WAIMAKARIRI DISTRICT COUNCIL

MINUTES OF A MEETING OF THE COMMUNITY AND RECREATION COMMITTEE
HELD IN THE WAIMAKARIRI DISTRICT COUNCIL CHAMBERS, 215 HIGH STREET, RANGIORA ON TUESDAY 24 JULY 2018 AT 1.00PM.

PRESENT

Councillor A Blackie (Chairperson), Mayor D Ayers, Councillors K Barnett, R Brine, W Doody and D Gordon.

IN ATTENDANCE

Councillors K Felstead and J Meyer
Messrs C Sargison (Manager Community and Recreation), J Palmer (Chief Executive), C Brown (Community Green Space Manager), S Kong (Community Facilities Coordinator), M Greenwood (Aquatic Facilities Manager), Mrs P Ashbey (District Libraries Manager) and Mrs E Stubbs (Minute Secretary).

1 APOLOGIES

Nil.

2 CONFLICTS OF INTEREST

Nil.

3 CONFIRMATION OF MINUTES

3.1 Minutes of a meeting of the Community and Recreation Committee held on Tuesday 22 May 2018

Moved Councillor Barnett seconded Councillor Doody

THAT the Community and Recreation committee:

(a) Confirms the circulated minutes of a meeting of the Community and Recreation Committee, held on Tuesday 22 May 2018, as a true and accurate record.

CARRIED

4 MATTERS ARISING

There were no matters arising.

5 DEPUTATION

5.1 Simon Kong, Community Facilities Coordinator

Mr Brown introduced the Community Facilities online booking system noting that Mr Kong had completed a huge amount of work to make it possible. The project to implement the online booking system had been underway for twelve months and involved Greenspace and Customer Service working alongside Datacom, the Information Technology consulting company which had worked with Council for some time. The system replaced the previous manual system which was logistically difficult to administer and did not suit the modern customer.
Mr Brown commented that the new system provided a better customer experience than any other in the country and already Dunedin City Council had asked for a demonstration of the system. The system provided the customer with more information, more control and the ability to pay online, and it streamlined the administration process. Currently Rangiora and Oxford Town Halls and the Woodend Community Centre were in the system but following the successful pilot, other community facilities would be added.

In order to show the usability of the system Mr Kong went through the website and made a ‘dummy’ booking of the Rangiora Town hall to demonstrate the process and highlight features of the system. He noted that the system was now active on the Council website in the location where information on facilities was found.

While Mr Kong made the booking he highlighted the great photos and ‘pannable view’ of the facilities which had been professionally taken. There was an updated description of facilities, links to external documents, and the available rooms were listed separately with details including rate and capacity. The information available on the system was based on questions asked by customers. Customers could step through a calendar to see when rooms were available. Rooms could be booked in 15 minute increments.

When a booking was made a number of questions were asked and Mr Kong noted that information could be assessed over time. Questions asked included type of event, setup requirements and catering requirements. Through the booking system an automated process started in the background to notify staff. Mr Kong went through the payment section advising payments could be made via a credit card or at a service centre. All existing customers who had accounts had been loaded into the system and would be issued a statement at the end of the month.

Councillor Felstead noted that Councillors when making a public booking did not pay, and asked how this was handled. Mr Kong advised that Councillors could be set up to go through as a staff booking, the same public interface would be used.

Councillor Barnett asked how events that went over one day were handled. Mr Kong advised that situation would require follow-up by customer service, it was difficult to programme the system for all situations. In the situation of an event such as a wedding there was an automated process that requested staff to pay attention to that booking.

Councillor Barnett asked if it were possible to get a quote. Mr Kong advised that could be achieved through making a ‘tentative’ booking at which time a booking summary was produced that could be used when requesting funding. The tentative booking had an expiry date. The cost could also be viewed before confirmation of the booking.

Mayor Ayers asked if possible venues could also be extended to parks, for example for weddings. Mr Brown commented that was possible, and that Mr Kong had worked with Datacom to help ensure that modifications to the system could be completed by staff.

Councillor Doody asked if there would be advertising to show the venues were available for weddings. Mr Kong advised there had been press releases of the new booking system. Under the new system, the venues were much more visible and better presented. It meant that customers would not need to drive to Oxford to look around. Mr Brown noted that there had been a couple of bookings and payments that had come through the system. There had been no questions.

Councillor Doody and Councillor Barnett asked about holding workshops with community groups to show how to use the system. Mr Kong noted that the
system had been designed to be naturally useable which meant there had not been a lot of feedback, in saying that, he was open to assisting the community with the system. Mr Brown noted that customers could still go into a service centre to book.

Councillor Barnett asked if there was a possibility to automate the key system. Mr Brown replied not at this time, it could be looked at in the future.

Councillor Barnett asked if the two rooms at the Woodend Community Centre could be named rather than called meeting room 1 and 2. Mr Brown advised it would be possible to work with the local Board to name those two rooms.

Mayor Ayers asked if it would be possible to build into the system a reference to possible other venues in the case a Council venue was not available. Mr Sargison replied yes, in the pilot not all Council venues were on the system. The pilot evaluation report would look at how the system could be enhanced and extended. That report would be in October/November 2018.

Councillor Gordon congratulated the team noting the system made it easier for groups to book facilities and the partnering with Datacom made sense.

6  REPORTS

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

Mr Sargison noted he would speak to the report in the absence of Mrs Sturley. He highlighted the $11,997 grant received to support a Seniors Plan for the District, the Community House Steering Group feasibility study and the Youth Development grant.

Moved Councillor Gordon seconded Councillor Barnett

THAT the Community and Recreation Committee:

(a) Receives report No. 180705074843

(b) Notes that we have been granted $11,997 from the Office of Seniors for to support the development of an Age Friendly Community plan for our District.

(c) Notes the receipt of $25,000 in funding from Department of Internal Affairs on behalf of the Community House Steering Group. This will be used for a feasibility study.

(d) Notes that Youth Council extend their appreciation for Council’s approval of an annual $4,000 Youth Development Grant.

CARRIED

6.2 Aquatic Facilities Update – Matthew Greenwood (Aquatic Facilities Manager)

Mr Greenwood spoke to the report which was to provide a summary of the Aquatic Facilities year to date performance. He noted the September report would include the full year-end financial report. Financials were largely positive with prepaid and recreational income meeting end of year targets with a month to go. Water quality met or exceeded the standards required.

Mr Greenwood advised that the SwimDesk implementation continued. Feedback was largely positive. Minor issues had been addressed as they
arose. In Term three the SwimDesk schools application was being rolled out. Mr Greenwood advised that survey of Aquarobics showed 100% and 98% satisfaction across the different facilities. There was mixed feedback about music and volume.

**Questions**

Councillor Barnett noted the ‘hole’ in Kaiapoi statistics and commented that she had received complaints regarding the after school availability at Kaiapoi. Mr Greenwood advised that the local Board had approved recreational swimming for Friday and lessons on the other days. They had pushed Friday recreational initiatives however the pool was not well populated on Fridays. They would continue to track numbers. The issues with $20,000 down on actual budget for Kaiapoi programmes had been identified previously and was related to schools. Mr Sargison advised that forecasting for schools had been problematic in the past and the SwimDesk module for schools would help by improving planning ability.

Councillor Doody asked if the issues with View Hill School not being able to use the Oxford Pool had been resolved. Mr Greenwood advised the SwimDesk software would assist with a time-slot, in addition there had been issues identified with staffing handover.

Moved Councillor Doody seconded Councillor Barnett

**THAT** the Community and Recreation Committee:

(a) **Receives** report No. 180704074390

(b) **Notes** Aquatic Facilities achievement against key performance indicators including Water Quality and Facility Attendance.

(c) **Notes** that the September report will include a full year-end financial report.

**CARRIED**

Councillor Doody thanked Mr Greenwood for the report.

Councillor Barnett noted the report showed the pools were tracking well. She commented that she had tried out the new QEII facility and had been disappointed with the experience there.

6.3 **Library Update – Philippa Ashbey (District Libraries Manager)**

Mrs Ashbey spoke to the report which was to provide an update on customer service improvements, customer feedback and activities offered. Mrs Ashbey advised that there had been 27 sessions in the first 12 weeks of the Book a Librarian Service. It was a one on one personalised session with diverse requests including family history databases, accessing ebooks and backing up images into new formats.

Mrs Ashbey advised that another customer service improvement was the North Canterbury Gazette from 1932-1939 now available on Papers Past. In partnership with Rangiora Museum, the newspapers had been digitised and uploaded.

Mrs Ashbey highlighted the benefits of reading for pleasure outlined in the report including reduced stress, reduced risk of dementia, increased general knowledge, increased awareness of other cultures and a wider vocabulary. She noted that for many people reading material such as Training or Health and Safety manuals were beyond their reach. Waimakariri Libraries facilitated...
reading for pleasure by providing a wide range of books for every level of reader. There were well subscribed reading programmes for children.

Mrs Ashbey advised that the Library and Information Association of New Zealand (LIANZA) supported the Local Government Amendment Bill. Local authorities would be better placed to support the value of public libraries which had a vital role and were not a ‘nice to have’.

Mrs Ashbey noted the extremely entertaining performance of Stig Wemyss and the milestone of 1000 likes on Facebook.

Questions

Councillor Blackie referred to the $55,000 reallocation from ‘Capital’ budget to ‘Operational’ budget and asked what it would have been spent on had it not been reallocated. Mrs Ashbey commented it was exactly the same spend, however as ownership of electronic content had changed to a licensing model rather than directly owned by the library it needed to be purchased from the Operations budget. Staff had not been aware of the change at the time of LTP preparation.

Councillor Doody commented on the difficulty of viewing electronic resources for some users and asked if options that assisted with viewing had been included. Mrs Ashbey replied that it had been considered. Different platforms could be adjusted to assist with reading difficulties and it was often based on personal preference.

Moved Councillor Doody seconded Councillor Blackie

THAT the Community and Recreation Committee:

(a) Receives report No. 180706075217

(b) Notes the customer service improvements, customer feedback, and activities offered by the Waimakariri Libraries in May and June 2018.

(c) Notes the benefits of reading for pleasure and the initiatives of the Waimakariri Libraries towards the development of a culture of reading in our community.

(d) Notes the position of the Library and Information Association of New Zealand on the Local Government (Community Well-being) Amendment Bill and reintroduction of the well-beings to the local government legislation.

(e) Approves the re-allocation of $55,000 from the previously approved 2018/2019 Library Resources ‘Capital’ budget to the Library eResources ‘Operations’ budget.

(f) Circulates the report to the Boards for their information.

CARRIED

7 PORTFOLIO UPDATES

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

• Councillor Blackie advised that a second RSA Matariki planting was to be held at Silverstream Reserve.
7.2 **Community Facilities (including Aquatic Centres, Halls, Libraries and Museums) – Councillor Wendy Doody**
- Councillor Doody advised that the Oxford Winter Festival of Light had been well attended.
- The Ashley Gorge Reynolds Heritage Pavilion was well underway.

7.3 **Community Development and Wellbeing – Councillor Kirstyn Barnett and Councillor Wendy Doody**

**Councillor Doody**
- Commented that the Oxford Winter Festival of Light had been well attended.
- The Ashley Gorge Reynolds Heritage Pavilion was going well.
- Attended the Social Services Waimakariri meeting.

**Councillor Barnett**
- Councillor Barnett met with Martin Pinkham of Wellbeing North Canterbury and advised Wellbeing North Canterbury was in a good position financially, they had a new Trustee.
- Had met with T Sturley and highlighted that there was available funding for emergency housing following extreme weather events. This was not well known in the social services sector.
- Had attended two networking forums for the Migrants and Newcomers group and commented on the outstanding work of this group. Mr Palmer advised staff had been canvassed to find those with a second or third language who were willing to volunteer time to assist with interpretation. The interpretation would assist with customer service however would not extend to providing advice due to the translation risk. The service was related to Council customer service.

8 **QUESTIONS**

There were no questions.

9 **URGENT GENERAL BUSINESS**

There was no urgent general business.

THERE BEING NO FURTHER BUSINESS, THE MEETING WAS CLOSED AT 1.57pm.

CONFIRMED

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Chairperson

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Date

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**BRIEFING**

At the conclusion of the meeting, a briefing was held to provide an Airfield update.