Advise of reasons why you feel this is important, practical approaches you would like to see the Council take, this will be heard and then will be asked questions. Will be included in the consideration.
- Ella and Jacob keen to volunteer their time to do this.
- Environmental improvement with Green Corps with Dan Cameron planting at Heaton Reserve and Swannanoa Domain. Lots of examples and at Clarkville School too. Pegasus Bay have a plantation group (Peter Chair's this group) looking at planting along dunes and waterways. Needing as many volunteers as they can get and anything Youth Council could do with finding volunteers or supporting would be great.
- Lesley Ottey said to Ella last year if there is anything we need she would like to be involved with Youth Council. Works contract for the Council and waste minimization programme at primary schools, she is passionate on environmental issues.
- Andrew keen to be involved and learn to fill out a submission.
- Thomas advised that they should input opinions for Easter Trading.
- Put down your feelings, thoughts and suggestions that sort of thing. Can do the submissions online or email and takes around 1 hour. If you choose to speak expand on what's in the submission, not reading what is in the document.
- Great opportunity to mobilize youth to volunteer. Have a far reach with Surf Club, Schools, Sport groups etc. Good to include this as well.
- Youth Council agreed on Easter Trading.

Leanne advised that she knows the CEO of Waimakariri Irrigation Limited, Brent could come and speak about water, different perspective. Let Leanne know if you would like this.

Thomas, Jacob and Andrew hold a subgroup meeting of Youth Council to go through the Annual Plan and Easter Trading submissions on Tuesday 4 April.

Review of Youth Development Strategy – Andrew Besuyen
This has come up a few times, YC needs to form a subgroup for this.

- Thomas, Hannah Price is still interested in being involved. We need to ask new Youth Council members who may wish to be added into the Strategy subgroup.
- Youth Development Strategy came out in 2010, there was a survey with a for young people, Leanne advised that the questions need to be looked at to see how relevant they are now considering the changes and other information, review and a plan how to gather the information.
- The Council will not formally review of this, will sign off on it but Youth Council would need to look at it. North Canterbury Youth Network would most likely have input.
- Online survey or questionnaire Youth Council would need to do this.
- The document is on the Council website alternatively Leanne can print copies.
- Youth Council came formed out of the strategy and is the reason Leanne is employed. Young people were interviewed asking what they thought about living here, whether they felt supported, connected etc. Developed from some of the answers the young people gave.
- Collecting the voice of young people, working with people to create a strategy and being able to make changes for your peers.
- WaiYouth were pre Youth Development Strategy 2010.
- Set a date for mid April, 2 or 3 weeks out so everyone can look at it before meeting together and discussing the document having the new Youth Council members involved too.

The Charter could reference current work such as the:

- Youth Charter has come in since, came out of CERA funding for Supporting the Youth Sector.
- Positive Youth Development in Aoetearoa which looks at how we work positively with young people.

Reports from Community Board Meetings – Andrew Besuyen and Jacob Harford
Not a lot that needs to be discussed. Most members will go to the District Development meetings.

General Business:
Website
Leanne has not been able to make an appointment with Rueben. **Action: Leanne discuss times with Andrew and Thomas for suited appointment.**

T-Shirts
Hannah Price was pushing this, needing to wait until new members are here and have a new logo.

Pegasus Youth
Leanne forwarded an email to Andrew, he wasn't sure who this is or what it is. Leanne advised that Rochelle Faimalo emailed saying there is nothing for young people in Pegasus and may be good to consult with the re youth strategy.

- WaiYouth Cube party had 15 youth from Pegasus on the bus and 10 from Woodend and drove to Kaiapoi, 52 on the bus to the UV/Foam party.
- A lot of juniors went, another event would be good to get more seniors.
- 200 youth attended WaiYouth mandated to work with youth in that age range. Learning lesson maybe do 2 sessions for the different age groups juniors/seniors.

South Island Youth Connect
Date has changed to the 13-14 May 2017, had to change the venue to Blue Skies. Youth connect (small local ones) Youth Voice Canterbury are still happy for Youth Council to run and event. Need a rough outline of what we would like to do, have funding for this and they will help with a bit of funding too. Need a date in August, **discussion on a later date about this.** 6 x WaiYouth crew went last time they felt Waimakariri could do this better, could have it at the Surf Club and have CPR training included in the youth connect, doing something more inspiring. Great opportunity for Waimakariri to showcase some things.

Andrew advised at Ryla was a really good physiologist speaker and is open to coming to having a chat with us, combined with fun group activities and practical training.
Contact Tayla and ask for examples of what has been done at Youth Connect. **Action: Andrew to talk to Tayla.**

- **Action: Andrew clarify dates.**

- Some Youth Council will attend, good for new members. Ella and Jacob and Andrew will attend. Thomas cannot attend will be at a Community Board Conference.
- Leanne received clarification that it is not just for Youth Council. She advised that the Leos are strong here, WaiYouth would be keen to attend. If other members from Waimakariri attend, can Youth Council host the other youth participation groups.

Leanne was approached by Mathew from The Northern Outlook to see if Youth Council would like to do a Youth column once a month.

- David advised before committing have a list of potential topics that can be written.
- Peter advised he thinks monthly is too much and not committing to once a month at this stage, suggested to do a couple of columns to see how it goes. Does take a while to think of what you want to say, write down and then proof read etc.
- Will have a new Youth Council, can talk about that and what Youth Council does. List the reasons Youth Council has been involved in the District Plan Strategy.
- A way of connecting with adults, could be great way of finding volunteers and talk about submissions like water quality. Could link the column in with social media.
- Thomas not keen to write, Andrew is not particularly keen but Ella and Jacob are keen. Can share writing between the group and add into it.
- Can write on behalf of WaiYouth with topics of bullying, cyber issues and what WaiYouth are doing, Youth Emergency Services Camp and what WaiYouth is up too.
- Leanne is meeting with the Northern Outlook tomorrow. **Action: Leanne get a rough idea of what they want and what their expectations might be. Monthly might be too much.**

Meeting closed at 8:28pm and the next meeting is on Tuesday 2 May 2017.

_____ _____
Chair Date

Minutes of the Social Services Waimakariri Advisory Group

Meeting 27th March 2017 1 – 3 pm

Present: Janet Eder (Chair), Jo Ealam, Vicki Lucas, Rachel Norris, Tina Robinson, Peter Allen, Madeleine Burdon, Ange Davidson, Jennie Grieg, Penny Taylor, Tessa Sturley.

Apologies: Deirdre Ryan, Ellen Zhou, Glenda Miller, Steven Walters, Trish Hughes, Tessa Sturley for lateness

In Attendance: Beccie Bithray, Lynda Whitlow, Delwyn Harvey (Children's Team Co-ordinator), Karl Belcher (Canmen).

The meeting opened at 1.04pm

Welcome: The meeting opened with a Karakia welcome to those in attendance. Karl, Delwyn, Ange, and Jennie were welcomed to the meeting. A round table introduction took place.

Conflict of Interest: None declared

Guest Speaker: Karl from Canmen. Canmen provide social support and counselling to men in Canterbury. The goal is for them to reach more men. They can do phone intakes, they cater for North Canterbury but the office is in central Christchurch.

Do they cover Hurunui? Ange

They are in talks to cover further out. Karl

Could Canmen contract to someone who is already counselling? Madeleine

Yes

Perhaps Canmen could join up with a group, be invited to attend monthly Network meetings, maybe SIIG and Wai Life. – Madeleine

(Tessa joined the meeting at 1.15pm)

There is a large need in the Hurunui. Ange

Is there an age range? Tina

18 or older, generally working with 25 -35 year olds, but don't exclude due to age. Karl

Why no uptake for over 65 year olds? Vicki

There are services that work with older men. Karl

There are high suicide rates for men over 75 years old. Vicki

How much is knowledge of services; don't know what is available. Tina

Menz Sheds came in to support older men, John Kirwan campaign was successful for younger men – Karl

May be related to age, e.g. wife has passed away etc. Vicki

There are a whole lot of older men with varying reasons for needing support. Madeleine

There is a booklet produced especially for older men. Karl

(Penny joined the meeting at 1.19pm)

Linking in to places and events, libraries, Council events – men could need support, transport to get there. Maybe the Council could put information together and give to Canmen Madeleine

Canmen are about to update and reprint the pamphlets. Karl

There is a need in Hurunui and Kaikoura. Janet

Canmen would be a good resource for the Hurunui Connectors. Tina

They have been in touch with Rural Support, and are trying to figure out how to build connections. Karl

Minutes of the Last Meeting: Have been emailed to members.

Minutes of the last meeting confirmed.

Moved Tina Robinson **Seconded** Madeleine Burdon

Matters Arising: Penny and Jo had put apologies in for the February meeting, to add to the minutes.

Our District, our Future**:** Peter – Waimakariri District Development Strategy – setting the scene for the next 30-40 years for the District. Would like to set up a session for SSW to run through the draft plant to get ideas/perspectives around social conditions which need to be included in the Strategy. This should be a separate session rather than at a monthly meeting as it could take a couple of hours.

Is there any information that can be taken to teams? Penny

Peter can provide a summary. Will go to Trevor and team to arrange a session – Tessa and Beccie to do this. Will be within the next two months.

Peter will send a summary to Beccie, she will send it on to SSW members. Tessa to arrange a Doodle Poll to ascertain suitable date to hold this.

ACTION: Peter to send summary to Beccie, who will then send to SSW Members

ACTION: Tessa to arrange Doodle Poll for date

Actions arising from last meeting: Madeleine – Red Cross support is available if we come up with a resource that may be of use for non-profit organisation. Will send research back to look at Red Cross to make a decision on where support is to be provided.

Sector based support Tina

Electronic mapping to be sent to Trish

On-going review of SSW Strategic Plan: Peter – The new Facilitator – what's changed since we did this last June/July?

Children's Teams are now up and running. Any issues we need to think about?

Children's Teams and SSW intend to wind down the Working Group – expect to still have a working relationship; SSW to be kept informed.

Community House – has been handed on; want to keep an interest in this. Tina

It is important to keep SSW live – have projects and hand them on, be able to come back to SSW with any issues. Penny

Two tasks have been completed. Tina

Need to report back to community regarding the Community House. Madeleine

Keep communication up to the community. Tessa

Deirdre has given SSW verbal updates. Tina

Regularly review members of SSW. Two NGOs are spreading out here but are not represented. Penny

The Terms of Reference contain key agencies representing children. Madeleine

This is not my understanding. Penny

Representation is across agencies. Madeleine

Terms of Reference should be reviewed. Peter

Good to consider the changing landscape, do the Terms of Reference limit? Tessa

Have been approached by agencies, but they are already covered by existing groups sitting on SSW, i.e. children already covered by various Members. Madeleine

Janet read out the ToRs regarding membership. Should the Management Team look at these and bring to meeting?

Need to look at what SSW does etc. different purpose to monthly community meetings. Peter

Management Team will look at the issue and come back to SSW at a meeting. Are there gaps regarding Education, Plunket?

Currently no representation from Runanga on SSW: Penny

There are groups on the front page which no longer current. Tina.

Should the timeline be changed? Peter

Original time frame was to January 2017 – it is timely to look at it again. Tina

DHB have provided more support (via WHAG) but there is still a significant wait. The advocacy role of SSW is important. Madeleine

Children under 13 are not being represented, not addressed across the board. Jennie

Two things talked about, facilitate to help MHFG; SSW lend a voice to issues; identify issues and report gaps. Tina

Do people want to widen this out? Who decides if a new issue arises? Peter

If an issue keeps arising then this identifies things: Tina

WHAG gets referrals, has connection with GPs – as long as items don't get lost. Can come under Items of Referral to Council: Madeleine

Identifying issues as Beccie is new to the job – need clarify for her. Peter

MHWFG and the profile within Community House – how do we do this? Tina

Beccie - this is in my report.

Where do issues go to get action? Janet

Need better direct communication from WHAG to SSW and vice versa. Should be a more formal connection

There are about four of us here who go to WHAG. Madeleine and Vicki

Would like to go through all KPIs: Peter

Third KPI could be clearer, 1st is clear, 2nd is clear

Website (Beccie, this comes up in her report) strengthen links with Mana Whenua.

Could be for the worker, Beccie, to develop: Madeleine

Default through Children's Teams, much more willing response to work along-side us. Tina

Michelle Turall - started new way to work with Tuahiwi, made sure Koral introduced. The first Children's Team panel meets tomorrow. Penny

Healthy Day at the Pa – can book with Aroha to go and speak there. Vicki

Beccie should go along to the Healthy Day at the Pa. penny

Beccie will check if she can work Friday to go to this.

We have not had the benefit of working with the Marae in the past, this may have changed since the contact with Children's Teams, and we would like it to continue. Tina

There has been no alienation with the Facilitator, it is important to keep contact going.

There is only a small team at the Marae, and it is a lot of work for them. Madeleine

4th – we can tick as both are done; are we keeping this goal? Madeleine

Children's Team can stay in there as we can't quite tick it off yet. Tina

Put the work 'remain' in. Janet

Community House is to be continued with. Tina

Need to have Community House under review. Peter

Re-word those two. Janet

5th Sustainable organisation: Strategic Plan was done to obtain funding, can be done for specific projects to obtain funding.

Any time new funding is available the Plan is looked at as a group. Tina

It is as much to be referred to for leadership as funding – KPI regarding leadership. Peter

Some great leadership training was received from Trish at DIA. Vicki

Are there any goals to add to the list? Peter

Broaden the 1st one to groups that need support? Advocacy role - Vicki

List of working groups is on the first page. MHFG is mentioned as a support to be provided. Tina

Smaller groups who have no legal standing – a broader endorsement of some groups:

Penny

Provided support of projects or groups – is advocacy in the ToR's? Maybe the Management Group should go through the ToR's. Tina

Five KPI's are enough to keep going through this year. Peter

Identify and prioritise – are there enough traumas in the District in them? Janet

Need to be broader rather than narrow. Penny

This is part of the advocacy role. Peter

Burnout issues: Increase in referrals is broadly in there. Janet

2010 identified gaps for psycho social recovery in the SSW role, maybe a disaster or emergency thing? Madeleine

Psycho Social Committee are still operating. May be good to update to that committee – Hurunui is not represented; they are still Christchurch based. It may be good for SSW to take to them. The Governance Group have DHB, EQC representation.

Agenda item for SSW – Items to feed to Psycho Social Committee.

ACTION: new agenda item "Items to feed to Psycho Social Committee"

Reports:

MHFG: Jennie – reported on the latest meeting. There is a difference between urban and rural discussions and focus on mental health. More holistic in rural areas: GPL/BICs report increase in adult referrals, youth referrals also doubled.

Waiting lists – shortage of funding, funding is needed to employ people. Penny

Could SSW provide a letter to back this up? Tessa can present it as an urgent request to the Psycho Social Committee. Trish

Penny is to draft a letter and send to Janet to sign.

ACTION: Penny to draft letter to Psycho Social Committee, send it to Janet to sign

There is another level that can be approached – political. Peter can access this avenue, would need evidence to present to political avenues. Peter

Specifics – waitlist escalation times; need comparison to last year etc. Does this fit Red Cross Funding? Tina

No, Red Cross is for earthquake affected issues only, and is not so much for agency funding. Madeleine

It is frustrating that funding is only for quake issues. Penny

GPs have nowhere to send mild/moderate cases. Madeleine

If SSW put something in writing will WHAG support this? Tina

Work through Amanda on WHAG. Peter

Will draft something up and use connections i.e. Barnardos Penny

This comes up over months and is continuing. Tina

There are longer waiting lists, seeing many cases. Jennie

Can employ people on fixed-term contracts to meet funding, all we need is resources to do this. Penny

What happens if a new service fills up? What then? Tina

BIC workers are part time no formal wait list is used. GPLs are to see urgent cases. Jennie

Is this reflecting on the severity of cases seen; seeing GPL acutely means they are sicker when they come to her? Penny

Yes. Jennie

There is no longer focus on the mild end – now the other end. Tina

Tessa is to feed to Psycho Social Committee.

ACTION: Penny and Tessa to feed this to Psycho Social Committee

SIIG: Madeleine - Good turnout, no report this month.

Children's Team Working Party: Children's Team was officially launched last week. Delwyn Harvey is based at MSD Rangiora. The first Panel is being held tomorrow. Penny will keep feeding back and updating. Huge interest in the Panel which is great:

SSW Facilitator: Beccie has been meeting with SSW members over the past month. She is concerned there may be meetings she has missed, would like information on what to attend.

Pressure on services is mentioned at every meeting she has been to. The website – would like information to put on the website as there is very limited information on there and some of it is quite old. Would like some feedback on what to put on the website:

Updated Service Mapping, working through additions from FACS, will keep doing this and share with members.

Beccie finds acronyms a bit confusing at the meetings.

That the reports be accepted.

Moved Rachel Norris **Seconded** Jo Ealam

Reminder that written reports are needed prior to SSW meetings: Janet

General Business: Meeting on Monday 24th April – this is the day before ANZAC Day so not many people are likely to be attending. Meeting date is to be changed to 1st May. Meetings will be 1st and 24th May.

ACTION: Beccie to send notification of change of meeting date to members

Ange – The Hurunui Connector Meeting is on10th April 1 – 3 in the Amberley Council Chambers, any agencies known please send them along to this.

Could we look at mapping to identify these? Jo

Earthquake agencies are meeting at 2pm, could Ange please check the time?

ACTION: Ange to check the time for the meeting

Funders – it is the intention of funders to work more collaboratively and meet more frequently. Corrections are looking to have prisoner integration/community support via Probation. Would be good to have them speak at a SSW meeting: Invite them to attend the 29th May meeting:

ACTION: Tessa to invite Corrections to attend 29th May meeting and copy to Beccie

Correspondence: None

Items for Referral to Council: letter regarding waiting lists as per earlier in the meeting.

Round table update on agencies: Wellbeing and PSUSI will be providing earthquake navigators to the Hurunui area, they are recruiting at the moment. Penny

Next month Oranga Tamariki starts – put on the agenda to have a presentation on this. To give Madeleine the logo and values to put in Chatter: Rachel

ACTION: Agenda item – Oranga Tamariki presentation

ACTION: Rachel to give Madeleine logo and values to be put in Chatter

Statistics projection of population – elderly increasing in the District:

The meeting closed at 2.59pm

Next meeting to be held on Monday 1st May 2017

MINUTES OF A MEETING OF THE WAIMAKARIRI HEALTH ADVISORY GROUP HELD AT RAKAHURI ROOM, WAIMAKARIRI DISTRICT COUNCIL, 215 HIGH STREET, RANGIORA

Held at 5.30pm on Tuesday 7 March 2017

PRESENT John Buckingham (Chair), Bill Eschenbach (RCPHO), Suzanne Salton (Health Hub/Midwives), Madeleine Burdon (WDC), Murray Clarke, Philip Redmond & James Ensor (Community Board), Catherine Dowle (Children's Health, PHN), Vicki Lucas (Older Persons Advocate), Amanda Torkington (GP Representative), Peter Allen (WDC Rep on RCPHO), Mary Connors (Health Provider Representative), Serena Peychers (Note Taker)

WELCOME

John opened the meeting at 5.30pm and welcomed Valerie Meyer and Ann Martin from Planning and Funding CDHB, Anne-Marie Chellew from Driving Miss Daisy and Philip Redmond from Kaiapoi Tuahiwi Community Board.

APOLOGIES

Carol Glover, Sarah Saunders, Jill Waldron.

IN ATTENDANCE

Anne-Marie Chellew (Driving Miss Daisy), Ann Martin & Valerie Meyer (Planning & Funding-CDHB).

Item#	
1.	**CONFIRMATION OF MINUTES TUESDAY 7TH FEBRUARY 2017** **Moved:** Murray Clarke **Seconded:** Bill Eschenbach
2. 2.1	**MATTERS ARISING FROM PREVIOUS MINUTES** **Notification of liquor licence applications** Peter Allen advised the group of his conflict of interest and therefore withdrew from taking part in the discussion. A list of current applications was circulated to members prior to the meeting. The objection period is 15 working days after the first advert in public notices has appeared. 3 New off Licences (Craft Bar and Kitchen Hilton Street, Kaiapoi), (Kaiapoi Liquorland at Silverstream) and Rangiora Craft Beer Company (Durham Street) New on Licence application (Golden Panda, High Street, Rangiora), 2 of these relate to Kaiapoi Tuahiwi Community Board. They may put in a submission. Another BYO in Kaiapoi (might be for a Thai restaurant, do not have this information). Discussion regarding Silverstream and that it is 2-3 kms away from other liquor outlets. The deadline for submissions on Kaiapoi Liquorland is 5pm 10th March. Discussion on stand-alone liquor outlets - how much is sold from supermarket and standalone outlets, who sells more? Supermarkets not allowed to sell spirits.

2.2	The Hearing for an off Licence on High Street in Oxford is the end of March. Proposed Tavern next to the Cenotaph (Ivory 93, Rangiora) has been concluded parties have been advised that the application was approved with conditions. WHAG haven't made many objections in the past, but often haven't known of applications until too late. The WHAG members agreed to not make a submission on this occasion with not enough evidence of risk-harmful outcomes at this stage. However, Madeleine advised that her colleague Wendy Howe (Safer community Facilitator) has an Alcohol Action Group (plus another around family violence.) Wendy was very interested in the applications as this is part of her portfolio. Madeleine will check out what sort of evidence has been pulled together for earlier objections. <u>Questions raised</u>: Re the licence application for Mandeville, the group is unsure on details. Does the Council have a ruling on how many liquor outlets can be in the district plan? Needing more information on the Alcohol Policy and the criteria to be able to make decisions/formulate objections and submissions. **Other Board representatives** Waiting on Woodend Community Board, they had a by-election. Madeleine has contacted Sarah and is waiting.	
	Action/s	**Who?**
	Ask Wendy Howe what evidence she has. Invite the Chair of the District Licencing Committee to speak at next WHAG meeting.	Madeleine Madeleine
<u>3.</u>	**<u>MEMBER UPDATES</u>** **RCPHO Representative – Bill (CEO)** Still very mindful of Mental Health needs in Waimakariri area. All practises in the Waimakariri have claimed additional support for Mental Health that were impacted by the Hurunui earthquake - accepted consultations as well as free visits. At the moment the CDHB are running workshops reviewing the emergency response for the Hurunui/Kaikoura. Meetings held yesterday, Bill will be going to Cheviot tomorrow morning and all practises in Hurunui have been invited. <u>Mobile Bus</u> RCPHO hold contract for services being operated out of Waikari Medical Centre, over the last 5-6 years. Number of visits to Waikari have been split between Waikari and out of the Health Hub (Rangiora). Staff trained in Hurunui will also support the delivery of services via the bus, at the Hub. First visit to Rangiora might be April or 1st May 2017, with the expectation that there will be a number of visits per annum; they will communicate to GP teams, of what specialists visit there will be and when. Will ensure the bus services are fully utilised for the whole day. There is a triage mechanism, around who can attend the bus so it is not for the too high risk. Link between those referrals to the CDHB is through normal channels, the	

referrals are triaged to see what can safely be done in the bus verses what needs to stay in the system and what the specialists are targeting that particular visit.

The Mobile Bus will be for Hurunui and Waimakariri population. The bus will be here 1 day every 5 weeks (rotating around New Zealand) The dates will be advised of when the bus will be in Rangiora and Waikari. The open day will be 14th March, Bill is unsure of the time.

Older Persons' Health – Vicki

- Falls Prevention wait list down to 4; we have maintained a short waiting list due to adding extra unfunded assistance to this service.
- Presbyterian Support has received CDHB funding for 0.7 FTE for a navigator role in the Hurunui. North Canterbury Well Being also have a 0.7 FTE
- Hurunui Forum – a permanent leadership group is in place.
- Valda Reveley has retired from her role with the Consumer Council

Miles Jackson - GreyPower on Tuesday 7th March will have Carolyn Gullery (Planning & Funding manager, CDHB) to give a presentation re 'Waimakariri Health Services", this will outline the likelihood of future after hours' health services for the area.

Christchurch Hospital Outpatients Department - completion of this project will enable the final stages of the Rangiora Health Hub to be progressed. The complex foundation for the Outpatients Department is now nearing completion with the building now scheduled to open in March/April 2018. Planning work to shift the current Outpatients department building to Rangiora will be underway this year

Social Services Waimakariri/Community Development - Madeleine (report)

Action Points February:

1) Followed up with community board secretary re other appointments to WHAG
2) requested notification of liquor licencing applications from WDC staff and circulated these.
3) the new chair of the SSW "mental health and wellbeing focus group" is Jennie Grieg a BIC worker for RCPHO. The group only met on Feb 28th so I will check if they have discussed potential representation to WHAG from that body.

Other matters ongoing:
Concerns re parenting - the new SSW worker Rebecca Bithray, began on February 13th and will take some time to be oriented to the role and all the networks across the District. Please note she is looking for any updates to the "Waimakariri Support and Information for Families" flyer (for term 1 2017) email: sswfacilitator@gmail.com

Other sector representatives. I think we need to take some action around any significant gaps on WHAG representation and have a plan to follow up i.e. advertise publically for all the vacancies which we have done before or shoulder tap some folk. There are criteria.

- There was a well-attended Timebank meeting at the Town hall last week which will be supported by my team mate Karen Lindsay –Lees

	➢ There is a lot happening with the Migrant sector including conversational English classes starting up. Check Chatter for updates from Denise Wiggins <u>Extra demand on resources post-earthquakes</u> We have not had any feedback directly CDHB meetings in December. We have had another request to meet (this time from a contracted researcher) with Red Cross about capacity/training/resourcing needs for the community sector, post Nov earthquakes. We have heard that extra resourcing has gone to Hurunui e.g. for BIC and another counselling service not yet underway <u>Top issues –ongoing</u> and which will impact on the ability of health providers to support their patients e.g. a 14-week waiting list for one agency for counselling 1) Concern about the lessening of services to the mid to moderate sector, thus leaving an under-resourced, already stretched community sector to cope and a drop in the ability to do preventative work 2) Concern about the impact of the Children's Teams on service providers i.e. the changes to some agency criteria (so clients who would normally go to them can no longer use their services – again a lessening in preventative aspect of their work) and where do they go? 3) Concern re extra demand on agencies to be part of the children's teams/panels without additional resourcing to cover the gaps in day to day work, "worker capacity is in jeopardy" 4) Concerns about the new and extra mandatory personal data collection (on clients) which is a requirement on groups with government contracts from 1 July 5) The selection of a handful of agencies e.g. in the budget advice arena (groups had to tender and be agreeable to the new contract terms), so groups who prior to the change in funding would have received Government funding no longer will. **Childs Health - Catherine** Beginning HPV vaccination campaign in Waimakariri been a good uptake consents with boys. Attended the Children's Team meeting at Tuahiwi Marae, the roll out is at the end of March/early April at the Hurunui District Council. Still don't know who are on the panels, lead professionals, will be informed in due course. Have concerns on how this going to work out here. Launch all live, referrals will be coming. Panel receives referrals then decides who the lead professional will be. Representatives from police, justice, health, education and Leanne Bayler. Catherine advised she has received feedback, person very concerned about the added workload as her normal workload has not been adjusted, no extra funding and have to fit it in. **Physiotherapy – Mary** Re the MAP programme - printed off a simple form and delivered to GPs. Request that it be emailed to Amanda as the link with GP's. Been allocated 275 referrals to date, Christchurch included, Waimakariri has 20 and Amberley buzzing with referrals, still room for another 130. This finishes end of June 2017. Pharmacies have been really good, with referrals coming through from

	pharmacies or GP's, only mild to moderate cases. Follow up 18 months post June 2017, the more people there are the more information for future funding. Next week there's a meeting re the *"shoulder triage system*" for chronic shoulder patients, who have gone to hospital, but who don't qualify for surgery and don't get any care. This came out on 5 treatment packages to community practises. Looking at the same format for *acute back pain*, that is presenting at ED that doesn't qualify for surgical model but needs to be managed. Doesn't necessarily come under ACC model and won't always be an injury. Will be presented in 2 week's time for all physios. Good access system back in if people aren't proceeding as they should, there is a process back into hospital for a surgical opinion if needed. **Midwifery – Rangiora Hospital – Suzanne** Had inquiries from the Children's Diabetes Clinic as a potential out-patient service; meeting with Dr Karen McKenzie to see the building, see if they can start the clinic. After 8 months have had approval to appoint more midwifes. St Georges contract is going to be capped in the next few months on the number of post-natal transfers from Christchurch Women's Hospital. Changing to 950 transfers from 1600 a year, the extra women will go to Lincoln and Rangiora. Needing more staff due to this. Advertising for new staff to work 9:00am – 5:30pm, 7 days a week, to help with discharges and admissions. As numbers increase over the next few months the hospital will get a business case together to have a 2nd midwife on every shift. **GPs – Amanda** The Bealey Ave after hours service is to move in April 2017, new building is looking good. Current building overflowing. Going to need lots of education re the location of the new premises and planning. After Hours locally– we've all been in the dark about this and proactive re reaching out to get information. Have been lots of questions from public but cannot advise. **RCPHO Board Rep – Peter** Peter asked what is happening to the old hospital building when the Christchurch building is moved adjacent to the new Health Hub building. Suzanne advised that she does not know what is happening, it might be demolished. **Community Board Reps – Murray and James and Philip (no rep from Woodend yet)** James – Great sadness attending Karen Eastwood's funeral service, she was a great advocate for the local Community Board- also well supported by Council staff. Murray – Environment Canterbury is going to present changes to the bus service, they are saying that it will be of benefit to Rangiora residents. Murray would like to know how much of a benefit will it be for people going to the hospital in Christchurch.	
	Action/s	**Who?**
	Email Amanda Torkington the Map programme form.	Mary

4.	**GENERAL BUSINESS**
4.1	**Driving Miss Daisy Service- Anne-Marie** North Canterbury franchise covers everywhere north of Waimakariri, even out to Waipara, Coopers Creek, Domett, Cheviot and everywhere in-between, can go to Culverden or Hanmer if needed. DMD is pre booked small passenger service. Hours are 24 hours 7 days a week A lot of work is from ACC for people needing to go back to hospital or to physio and for transporting folk to work. Anybody that can't drive can use this service, mums/young mums needing to take kids to school or preschool or after school activities. They have car seats for every age group. They also have wheelchairs, walking sticks and walkers. **TMES (**Total Mobility Electronic Scheme) scheme – can get these passes from a variety of providers eg: Blind Foundation, Stroke Foundation, Alzheimer's. This provides the client with discounted travel with DMD. Partly subsidised through ECAN so around North Canterbury it is half price travel. If you go over the Waimakariri river there is a maximum of $35.00 discount on TMES. Great for clients in the Waimakariri, a lot of regulars going to doctors, hairdressers etc. Is a card with your photo on, swipe card and will tell you where you have been and the balance, can only use the card if it is yours. Anybody can use DMD but using TMES gives a cheaper fare. To get a TMES card fill an application form from DMD - this will be sent to Aspire Canterbury with their charge of $35.00 and a photo of the client, 10 days later receive the TMES card. Sometimes may need a medical certificate. Has 4 cars on road. Can only use this service if living in North Canterbury, unless they are advised by the Driving Miss Daisy for that area that they cannot do that certain job. Scheme average to hospital from Rangiora costs $75 each way less the $35 TMES. Counts mileage not time. Madeleine asked if the clients know about the Health Shuttle, Anne-Marie advised yes but they have to stick to a timetable so cannot wait till all appointments finish. Good percentage of clients would be older people, because of health reason/vision not being able to drive. DMD advise older clients after selling their own cars, the money they normally use to service the car/insurance etc to put that money into another account to fund future transport costs. Is also a pre pay card system, every time they go out DMD will be deduct off card, so no need to find cash for the trip. Can transfer money from bank accounts and have a total amount advised when with DMD. Will be purchasing a wheelchair accessible vehicle, a Volkswagen Caddie with ramp. Needing to talk to the council regarding mobility spaces in Rangiora. Has a winch on her car to have easy access for wheelchairs. Will do an ad in Northern Outlook and for Chatter when the wheelchair accessible vehicle is ready - will also do a newsletter to give to everyone and the PSUSI transport flyer too by SSW/Council.
4.2	**Appropriate After Hours Service- CDHB; Valerie and Ann** 1. After hours in North Canterbury is being looked at in terms of a review around how the phone triage service is working. Looking on how that works, are patients being referred to the correct place? Are they waiting too long on the phone? All those types of things. Data needs to be tidied up from that organisation, so the DHB will get a better view of the complexity of patients and flows etc.

	2. Organising a Pre winter communication, reinforcing the message of ringing your GP first if you are feeling unwell out of normal business hours for urgent or after hour care. Looking at different ways to get this message out and to older people and people who may not see dvertisements such as those in busses (the bus may not be out here). Need different ways of communicating this message. 3. 24 hour surgery on Bealey Ave will be moving down the road on Bealey Ave. This communication will need to be ramped up, looking at city wide area and more strategic communication. Ann Martin has been allocated Waimakariri/Rangiora area work stream, in terms of looking at this work and what the issues are for the community. Attended some meetings, met Suzanne and others last week and had engagement dialogue around this. 4. Meeting last December which Caroline spoke at: the media reported that something would be in place by April this year. Is misleading. The CDHB process is to try and engage with different groups in the community to get a feel for what the issues are and how wide spread; are they affecting particular demographics, or people in particular areas in Waimakariri; will the new "age residential care facility" have an impact. Here to listen to what we think the issues are and what can be done to improve the services and when after hours is moved into 24 hour surgery, looking at different options making sure they are future proofed and sustainable long term. Further Discussion on the December 2016 Meeting about After Hours. Many people had no idea who called the meeting, so some key folk couldn't attend as there was very late notice. The local newspaper ran a headline that "A 24 hour After Hours service" will be restored in North Canterbury. This has raised public expectations. The CDHB rep Caroline had proposed that there might be some kind of "on call service by GP's" but none of the GP's were aware that this meeting was being held and so were not consulted. • Bill advised that the December meeting was called by Matt Doocey MP, and Carolyn (CDHB) was invited to attend. Bill was surprised that neither GP workforce nor nurses were in the audience. • Is a lot of work currently going on in the Hurunui around service delivery mechanisms, sustainability, after hour provision, new rest home here. Have GP support coming from Amberley. Whole lot of mismatches going on here. Would have been good if the GPs and nurses etc were in the room when the meeting was on. • Was a meeting last week with some GP's but Bill was unable to attend. Bill has been receiving phone calls from the GP workforce asking what is going on and he is unsure himself. • Catherine advised that David Meates (CEO of the CDHB) has said there will be no "afterhours service" because the numbers don't stack up, so we will look at providing paramedic service. Situation still stands –the paramedics have provided good service, all indications are that the community does not hear/see/listen to what the system is because the information has gone out about what to do after hours. Many people still unaware of the maternity hospital in Rangiora. A lot of people come for trauma care that we cannot provide. • Peter: Positive feedback regarding the paramedic service in district. The Outpatients addition to the local hospital has been held out as a long term

promise ie around shifting the Bealey Outpatients wing from CHCH Public hospital to the Rangiora local health hub; this is happening in 2018. The services that are in the old Rangiora hospital will transfer into the new wing.

- Peter would like a repeat confirmation that this is going ahead e.g. publicity was not helpful to get some constructive conversations started around what are the needs of the area and how can they best be met. Need to include GP's, nurses and community and other groups that need/want to be consulted and take part in the conversation.
- Bill: Home care medical terminology HML (telephone triage system) has been in place since 2005. Most of the community know to ring their GP after hours and phone call is transferred to triage. A&E admission rates seem to be higher in the Waimakariri than other areas. Review is welcomed so long as all parties are involved and that it has the full support of the GP teams.
- Looking at why there are differences for A&E presentations, the demographic and what that means for those patients, is there no other service that these people can go to? Looking at different options for how to treat patients in the most appropriate way, in the most appropriate place. More ideal is treating people closer to home. Transport is an issue. Suggested some people go to ED to be seen quicker than to the CHCH after hours and there is no charge at A&E whilst there is at Bealey Ave AH.

Flexi beds - is there a process of referral to the flexi beds at Rangiora Health Hub? (reported in media that there was no space)

There are only 4 beds and they are pre booked (GP or specialist nurse rings if someone is having surgery and they have no one to look after them at home) Suzanne advised that often the beds are not full,.For example, the person that was booked in has had complications and cannot arrive the day they were booked. We cannot give someone the flexi bed for 2 days if its needed for a fortnight stay. The situation with bookings is complex, patients have an average stay of 11 days. Social workers sometimes need to find a bed elsewhere.

Health line data comes through from HML can get data for all areas. People are still using the old message to ring Health Line but it cannot refer to the paramedic assessment service, can only refer straight to an ambulance. Paramedic assessment service (that only the Waimakariri has) could be used more effectively. Could be why the ED and ambulance transfer are higher, but we don't know because of unclear data.

- Peter asked what communication will CDHB send out to the people in Waimakariri to help clarify what is happening and to manage expectations?
- Ann and Valerie advised the need to talk to more to groups, and find out what the issues are first. Difficult to communicate a plan if we don't fully understand the issues. Looking at existing systems, how well they are performing and how they might be improved. Have met with some GP's and sent information to Bill to circulate to a number of GP practices to ask questions. Feedback from representing a number organisations, if any of the group are hearing anecdotally some cases where there are safety issues, risk etc, sustainability in terms of what the urgent after hours care for Rangiora is providing.
- Vicki: Older Person Services (PSUSI) provide volunteer drivers out of health shuttle hours. Transport to the eye clinic extremely difficult to get a volunteer driver at 6:00am (outpatient appointment at hospital) to take an older person

in to hospital. Often receive a phone call to say an older person needs to go to hospital now but doesn't need an ambulance.

- Amanda: Rest home cover is a concern, been quite an attempt at local approach that tries to cross that boundary, challenges the 24 hour service not being willing to provide the care that they provide rest homes in Christchurch to our rest homes in the Waimakariri after hours. Working on cobbling solutions for team, this has been challenging. This is a gap and increasing gap with the increase in numbers in Waimakariri. Needing more appropriate solution than sending to town or hospital for new or acute problems. Associated services attached to that, pharmaceuticals, supplies in the weekend, all these little things packaged together. Especially seems the rest homes are not having registered nurses on all the time.
- Understanding the difference between rest homes and long term hospital care type facility is an issue in the Waimakariri.

Amanda was asked, with the current set up with the 24 hour surgery roster or part of that roster how are you finding that? Amanda is about to do the orientation to provide that- the GP rostered time at Bealey Ave AH is based on a percentage of the numbers of patients that they have at their practise. Hers has a Saturday morning clinic which gets taken into account to work out how many shifts per month the practise needs to cover and it can then decide how this will be covered. Current service is a manageable workload for them. Challenges here are recruiting GPs, have a lot of trouble. Mindful of how things like After Hours demands effect the recruitment of GP's to the area.

Question: Is the current scenario working at 24 hour surgery more favourable for attracting GP's and more sustainable for the practice?

Amanda agreed but commented that we won't be able to meet the need of the community if we can't recruit GP's.

- Bill: Any After Hour reconfiguration solutions put forward need to be mindful of the potential support it can offer for the Hurunui so PHO could be able to recruit GP's from Hurunui too.

Discussion regarding the newspaper article:

CDHB is actually doing a review of services in the Waimakariri and consulting with community groups is a huge advance. The trouble with the article is the spin, needs some communication that is realistic in terms of time frames and where it is at. Produced in conjunction with the CDHB and Canterbury Clinical Network.

- Members recommended that advertising is more effective way of having the correct information be delivered ie than a press release.

Ann advised that from what they have heard the issues seem consistent. Madeleine has their email addresses, if anyone would like to follow up, can email or can have face-to-face meeting with them.

Suggestion that CDHB meet with WAG (Jill Waldron is the Chair) as they might have other high needs and/or other significant issues that this group is unaware of. WAG are meeting next Tuesday morning at the Council Committee Rooms.

Ann advised that she has been in touch with Leanne Bayler and has been sent questions to the W Youth Council and the Leo (young Lions) Club.

	Ann was advised of the Rangiora High health clinic (Chanel Kent) plus Kaiapoi High School have youth advocates and a nurse. Madeleine will send the contact information to Ann.	
4.3	**Other items: Representation on other bodies** Madeleine advised that she had kept an email from 2015 from Chris Mene, when there had been a Rangiora meeting with the Community and Public Health Advisory Committee (CPHAC) and the Disability Support Advisory Committee (DSAC). We had asked about membership on DSAC – at that time the TOR were to be reviewed and membership will be looked at, at the start of 2017. The incoming board starts after 2016 local body elections. Jill had been on the CDHB Consumer Council. We were interested about rural representation. Chris Mene as Chair of DSAC said they welcomed any input from WHAG on matters that they deemed important. Action: Madeleine contact Kevin Roach and Kathy O'Neil (senior management lead) to ask what is the vehicle by which we have any contact with them or does our disability sector have any relationship with them? **Gaps in WHAG Representation** Is there anyone that could be shoulder tapped? We can put an advert in the paper and have prior except for the marae which appoints a rep. We might be able to think of people so please for our next meeting. John asked what is happening with the Mental Health representative? Re Madeleine's report, we are waiting to hear back as they have only had their first 2017 meeting last Tuesday (Jenny Greg is the Chair) Apologies John advised he cannot attend WHAG meetings in June and July, he is away and asked that Peter Allen will stand in for him. Suzanne will also be away June and July.	
	Action/s	**Who?**
	Follow up with DSAC Email Ann contact details for Chanel Kent and the High Schools. Advise WAG of Ann and Valerie, so they can contribute.	Madeleine Madeleine Madeleine
5.	**CORRESPONDENCE IN** March Chatter, reports, Council re Board appointments to WHAG, Notification of liquor licence applications	
6.	**CORRESPONDENCE OUT** February unconfirmed Minutes, March Agenda, CD/SSW report	
	ITEMS OF REFFERAL TO COUNCIL	**NIL**
Meeting closed at 7:05pm. Next meeting Tuesday 4th April at Rakahuri Room, Waimakariri District Council, 215 High Street, Rangiora		

Chair

Date

WAIMAKARIRI DISTRICT COUNCIL

REPORT

FILE NO and TRIM NO:	AQU-04-01 / 170504044465
REPORT TO:	Community and Recreation Committee
DATE OF MEETING:	16 May 2017
FROM:	Matthew Greenwood, Kaiapoi Aquatic Centre Manager
SUBJECT:	Aquatic Facilities Update report
SIGNED BY: **(for Reports to Council or Committees)**	Department Manager / Chief Executive

1. SUMMARY

1.1. The purpose of this report is to provide the Community and Recreation Committee with a summary of the Aquatic Facilities year to date performance against the units most significant Key Performance Indicators. This includes an updated summary of Aquatic Facilities attendances and budget results for the 2016/17 financial year.

1.2. In addition, this report also illustrates other key or important issues, activities and customer improvement initiatives of the Aquatic Facilities for the 2016/17 financial year.

1.3. The report also seeks approval of the Customer Safety and Security Policy. It is proposed to retain the 2014 policy with no changes as it is still relevant.

2. RECOMMENDATION

THAT the Community and Recreation Committee

(a) **Receives** report No170504044465.

(b) **Approves** the Customer Safety and Security Policy with the next review due in May 2023. Note that this is unchanged from the 2014 policy.

(c) **Notes** the Aquatic Facilities year to date achievement against key performance indicators including Water Quality and Customer Satisfaction.

(d) **Notes** the impact which vandalism at Kaiapoi Aquatic Centre will have on final budget result of approximately $12600.

Attachments

(i) Aquatic Facilities Customer Safety and Security Policy (Trim: 131209114278)

3. ISSUES AND OPTIONS

3.1. Kaiapoi Aquatic Centre Vandalism

3.1.1 At the end of February, 3 gas powered water heaters were stolen from off the outside of the Kaiapoi Aquatic Centre during the night. The individuals took great care when removing the units so as not to alert neighbours or leave any evidence behind.

3.1.2 The units have since been replaced and sturdy cages have been installed. The cages have been designed to ensure security while maintaining required airflow and allowing access for servicing if need be.

3.1.3 The total cost of replacing the units, and additional security came to $12571 (ex gst) and as the cost of replacing these units was not budgeted for this expense will contribute to an overspend in the end of year facilities maintenance budget.

3.2. **2016/17 Aquatic Facilities Attendances**

3.2.1 The table below provides a summary of the Aquatic Facilities income from attendances for July to March of the 2016/17 financial year.

Recreation Income – This incorporates casual Adult, Child, Senior Community Card holder visits as well as Parent & Preschooler and Family attendances.

Prepaid Income – This includes sales for all Concession Card and Membership holders.

Programme Income – Learn to Swim, Aquarobics and Schools programmes are all examples of programmes included in this category.

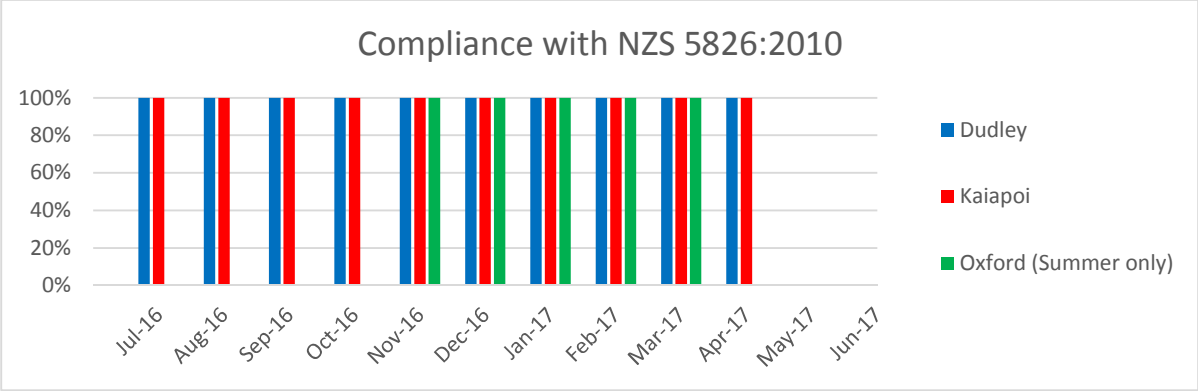
Attendance Type	*Dudley Park Aquatic Centre*		*Kaiapoi Aquatic Centre*		*Oxford Community Aquatic Centre*		*Type Total*	*16/17 Budget*	*Difference*
	YTD Actual	YTD Budget	YTD Actual	YTD Budget	YTD Actual	YTD Budget			
Programmes	440,003	461,250	217,214	237,186	9,182	11,060	666,399	931,240	264,841
Recreation	201,820	173,250	45,012	47,646	9,825	10,222	256,658	283,000	26,342
Pre-Paid	72,245	60,381	32,360	32,454	3,101	3,474	107,706	123,790	16,084
Total	**714,068**	**694,881**	**294,586**	**317,286**	**22,107**	**24,756**	**1,030,762**	**1,338,030**	**307,268**

3.2.2 The above table illustrates the Aquatic Facilities collectively are slightly down on income from attendances for the year to date, with Dudley Park Aquatic Centre covering some of that shortfall by performing better that budget.

3.3. **Aquatic Facilities Water Quality Update**

3.3.1 The Aquatic Facilities water quality is measured both internally throughout the day by staff when open to the public, and externally through monthly microbiological tests conducted by an independent lab.

The below table summarises the achievement of the required PoolSafe and New Zealand water quality standards by facility and month.



3.3.2 All testing at the Aquatic Facilities has met or exceeded New Zealand and PoolSafe standards for the July to April period.

3.4. Aquatic Facilities Customer Safety and Security Policy Review

3.4.1 The Aquatic Facilities Customer Safety and Security Policy aims to provide staff with a set of guidelines, and a framework from which to implement existing policies and procedures where required, and guide or direct staff response to a variety of situations that might have a negative impact on the safety, security and comfort of any person at the Aquatic Facilities. The policy was introduced early in 2014 and has been used consistently since then to ensure that we provide a high quality of service to our customers and ensure difficult situations are dealt with in a fair and consistent manner.

3.4.2 The Aquatic Facilities management team have reviewed the policy and its application and found that it is still robust and fit for purpose.

3.4.3 We propose a new date for review is set for six years or sooner on request, being May 2023.

3.5. Ambulance callouts to the Aquatic Facilities

3.5.1 On Thursday 27th, April a young swimmer got into trouble while swimming in the main pool recreation space. He was inexperienced at swimming with a snorkel and mask, and when his snorkel filled with water was unable to clear it.

The Lifeguard supervising this area quickly identified the issue, performing a wet rescue and assisting the child to the side where she removed the mask and snorkel. The child was able to clear the water from on his own whereupon the facility staff applied an Oxygen mask and monitored him until the Emergency services arrived.

The fast identification and action of this Lifeguard ensured that this incident wasn't of a much more serious nature and she was complimented on her quick action by the responding emergency services staff.

The child in question made a full recovery and was released from hospital later that afternoon.

3.5.2 On Wednesday 3rd, May a male in his teens became dehydrated after being in the facility for several hours without eating or drinking and passed out, knocking his head on the floor.

Staff responded quickly with an ambulance arriving in minutes. He was not taken to hospital and left with his family.

4. COMMUNITY VIEWS

4.1. We ran a General customer survey at both Dudley Park and Kaiapoi Aquatic Centres in March. Both sites managed a 100% overall satisfaction rating from the 86 responses at Dudley Park and the 68 at Kaiapoi. Written feedback was largely positive with 88% of our customers rating their interactions with staff 8 or above on a scale out of 10.

4.2. A Learn to Swim customer survey was run in April before the end of term 1 lessons at both Dudley Park and Kaiapoi Aquatic Centres. At Dudley Park, 102 people said that overall they were satisfied with the programme from the 103 responses. At Kaiapoi that number was 50 out of 54 responses. At both sites over 90% of the responses rated their tutor as good or excellent for their knowledge, skill and presentation style.

4.3. A survey of the Aquarobics attendees was held at the end of April at both Dudley Park and Kaiapoi Aquatic Centres. At Dudley Park, 21 people said that overall they were satisfied with the classes from the 22 responses recieved. At Kaiapoi that number was 21 out of 20 responses. Written feedback was largely positive with people traveling from as far as Oxford, Amberley and Christchurch to attend the classes.

5. FINANCIAL IMPLICATIONS AND RISKS

5.1. The following table summarises the Aquatic Facilities operational financial position for the 2016/17 year to the end of March 2017.

Aquatic Facilities Budget Summary	YTD Actual $'000	YTD Budget $'000	Variance $'000
Rates Funding	2,317	2,313	4
Operational Income	1,192	1,190	2
Total Income	**3,509**	**3,503**	**6**
Operation Expenses	2,243	2,250	7
Maintenance	175	260	85
Overheads	405	406	1
Internal Interest	381	382	1
Depreciation	386	352	(34)
Total Expenditure	**3,590**	**3,650**	**60**

Total Pools Surplus (deficit)	**(81)**	**(147)**	**(66)**

5.2. The operational income illustrates the Aquatic Facilities are around $2,000 better than forecast contributing to an overall income surplus of $6,000 to the end of March. The operational expenditure illustrates expenditure is currently underspent due in part to maintenance closedown work at the Kaiapoi Aquatic Centre which was scheduled for April but has been delayed until July 2017.

When considering all income and expenditure, including rates funding, the Aquatic Facilities are currently performing $66,000 better than budgeted.

6. CONTEXT

6.1. The community's needs for health and social services are met.

6.2. The range of community and recreation facilities meets the changing needs of our community.

WAIMAKARIRI DISTRICT COUNCIL

POLICY

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AQUATIC FACILITIES

Aquatic Facilities Customer Safety and Security Policy

1 Introduction

The Waimakariri District Council owns and operates two year-round Aquatic Facilities - the Dudley Park Aquatic Centre in Rangiora, and the Kaiapoi Aquatic Centre in Kaiapoi. During the summer season, the Council also operates the Oxford Community Pool, and the Waikuku Beach Paddling Pool.

As a provider of public swimming facilities, the Waimakariri District Council is responsible for ensuring that all relevant New Zealand industry standards are met, all relevant legislation is adhered to, and that all practical steps to ensure a safe and healthy environment for both staff and customers is maintained.

The Aquatic Facilities Unit of Council has developed a number of Standard Operating Procedures (SOP) and Emergency Action Plans (EAP) in addition to existing Council policies and procedures that guide day to day operations.

The Aquatic Facilities Customer Safety and Security Policy aims to add to the existing policies and procedures and provide support and guidance to staff of the Aquatic Facilities in the delivery of a safe and healthy environment.

Where applicable, this policy considers and reflects existing national best practice, operations, policy and procedures, and industry guidelines.

2 Policy Context

Each year, the Waimakariri District Council Aquatic Facilities receive around 360,000 paying attendances. This excludes non-paying visitors to the facilities such as spectating parents and teachers, contractors, and user group support staff. It also excludes visits to the un-staffed Waikuku Beach Paddling Pool. If non-paying attendances are included, the total number of attendances to the Aquatic Facilities is estimated at around 500,000.

The Waimakariri District Council Aquatic Facilities receive a wide range of customers and visitors, who visit the facilities for a variety of reasons. A number of the core programmes delivered by the Aquatic Facilities generate large volumes of people during defined periods of the day. An example is the WaiSwim after school programmes which can result in around 600 people visiting one of the facilities over the course of a 3 to 4 hour period. A further example of an activity that generates a high number of attendances during a short period of time is the 'School Holiday's Pool Party', which can see the Dudley Park Aquatic Centre at capacity (more than 400 at any one time) for several hours.

The large majority of customers and visitors to the Aquatic Facilities have an enjoyable and safe experience, as evidenced by Council's customer surveys which illustrate a customer satisfaction level of more than 95%. Although Aquatic Facilities management implements a number of operating policies and procedures aimed at maintaining a safe, healthy and enjoyable environment, there is always an element of risk associated with the behaviour of some individuals or groups, certain activities, physical structures (e.g. wet floors and deep water), and facility emergencies that require an appropriate staff response.

3 Policy Objective

The Aquatic Facilities Customer Safety and Security Policy aims to provide staff with a set of guidelines, and a framework from which to implement existing policies and procedures where required,

and/or guide or direct staff response to a variety of situations that might have a negative impact on the safety, security and comfort of any person at the Aquatic Facilities.

4 Policy Statement

a. People and Behaviour

A socially acceptable level of behaviour is expected of all users of the Council operated Aquatic Facilities. Visitors and participants must behave themselves in a manner that would be socially acceptable to users of the Aquatic Facilities and to staff.

Behaviours that affect the comfort and/or safety of other users and staff will not be tolerated and offenders may be asked to leave the premises. This could include, but is not limited to, repeatedly failing to observe poolside rules, physical assault, theft or bullying.

Offensive Tattoos and Clothing
Should any visitor or participant display tattoos, or clothing, that is deemed offensive by staff in accordance with the Guidelines and could cause discomfort to other users of the premises, staff will ask for that person to 'cover up'. If this is not adhered to, then staff will ask the person to leave the premises.

Drugs and Alcohol
Should it come to staff attention that a person/persons is smoking cigarettes, or consuming drugs or alcohol, or under the influence of drugs or alcohol, then that person will be asked to leave the premises. If this is not adhered to, the Police will be called.

b. Duty of Care to Children

Whilst it is acknowledged that the staff of the Aquatic Facilities have a duty of care and responsibility for all customers, children are more vulnerable and are at greater risk.

Pool Alone
Under the Aquatic Facilities Pool Alone PoolSafe Policy, children under the age of 8 years must be accompanied by a care-giver over the age of 16 years. Where staff identify a child is unaccompanied, the child will be removed from the pool environment and attempts to contact care-givers will be made. Failing contact with care-givers, the Police will be contacted.

Child Abuse
Child abuse occurs when a child is ill-treated in some manner and requires protection. It includes acts of physical violence, sexual abuse, emotional abuse and child neglect. A child, under the *Care of Children Act 2004*, is defined as a person under the age of 18 years.

Where a person has witnessed or suspects potential abuse of a child at the Aquatic Facilities, this should be brought to the attention of staff and escalated to management. If in the opinion of the staff and/or management the child is at risk of harm then the staff member must:

1) Verbally request for that persons action to stop
2) Should the actions continue, the staff member will advise that the Police will be called

3) The staff member will ensure safety of themselves and others, this might include:
   a. Evacuate the area
   b. Request assistance from other staff
4) The staff member will complete an Incident Report and ensure it is escalated to management.

c. Electronic Devices

The use of digital cameras, often with video, and mobile phones with pxt and video, presents the opportunity for misuse. The magnification and manipulation that is possible with these devices and the fact that there is no need for a third party to develop and print images are a cause for concern. Images can, in seconds, be transferred, with or without permission, to the internet.

Any participant or visitor wishing to use any electronic device for photography or video anywhere within the premises must first gain the permission of Aquatic Facilities staff.

No electronic devices, including mobile phones, are permitted to be used anywhere in the changing rooms.

d. Media

Members of the media who attend the Aquatic Facilities with the intention of taking photographs or filming any persons or event, must first present themselves to the staff to gain permission.

Any member of the media who does not notify the intentions of their visit to staff may be asked to leave the premises.

Where filming or photography is authorised to take place, the media must gain the signed permission of those persons filmed or photographed, or their caregiver, prior to taking those images.

e. Removal from Facility

Unacceptable Behaviour
If any visitor or participant abuses or ignores any of the policies (in sections a. – d. above) staff will refuse entry or remove persons from the facility and Aquatic Facilities management may issue a trespass notice. Staff also will call the Police where it affects the safety and security of staff and customers.

Facility Emergencies
As per the Aquatic Facilities Emergency Action Plan and Standard Operating Procedures, the direction from the Chief Warden and the Lifeguard Supervisor must be followed.

f. Fees and Credits

Facility Emergency
In the event of an evacuation, and where participants did not benefit from their visit, staff will:
1) Issue a swim pass, or,
2) Credit the participants membership or concession card

Unacceptable Behaviour
Should someone be removed from the facility then no compensation will be given.

5 Links to legislation, other policies and community outcomes

PoolSafe Accreditation	PoolSafe is a New Zealand Recreation Association and Water Safety New Zealand programme incorporating a range of initiatives aimed at reducing the number of water related injuries in and around New Zealand pools. These initiatives include educational resources, public awareness campaigns and a Quality Management Scheme for public pools.
Emergency Action Plan (EAP)	Describes procedures followed by staff in any foreseeable emergency.
Standard Operating Procedures	For day to day operational procedures
Care of Children Act 2004	This Act emphasises the welfare and best interests of children.
Health Act 1956	There is a duty of this Council to improve, promote and protect public health within its District.
Trespass Act 1980	Sets rules around trespass notice issue and offenders re-entering a premise or trying to re-enter a premise.
Community Outcomes	• There is a safe environment for all • The air is clean • Public spaces are plentiful, accessible and high quality • People are friendly and caring, creating a strong sense of community in our District.

6 Adopted by and date

This Policy was reviewed by Council's Policy Reference Group on 16 December 2013 and supported by the Community Recreation Committee at their meeting on 18 February 2014. Council adopted this Policy on 4 March 2014.

7 Review

This policy will be reviewed three-yearly and will therefore next be reviewed by March 2017.

WAIMAKARIRI DISTRICT COUNCIL

REPORT

FILE NO:	LIB-01-04, GOV-01-04 / 170505044535
REPORT TO:	Community and Recreation Committee
DATE OF MEETING:	16 May 2017
FROM:	Phillippa Ashbey, Libraries Manager
SUBJECT:	Library Update
SIGNED BY: (for Reports to Council or Committees)	Department Manager / Chief Executive

1. SUMMARY

The purpose of this report is to provide the Community and Recreation Committee with an update on recent customer service improvements at the Waimakariri Libraries and on changing patterns of library usage at the libraries over the past ten years.

2. RECOMMENDATION

THAT the Community and Recreation Committee:

(a) **Receives** report No. 170505044535

(b) **Notes** that customer service improvements include an upgrade to the Press Reader service; implementation of a new platform for the AnyQuestions service; better access to library services through easier account log-in; increased facilities and training opportunities for digital literacy; and the launch of the Waimakariri Libraries Facebook book group.

(c) **Notes** the changing patterns of library usage over the past ten years

(d) **Circulates** the report to the Boards for their information.

3. ISSUES AND OPTIONS

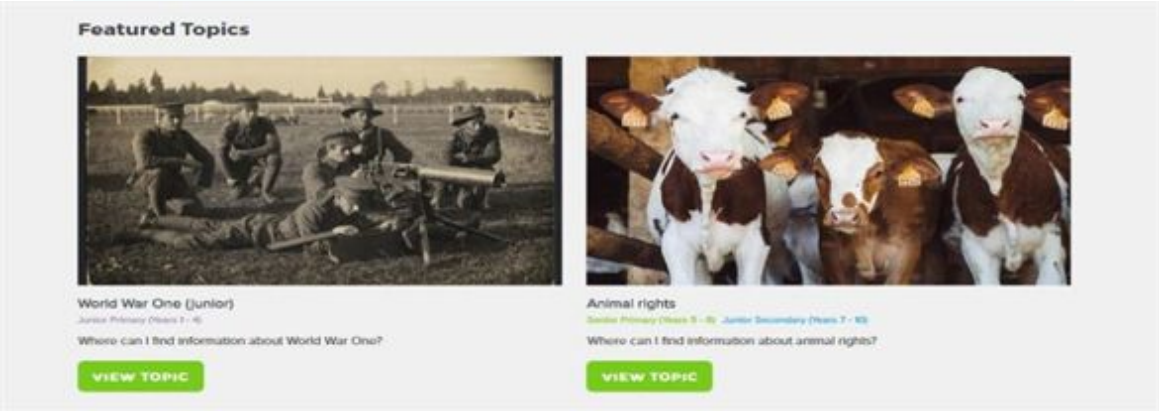
3.1. Customer Service improvements

3.1.1. **Press Reader upgrade and addition of popular new title** – Online newspaper service, Press Reader, continues to be the Libraries' most popular database, and particularly so, following a recent upgrade of the interface. Over 2,800 issues of newspapers and magazines are read by Waimakariri Library users every month.

3.1.2. A notable recent addition to the newspaper service is the *Otago Daily Times*.

3.1.3 AnyQuestions Service upgrade - AnyQuestions is a service that is funded by the Ministry of Education, managed by the National Library of New Zealand and staffed by public librarians around the country. It operates as a free online chat service providing internet-based reference assistance to school-aged students. Students are guided through the research process so that they learn key information literacy skills on their way to finding the answer to their question. Classroom sessions are available to schools. Many users also seek help independently and all are encouraged to behave as good online citizens.

3.1.1 A new platform has been implemented in recent months and this is already leading to an enhanced user experience for the librarians and students alike. A ManyAnswers service provides resources for frequently asked questions. https://anyquestions.boost.co.nz/



3.1.2 Easier access to library services - Library customers can now set up a username that allows easier login to online library services, simpler access to electronic resources, and greater ease when placing holds through the catalogue and when borrowing items at the kiosks.

3.1.3 Instead of using a 13 digit library card number, users can now have their own personalised username and PIN.

3.1.4 **Advancing adult literacy** - A laptop computer and peripherals have been purchased with a grant from the Canterbury WEA Hansen Fund. This laptop is a key resource for the range of educational opportunities that the Kaiapoi Library provides for the public.

3.1.5 It was purchased with the balance of a legacy fund of 500 pounds provided to the Canterbury WEA in 1946 by Kaiapoi widow, Edith Jane Hansen, for the furtherance of adult education courses in Kaiapoi (Borough).

3.1.6 The Library offers information literacy support through programmes on information technologies; CV writing, mobile devices; social media; Ancestry databases; Community Funding databases; and help sessions on eResources such as downloadable eBooks, eAudiobooks and eMagazines. The Library runs a number of book groups; creative writing classes, English language classes, and host groups such as the Adult Reading Association Scheme (ARAS) and U3A which provide stimulating educational opportunities for adults.

3.1.7 **Growing digital literacy** – In a new initiative, this year, Waimakariri Libraries now offer the Stepping Up digital literacy programmes for adults in our community. Stepping UP is an initiative of the 2020 Communications Trust, a not-for profit community trust established by the Wellington City Council in 1996 to promote digital literacy, initially for Wellington citizens, but in the year 2000 expanded its scope to all New Zealanders.

3.1.8 The Trust has partnered with libraries to enable the provision of community-based training that helps people build their digital skills in small easy steps under the guidance of library staff. Six repurposed laptops and the teaching materials have been provided to the Waimakariri Libraries.

3.1.9 The Stepping Up package consists of 29 digital steps. Each module takes two hours to complete. Participants register for the digital steps that best meet their individual needs. Participants may join as many classes as they like, subject only to space availability.

3.1.10 At the completion of our first term of the Stepping-Up Digital Literacy programme at the Kaiapoi Library, 92 adults had received training in 20 sessions covering Microsoft Word, CV writing, social media, and email basics.

3.1.11 The 2020 Communications Trust featured the Kaiapoi Library's success on their website. Follow the link to see the article:

http://steppingup.nz/2017/03/14/determination-creates-results-kaiapoi/

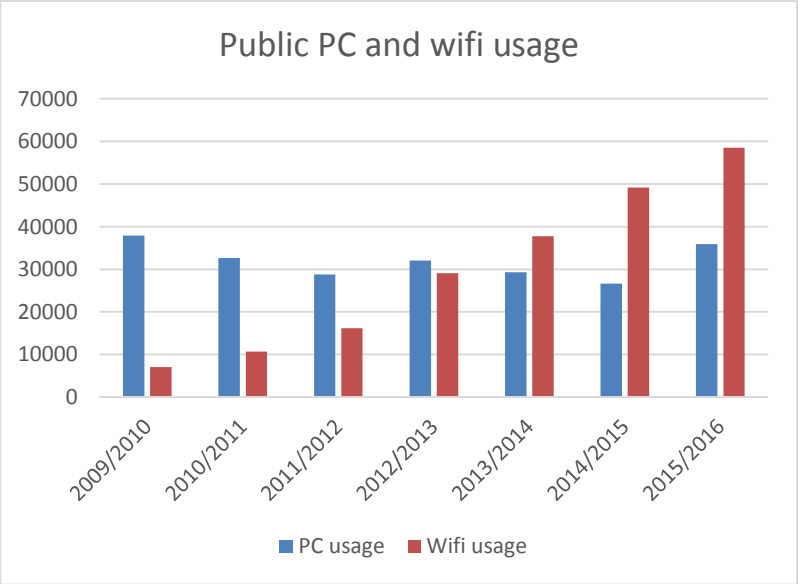
3.1.12 **Reading initiatives** - Library staff shared their favourite summer reads at a book discussion event called: Book, Banter, and Beyond, at the Rangiora Library on Friday, 3 March. The event was designed to encourage members of the public to also share their favourite books from the summer and recognised the finale of the Adult Summer Reading Challenge. This was first time that this event has been run and lively book discussion took place among the 26 participants.

3.1.13 At the same time a new online Facebook book group has been launched. “Another Chapter Book Group” is a new venture for Waimakariri Libraries where members can discuss and recommend books. Each month, a reading theme will be suggested to guide group members into reading something new. The book group can be found on Facebook, by searching for “Another Chapter Book Group – Waimakariri Libraries”.

3.2.1 **Aotearoa Peoples Network Kaharoa (APNK) service -** The Libraries Update report to the Community and Recreation Committee on 14 February included an update on the Libraries’ Aotearoa Peoples Network Kaharoa (APNK) service and noted that APNK internet services, PCs, wifi connectivity, scanning and printing facilities are among the most popular services provided by the Library.

3.2.2 Councillor Allen asked what trends in usage have been seen over time. The following table and chart provide an indication of the pattern of use. PC usage has remained strong in the range of 28,000 to 35,000 while the number of Wifi sessions per year has grown steadily from 10,000 to close to 60,000 sessions. These figures span the period of earthquakes, reduced services after the loss of the Kaiapoi Library, and the general shift in society towards mobile technologies.

Year	PC usage	Wifi usage
2009/2010	37914	7030
2010/2011	32607	10678
2011/2012	28759	16169
2012/2013	32048	29113
2013/2014	29266	37734
2014/2015	26595	49167
2015/2016	35924	58517



3.3.1 Changing patterns of library usage

"Libraries and library services have changed significantly over the past decades moving from being primarily places which provided access to learning and knowledge via the book, to being places where such access is via multiple media channels, including the internet supported by programmes and events that enhance learning and skills." Sue Sutherland Consulting, Community Facilities Report, March 2017.

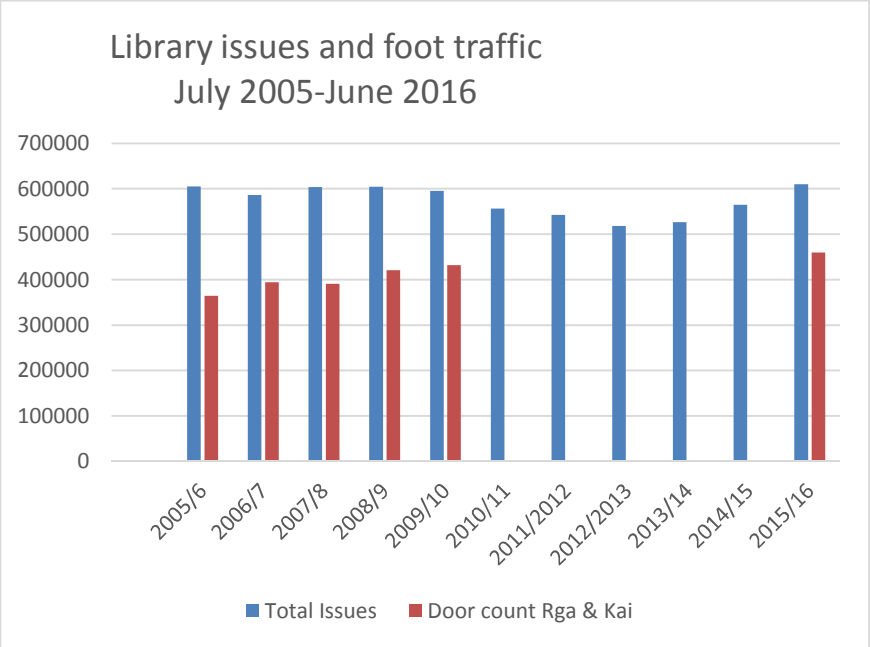
3.3.2 A shift in usage is evidenced in the following table and graph which shows the growth in foot traffic to the Rangiora and Kaiapoi Libraries and in issue figures across the district.

In 2015/2016, 609,989 items were borrowed (including 13,447 eBooks). This equates to a one percent increase when compared to the 605,126 items borrowed in 2005/2006. It is worth noting that in 2005/2006, issue figures included bulk loans whereas current issue figures represent higher levels of borrowing by individuals.

In 2015/2016, 459,341 visitors to the Rangiora and Kaiapoi Libraries were recorded. This equates a 26 percent increase in foot traffic when compared to the 364,622 visitors to the Rangiora and Kaiapoi Libraries in 2005/2006.

Note: that complete door count data is not available for the period between 2010 and 2015 following the earthquakes, nor for the Oxford Library at this stage.

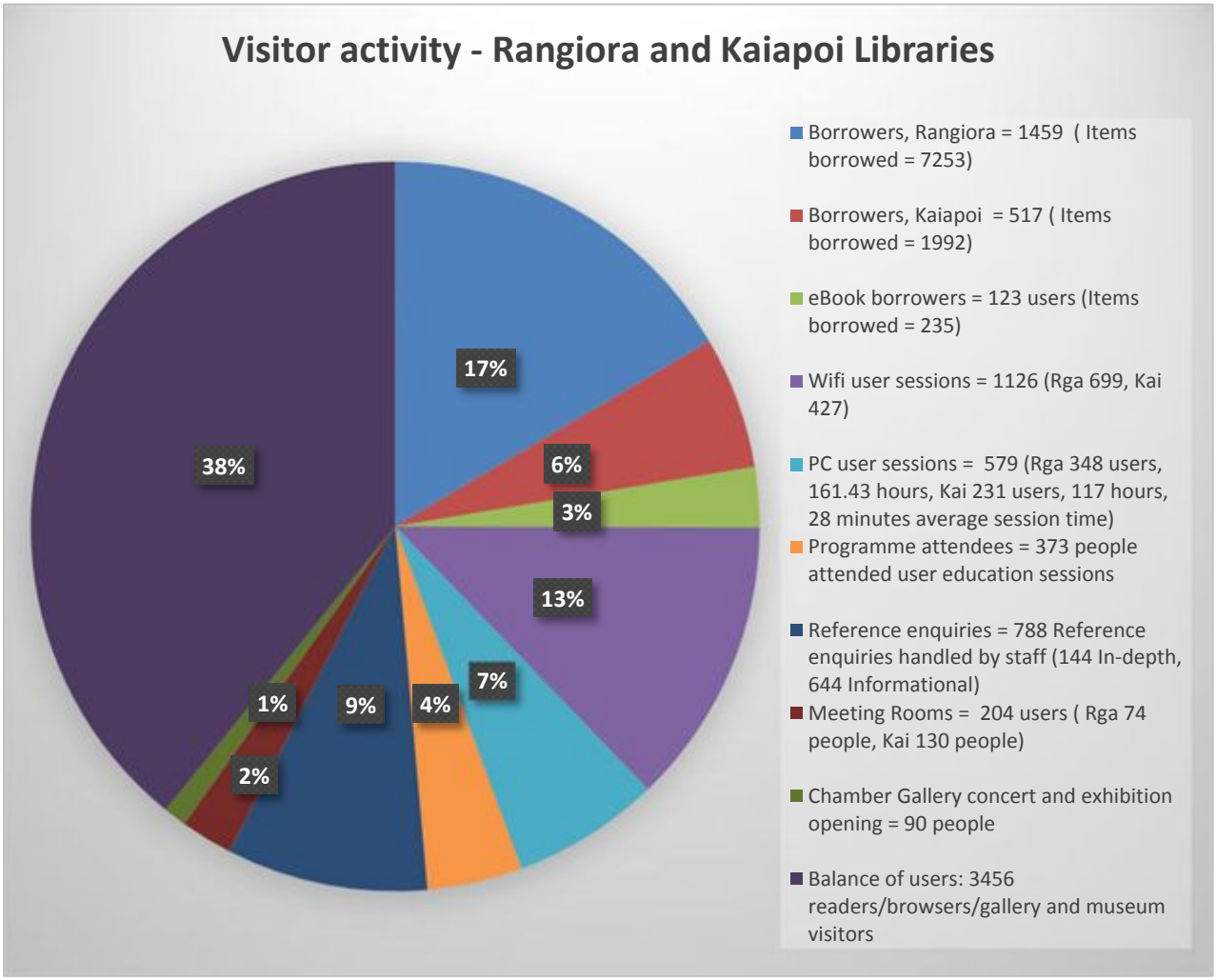
Year	Total Issues	Door count Rga & Kai
2005/6	605126	364622
2006/7	586598	393949
2007/8	603680	391126
2008/9	604358	420573
2009/10	595580	432067
2010/11	556691	N/A
2011/2012	542526	N/A
2012/2013	517914	N/A
2013/14	526410	N/A
2014/15	564695	N/A
2015/16	609989	459341



3.3.3 A sample of library usage and activity in the week of 1–7 April 2017

Visitor count for Rangiora and Kaiapoi Libraries - 1–7 April 2017
Total visitors = 8827 (Rangiora 5084 and Kaiapoi 3743) 8827

	Percentage / Number of visitors:	
Borrowers, Rangiora = 1459 (7253 Items borrowed)	17%	1459
Borrowers, Kaiapoi = 517 (1992 Items borrowed)	6%	517
eBook borrowers = 123 users (235 Items borrowed)	3%	235
Wifi user sessions = 1126 (Rangiora 699, Kaiapoi 427)	13%	1126
PC user sessions = 579 (Rangiora 348 users, Kaiapoi 231 users)	7%	579
Programme attendees = 373 people attended user education sessions	4%	373
Reference enquiries = 788 Reference enquiries handled by staff (144 In-depth enquiries, 644 Informational enquiries)	9%	788
Meeting Rooms = 204 users (Rga 74 people, Kai 130 people)	2%	204
Chamber Gallery concert and exhibition opening = 90 people	1%	90
Balance of users = 3456 readers/browsers/students/gallery and museum visitors	38%	3456



3.3.4 The first week of April 2017 has been used here to illustrate the activities of the libraries in a typical week. These figures provide a benchmark for the future.

3.3.5 Note that as a door count of foot traffic is not available for the Oxford Temporary Library, activity at the Oxford Library and Service Centre, is not reflected in this sample week. This data will be available following the move to the new Library.

3.3.6 There were 8827 visitors to the Rangiora and Kaiapoi Libraries during the period 1-7 April. Of these, 1976 customers borrowed 9245 items. 1459 customers borrowed 7253 items at the Rangiora Library and 517 customers borrowed 1992 items at the Kaiapoi Library.

3.3.7 When aggregated over both libraries, 23 percent of visitors to the Libraries borrowed items (comprising 17 percent of borrowing at the Rangiora Library and 6 percent of the total at the Kaiapoi Library).

- As a percentage of visitor numbers to each library, 29 percent of visitors to the Rangiora Library borrowed items and 14 percent of visitors to the Kaiapoi Library borrowed items.

3.3.8 Users of the libraries' wifi services account for 13 percent of visitors while an additional 7 percent of visitors use public internet PCs.

3.3.9 123 users borrowed eBooks and others will have used the libraries online resources, although use within the library of these services cannot be distinguished from off-site use.

3.3.10 Library staff handle 788 reference enquiries in a typical week comprising 144 in-depth reference enquiries and 644 informational enquiries.

3.3.11 294 people attended meetings, events or concerts, with 74 using the Rangiora Library Meeting Room, 90 attending a concert and exhibition opening event at the Rangiora Chamber Gallery and 130 people using the Kaiapoi Meeting Room for purposes other than attendance at events run by Library staff.

3.3.12 373 people attended events or user education programmes run by library staff.

- 88 children and 71 adults attended a preschool session (Storytimes, Babytimes or Toddlertimes sessions)
- 79 children and 48 adults attended activity sessions such as book groups, family night, craft classes, games night or classes for special needs adults
- 7 adults attended one-on-one user education sessions on the Ancestry.com and other databases
- 76 children and 4 adults attended class visits to the Kaiapoi Library

3.3.13 The balance of visitors, 3456 out of the total of 8827, visited the library to read, browse, study and relax. This group, not represented in library issue statistics, show the importance of the libraries as a hub in the community. 38 percent of visitors use these public spaces for purposes which are important to them.

3.3.14 Visitors to the Libraries have wide ranging opportunities for learning, and enjoy the benefits of being connected, informed, engaged and empowered.

3.3.15 The Management Team/CE has reviewed this report and supports the activities of the Libraries.

4 COMMUNITY VIEWS

Community views were canvassed through the Libraries' Annual Customer Satisfaction Survey which was conducted in June 2016. The survey results show a high level of satisfaction with Library Services. (62.50% Very Satisfied; 35.19% Satisfied; 1.16% Dissatisfied; 0.69% Very Dissatisfied; 0.46% No Opinion. Total participants: 432)

5 FINANCIAL IMPLICATIONS AND RISKS

5.3 Library activities are being met from within the Library's budgets.

Financial Summary Report:

Library – March 2017

	Actual	Budget
Revenue		
Revenue	117,069	108,351
Rates	2,430,540	2,426,706
	2,547,608	2,535,057
Operating Expenses	1,263,709	1,306,935
Maintenance	286,436	366,948
Overheads	489,052	490,563
Internal Interest	21,393	69,957
Depreciation	717,267	601,623
	2,777,857	2,836,026
Surplus/ (Deficit)	(230,249)	(300,969)

6 CONTEXT

6.3 Policy

This matter is not a matter of significance in terms of the Council's Significance Policy.

6.4 Legislation

Local Government Act.

6.5 Community Outcomes

Library activities support the following community outcomes:

6.5.3 Public spaces and facilities are plentiful, accessible and high quality

6.5.4 People have wide ranging opportunities for learning and being informed

The Committee has delegated authority to develop goals and strategies for Library Services.

Phillippa Ashbey

Libraries Manager

MINUTES OF A MEETING OF THE REGENERATION STEERING GROUP HELD IN THE RUATANIWHA KAIAPOI CIVIC CENTRE ON MONDAY 3 APRIL 2017 AT 4.00PM.

PRESENT

Kaiapoi Community Board – Al Blackie (Chair), J Watson, P Redmond, S Stewart, C Greengrass, R Blair, J Meyer, M Pinkham, N Atkinson.

Te Kōhaka o Tūhaitara Trust representative A Jolliffe; Environment Canterbury representative C McKay; David Ayers (Mayor) Jim Palmer (Chief Executive) C Sargison (Manager Community and Recreation).

IN ATTENDANCE

Duncan Roxborough (WDC), Michelle Flanagan (WDC), Ken Stevenson (WDC).

1. APOLOGIES

Apologies for lateness were received and sustained from Jackie Watson and Mayor Ayers.

CARRIED

2. CONFIRMATION OF MINUTES

Moved: A Blackie Seconded: J Palmer

2.1 S Stewart noted an amendment from the previous minutes Clause 4.9 – amend ensured to assured.

THAT the Regeneration Steering Group:

Confirms as a true and correct record the minutes of a meeting held on Monday 6 March 2017.

CARRIED

3. MATTERS ARISING

Nil.

4. REPORTS

EARTHQUAKE INFRASTRUCTURE RECOVERY PROGRAMME – MARCH 2017 UPDATE

4.1 C Sargison noted that this report will go to the Council and will be circulated to the Regeneration Steering Group. It was noted there has been one questioned raised in relation to the Cust earthquake repairs. This relates to some well repairs that had been damaged as part of the earthquake.

Moved: N Atkinson Seconded: A Jolliffe

THAT the Regeneration Steering Group receives report No. 170228019100 for their information.

CARRIED

UNCONFIRMED MINUTES

5. COMMUNITY ENGAGEMENT

MONTHLY RSG COMMUNICATIONS UDPATE – MARCH 2017

5.1 D Roxborough gave an update on the attached communications update and noted some of the key communication activities that are coming up for the end of the week. The website has been updated for the Regeneration projects. At the moment there is still the old website www.redzoneplan.nz, and with our move away from using the terminology around red zones the content that was on this page is still accessible but will be migrated to a new regeneration front end page on the Council's website. There will be a more prominent presence on the front page so that people can easily find their way to information on the regeneration programme. The website will go live at the end of this week. The website will also include some other functions such such as the ability to sign up to e-newletters.

D Roxborough advised that they have managed to obtain copies of the maps that have been used in the Recovery Plan and the right to use them. These maps will also be available on the website.

A project identity logo has been produced to be used on all of communication material from now on. There has since been an amended to correctly refer to as Kaiapoi, The Pines Beach and Kairaki.

There are some key communications materials being distributed at the end of this week. There will be an advertorial in three local newspapers, Kaiapoi Advocate, Northern Outlook and the North Canterbury News. This advertorial will include some joint messaging from Council, LINZ, and the Te Kōhaka o Tūhaitara Trust as the key implementing parties. This advertorial will be informing the public on what we have been up to and what is happening next. The advertorial will also a diagrammatic timeline, which shows the key project priorities.

In addition to the advertorials that are going into the newspapers there will be flyers delivered to all of the properties that are within the regeneration areas and those who are on the immediate fringes of the regeneration areas and will also include all of The Pines Beach and Kairaki communities. There will also be posters being put up in the council service centres and a letter and flyer that will be distributed to the residents that still live in the regeneration areas.

There will be an email update sent to the members of the Regeneration Steering Group this Thursday covering all of this information.

N Atkinson asked that any communication material should go via the Regeneration Steering Group for approval prior to release of any material.

C Sargison advised that the normal procedure would be for communication material to go via the Regeneration Steering Group first but in this instance there were timing restraints with the newspapers to get the material published.

Mayor Ayers suggested that the letter and flyer should also be distributed to the property owners who are directly adjacent to the regeneration areas.

6. GENERAL

KAIAPOI INFORMATION BOARD USAGE

6.1 C Sargison asked if the Regeneration Steering Group would be happy for the Kaiapoi information board to be used for communication material. A mock-up will be brought back to the Regeneration Steering group for approval at the next meeting.

UNCONFIRMED MINUTES

FOOD FOREST SUB COMMITTEE ESTABLISHMENT

6.2 C Sargison circulated a map to the group showing the suggested area for the Food Forest. C Sargison was seeking support from the Regeneration Steering Group to work with Brent Cairns who has a keen group of community people who have put a lot of thought into this project on how it could work, operate, and then develop and report back to the Regeneration Steering Group. This group would then be responsible for developing and running the Food Forest. There will be a report back to the Regeneration Steering for the formal approval of the Food Forest location.

A Blackie noted that this area was chosen for several reasons. There are a lot of people located around this area. It has boundaries on two sides at least with close neighbours who would hopefully take ownership of this sort of project. International experience shows that the more people that are close to a Food Forest, the better it is integrated into the community and looked after in the terms of the vandalism. It is also a reasonably high profile site with the new road passing the edge of it. There is good access to water and is in within easy walking distance to Williams Street on the main area and it has very good soil.

R Blair asked what the size of the area is.

A Blackie advised that it is around 1.5 hectares in size.

Mayor Ayers asked if there would be sufficient parking around the edge of the Food Forest.

C Sargison advised that this was considered, as the whole purpose of a food forest is to get people involved and noted that there will be parking on the roadsides.

A Blackie noted that once the walking and cycling tracks are established they would possibly be diverted through the Food Forest.

S Stewart asked if there would be any communication to the neighbours about the Food Forest.

C Sargison advised that if the Regeneration Steering Group supports this being progressed we would wait until some further work, and a plan and report have been done and would then do some communication around that.

J Meyer asked if the greenspace area next to Gray Crescent had been considered for the Food Forest.

C Sargison advised that this site had been considered and the reason for not using this area for the Food Forest is that the greenspace area next to Gray Crescent has the potential for a kick a ball space for the people that live in that area.

M Pinkham asked how a Food Forest is different from a Community Garden.

C Sargison replied that there are similarities but the Community Gardens tend to be focused on vegetables and can have a different concept of ownership of the groups working in the community garden. The Food Forest concept is designed to be sustainable and to regenerate forest.

C Greengrass noted that about three years ago, there was a two-day seminar and there is quite a bit of documentation, which may be useful.

C Sargison noted that this information would be included in the report back to the Regeneration Steering Group for next month.

UNCONFIRMED MINUTES

COAST GUARD BUILDING OPENING

6.3 A Blackie noted that the Coast Guard building is opening on Saturday 8 April and at least three councillors have advised that they have not received an invitation. C Sargison advised that the opening is by invitation and he will contact Coast Guard and let them know that there is an expression of interest, that if possible for members of the Regeneration Steering Group and Kaiapoi-Tuahiwi Community Board to attend.

7. NEXT MEETING

The next Regeneration Steering Group meeting will be held on Monday 1 May at 4.00pm, at the Ruataniwha Centre.

Meeting closed at 4.30pm.

UNCONFIRMED MINUTES

MINUTES OF A MEETING OF THE REGENERATION STEERING GROUP HELD IN THE RUATANIWHA KAIAPOI CIVIC CENTRE ON MONDAY 1 MAY 2017 AT 4.00PM.

PRESENT:

Kaiapoi Community Board – Al Blackie (Chair), J Watson, P Redmond, S Stewart, C Greengrass, R Blair, J Meyer, M Pinkham, N Atkinson.

Te Kōhaka o Tūhaitara Trust representative A Jolliffe; Environment Canterbury representative C McKay; David Ayers (Mayor) Jim Palmer (Chief Executive) C Sargison (Manager Community and Recreation).

IN ATTENDANCE:

Duncan Roxborough (WDC), Kevin Dwyer (WDC), Simon Hart (WDC).

1. APOLOGIES

Moved: Al Blackie Seconded: P Redmond

An apology was received and sustained from N Harris for absence.

An apology was received and sustained for lateness from J Watson.

An apology was received and sustained for leaving early from A Jolliffe.

CARRIED

2. CONFIRMATION OF MINUTES

Moved: N Atkinson Seconded: P Redmond

Clause 6.2 Size of the Food Forest is 1.5 acres.

THAT the Regeneration Steering Group:

Confirms as a true and correct record the minutes of a meeting held on Monday 3 April 2017.

CARRIED

3. MATTERS ARISING

Clause 6.2 A Blackie advised that in the previous minutes he noted that the walking and cycling tracks would possibly be diverted through the Food Forest and on the Kaiapoi East Plan they are already drawn through the Food Forest.

4. DEPUTATIONS AND PRESENTATIONS

Nil.

5. REPORTS

KAIAPOI FOOD FOREST DEVELOPMENT

5.1 Craig noted that there have been some discussions with the group that are looking to establish the Food Forest. Under our Participation Strategy that was approved at our first meeting we have will an obligation to go out to the community to consult on both the plan and develop with the community group a draft concept plan for community consultation. We will also need to work through with LINZ about the potential earlier use of the land before it is formally divested. This report is asking for approval in principle so that we can get on to developing the landscape plan which will then come back as a draft to this group before it goes out for consultation.

UNCONFIRMED MINUTES

S Stewart asked in regard to Recommendation (c), do you see the Trust being involved in the development of the draft or that staff prepare it and then you have the Trust as part of the community consultation.

C Sargison advised that we would work with the community group, the Trust may not be formed at that stage.

P Redmond asked what sort of term is being contemplated for the licence to occupy.

C Sargison replied that we would probably look at a review period of 10 years with some built in milestones along the way with points of exit if it is not working. The community needs to be assured that it is going to be maintained and developed in accordance with the plan.

N Atkinson asked about succession planning and that it is incorporated into the lease and noted that he has not seen any plan for succession with the Trust and asked if this is being dealt with for the Trust.

C Sargison noted that this would be under the licence to occupy and this would cover what happens if the Trust does not fulfil its duties or if the Trust does dissolve. Effectively it would be referred to Council ownership.

N Atkinson asked about the Trust's succession planning within themselves. There needs to be some assurance that there would be some succession that if the Trust did go as it would revert back to the Council which he sees as a problem.

J Palmer noted that the group would need to have some comfort around the construction of the Trust Deed and how it is structured. He noted that before you considered agreeing to a licence to occupy you would need to have some structure around the operation of the Trust and how the Trust will engage the community on an ongoing basis.

D Ayers asked if any consideration has given to possibility of an Incorporated Society.

C Sargison replied that not at this stage but noted that either model could work and be considered.

A Jolliffee noted that an example of the Food Forest in Christchurch is that the Crown is looking at leasing that land to a stable horticultural organisation out of which then the Food Forest would then do a 10 by 10 by 10 licence to occupy.

Moved: N Atkinson Seconded: A Blackie

THAT the Regeneration Steering Group:

(a) **Receives** report No. 170418037355.

(b) **Approves** in principle the preparation of a licence to occupy for the Food Forest Trust on the basis that the planting and maintenance of trees and associated plants and plant beds undertaken by the Food Forest Trust. The Council will be responsible for hard landscaping (including any accessways, vehicle barriers and pathways) and the maintenance of grassed areas.

(c) **Approves** staff developing a draft concept landscape plan for community consultation in accord with Regeneration Participation Strategy.

(d) **Notes** that the results of the community consultation will be considered by the Steering Group in a further report that will finalise the concept plan.

(e) **Notes** that the commencement of a potential licence to occupy will be dependent on agreement with LINZ for occupancy of the land prior to divestment.

(f) **Notes** that the final licence to occupy will be presented to the Group for recommendation to Kaiapoi Tuahiwi Community Board once occupancy is agreed with LINZ.

UNCONFIRMED MINUTES

CARRIED

6. COMMUNITY ENGAGEMENT

MONTHLY RSG COMMUNICATIONS UDPATE – MARCH 2017

6.1 Duncan noted that this will be a standard report format that will come to the group each month. We are seeking approval of the consultation materials, Kaiapoi South Roading and Kaiapoi East Roading that we are planning to distribute tomorrow. The consultation period is for the remainder of May and then the design team can finalise the detailed design and then start construction in the timeframes noted. There is one correction to the report under Clause 3.4.1 regarding the next steps for the consultation materials around advertisements. We are planning to advertise in the Kaiapoi Advocate on the 5th and the 19th of May. We are also seeking approval for the E-newsletter and the approval of the "mock up" design for the sign board.

M Pinkham asked about the road width for Kaiapoi East and is this still at 6 metres as the Courtenay Drive Road is proposed to be 7 metres wide and commented that 6 metres is very narrow.

C Sargison noted that this could be part of the feedback that comes back from the community and may be something that we need to consider.

N Atkinson commented that there had been some discussion about having a gutter on one side and a swale on the other side and this is not detailed on the cross sections on the plan. His understanding was that on the housing side there was a gutter.

D Roxborough noted that there are sections of kerb where the parallel parking is on the north side of the road.

J Meyer noted about the narrowness of the road compared to the other roads and asked how wide the raised entrances will be.

D Roxborough noted that the raised platforms are to be about 5 – 6 metres wide.

N Atkinson commented on the aesthetics of the drawing plan around Gray Crescent and requested that the plan be drawn to scale.

P Redmond asked that in terms of Courtenay Drive is the 7 metres wide enough and we have mentioned the desirability of some parking.

A Blackie noted that there had been some discussion around some potential car parking off road into the rural area.

D Roxborough noted that there was some potential parking areas specific to the Mahinga Kai and there is definitely scope for that.

P Redmond asked that the parking be shown on the rural area as possible parking.

P Redmond asked that in terms of consultation, where is the Courtenay Drive flyer going to be circulated given that no on lives on the road.

P Redmond requested that a physical corflute sign be placed on Courtenay Drive Road with regard to the consultation details as there are other uses of the road.

Taking in account the comments as recorded the recommendations are approved by the Regeneration Steering Group.

UNCONFIRMED MINUTES

Moved: A Blackie Seconded: J Meyer

THAT the Regeneration Steering Group:

(a) **Receives** report Nº 170420038749

(b) **Approves** the Kaiapoi South roading consultation material for release

(c) **Approves** the Kaiapoi East roading consultation material for release

(d) **Approve**s the E-newsletter design and content for issue

(e) **Approves** the signboard design content for production.

CARRIED

7. MATTERS REFERRED FROM COUNCIL

7.1 S Hart advised that the purpose of the presentation is to provide an update to the Regeneration Steering Group on the progress being made on the Kaiapoi Town Centre Plan Review 2011. There is an approved report that has been to Council included in the agenda, the project plan associated with that and the Kaiapoi Town Centre Plan Monitoring report. **(Presentation attached)**.

M Pinkham asked for an update on the type of organisations that you are looking to engage to do the urban design work for this project.

S Hart replied that no one has been approached at this stage, projects briefs are being constructed in terms of what outlets we are looking for and deliverables on what we are looking for. There has been some discussion about the types of urban designers that might be required.

N Atkinson asked in relation to the make-up of the group. We would not normally do consultation outside of the KTCB who would then recommend back to Council. It could end up taking quite a lot of time. Why this group as opposed to the KCTB doing this.

J Palmer noted that this group chose to have subcommittee. In essence, the governance of this project is given to this group. The relationship between the town centre and the red zone had been delegated responsibility for the governance of the development of the plan.

It was agreed by the group that the agenda items be split when necessary to have the Regeneration Steering Group matters first followed by Kaiapoi Town Centre plan items.

8. GENERAL

Nil.

UNCONFIRMED MINUTES

9. MATTERS TO BE CONSIDERED WITH THE PUBLIC EXCLUDED

Section 48, Local Government Official Information and Meetings Act 1987

Moved: J Palmer Seconded: A Blackie

THAT the public be excluded from the following parts of the proceedings of this meeting.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution, are as follows:

Item No.	Minutes/Report of:	General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground() under section 48(1) for the passing of this resolution
9.1	Minutes of the public excluded portion of Regeneration Steering Group meeting 1 May 2017	Confirmation of minutes	Good reason to withhold exists under Section	Section 48(1)(a)

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987, and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

Item No.	Reason for protection of interests	Ref NZS 9202:2003 Appendix A
9.1	Protection of privacy of natural persons	A2(a)

CARRIED

CLOSED MEETING

The public were excluded from the meeting from …..

10. NEXT MEETING

The next scheduled meeting of the Regeneration Steering Group commences at 4.00pn on Monday 29 May 2017 at the Ruataniwha Centre, Kaiapoi.

THERE BEING NO FURTHER BUSINESS THE MEETING CLOSED AT 6.00PM.

UNCONFIRMED MINUTES