# Policy/Planning Committee Meeting

# Order Paper

## Thursday, 11 August 2016, 1.00 pm

### Council Chamber, Rangitikei District Council
46 High Street, Marton

Website: www.rangitikei.govt.nz          Email: info@rangitikei.govt.nz

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**Chair**
Cr Lynne Sheridan

**Deputy Chair**
Cr Richard Aslett

**Membership**
Councillors Cath Ash, Angus Gordon, Rebecca McNeil, Soraya Peke-Mason
His Worship the Mayor, Andy Watson (ex officio)

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# Rangitikei District Council

## Policy/Planning Committee Meeting

### 0rder Paper – Thursday 11 August 2016 – 1:00 p.m.

## Contents

The quorum for the Policy/Planning Committee is 4.

At its meeting of 28 October 2010, Council resolved that "The quorum at any meeting of a standing committee or sub-committee of the Council (including Te Roopu Ahi Kaa, the Community Committees, the Reserve Management Committees and the Rural Water Supply Management Sub-committees) is that required for a meeting of the local authority in SO 2.4.3 and 3.4.3.

# 1 Welcome

# 2 Apologies/Leave of absence

# 3 Confirmation of order of business

That, taking into account the explanation provided why the item is not on the meeting agenda and why the discussion of the item cannot be delayed until a subsequent meeting, ......... be dealt with as a late item at this meeting.

# 4 Confirmation of minutes

**Recommendation**
That the Minutes of the Policy/Planning Committee meeting held on 14 July 2016 be taken as read and verified as an accurate and correct record of the meeting.

# 5 Chair's Report

A report is attached.

File ref: 3-CT-15-1

**Recommendation**
That the Chair's Report to the Policy/Planning Committee meeting on 11 August 2016 be received.

# 6 Queries raised at previous meetings

- Raglan Recycling – feedback from Council's Solid Waste Officer:
    - The trial shops at Marton and Bulls waste transfer stations are a small expression of what has been achieved at Raglan.  The issue for these is competition from significant recycling enterprises at both Whanganui and Palmerston North.

# 7 Council-initiated District Plan Change – Update

The Commissioner has indicated that he has received all the information he requested from submitters and the Hearing. The hearing has been formally closed and the Commissioner will prepare his decision. The decision should be released by the end of August.

# 8 The 2050 Challenge – future proofing our communities (LGNZ discussion paper)

The discussion paper is attached

File: 3-OR-2-4

Submissions are called for by 23 September 2016. The intention at this meeting is to document the Committee's views about the paper, with particular attention to the five questions raised by LGNZ:

- Are there any additional changes or shifts that are not discussed in the paper which should be incorporate into the discussion?

- Are there additional perspectives on the shifts discussed in the paper? Has LGNZ identified the right enduring questions from these shifts? Are there other enduring questions they raise for New Zealand's/Rangitikei's communities?

- Is there additional useful evidence which should be considered for the shifts described in the paper?

- What other challenges do the shits raise for decisions that are made for New Zealand's/Rangitikei's communities?

- How should the 2050 Challenge work-stream be developed?

# 9 Activity Management

- Community leadership
- Environmental services
- Community well-being

**Recommendation**

That the activity management templates for Community Leadership, Environmental and Regulatory Services and Community Well-Being (June 2016) be received

# 10 Update on Communications Strategy

A memorandum is attached.

File ref: 3-CT-15-1

**Recommendation**

That the update on the Communications Strategy to the Policy/Planning Committee meeting on 11 August 2016 be received.

## 11    Legislation and Governance Issues

A report is attached.

File ref: 3-OR-3-5

**Recommendations**

1    That the report 'Legislation and Governance Issues' to the Policy/Planning Committee meeting on 11 August 2016 be received.

2    That the Policy/Planning Committee, under delegated authority from Council, approve (for the Mayor's signature) Council's submissions [without amendment/as amended] (to the Government Administration Committee) on the Fire Emergency New Zealand Bill and (to the Department of Internal Affairs) on the discussion paper 'Proposed regulations to support Fire and Emergency New Zealand'.

## 12    Review of Class 4 gambling – discussion document from Internal Affairs

A memorandum is attached.

File ref: 3-PY-1-5

**Recommendations**

1    That the memorandum 'Review of Class 4 gambling – discussion document from Internal Affairs' be received.

2    That the Policy/Planning Committee, under delegated authority from Council, approve (for the Mayor's signature) Council's submission to the Department of Internal Affairs on its discussion document 'Review of class 4 gambling'.

## 13    Older people and community sport – the plan 2016

The discussion document from Sport New Zealand is attached.  Feedback is requested by 19 August 2016, particularly on the following:

a)  ideas that could help support greater levels of participation by older New Zealand in community sport;

b)  what would help each member of the Committee to participate in community sport more or support older people to participate; and

c)  who and what would help bring this plan to life.

## 14    Proposed changes to Building Code Requirements

On 20 July 2016, the Minister for Building and Housing announced that the Government is proposing changes to 32 Building Code compliance documents.   The proposals involve adding two new Acceptable Solutions around waterproofing, and amending 32 existing Acceptable Solutions and Verification Methods. These include changes to the requirements for glass barriers, safety glass, foil insulation and slip resistance of walking surfaces.  Comment has been invited (by 31 August 2016) and the Council's building team are currently working through the proposals.

A presentation will be made to the meeting.

## 15    Investigation of requested speed limit reduction around Kauangaroa

The speed limit assessment was unexpectedly delayed, but is anticipated later this month.

## 16    Complaints Policy – issues to be addressed

The Chair's report includes a link to the comprehensive complaints and compliments policy statement from the Central Hawkes Bay District Council.   The complaints policies at Auckland Council and the Department of Internal Affairs are much shorter and focus on the complaints process. The Committee is asked to express a preferred approach for developing a policy for Rangitikei.

All three examples are attached.

## 17    Investigation of a policy on feral cats

A memorandum is attached.

File ref: 3-PY-1

**Recommendation**

That the memorandum 'Investigation of a policy on feral cats' be received.

## 18    Review of delivery of regulatory services under section 17A of the Local Government Act 2002 – update August 2016

A memorandum is attached.

File ref: 5-FR-1-2

**Recommendation**

That the memorandum 'Review of delivery of regulatory services under section 17A of the Local Government Act 2002 – update August 2016' be received

## 19 Bulls Multi-Purpose Community Centre – project update

A public meeting has been arranged in the Bulls Town Hall for 8 August 2016 at which the proposed design of the building will be launched. A quantity survey has been commissioned to provide a detailed estimate of costs. Feedback will be sought in the remainder of that week.

In addition a local funding committee will be announced.

## 20 Update on the Path to Well-Being Initiative

A memorandum is attached

File ref: 1-CO-4

### Recommendation

That the memorandum 'Update on the Path to Well-Being initiative and other community development programmes – July 2016' be received.

## 21 Late Items

## 22 Future Items for the Agenda

## 23 Next Meeting

Thursday 15 September 2016, 1.00 pm (this will be the Committee's last meeting for the triennium)

## 24 Meeting Closed

# Attachment 1

# Rangitikei District Council

## Policy/Planning Committee Meeting

Minutes – Thursday 14 July 2016 – 1:00 p.m.

## Contents

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|---|---|
| **Present:** | Cr Lynne Sheridan |
| | Cr Richard Aslett |
| | Cr Cath Ash |
| | Cr Rebecca McNeil |
| | His Worship the Mayor, Andy Watson |
| | |
| **Also present:** | Cr Ruth Rainey |
| | |
| **In attendance:** | Mr Michael Hodder, Community & Regulatory Services Group Manager |
| | Mr Alex Staric, Policy Analyst |
| | Mr Johan Cullis, Environmental Services Team Leader |
| | Ms Denise Servante, Strategy & Community Planning Manager |
| | Ms Katrina Gray, Policy Analyst |
| | Ms Samantha Whitcombe, Governance Administrator |
| | |
| **Tabled documents** | **Item 8      Detailed considerations of results from annual survey of stakeholders** – Customer satisfaction levels from Residents             Survey 2016: Policy & Planning. |
| | **Item 9      Activity Management** – Environmental & Regulatory Services |
| | **Item 12      Legislation and Governance Issues** – LGNZ webinar slides |
| | **Item 13      Section 17A Reviews – Regulatory scoping** – Review of delivery of regulatory services under section 17A of the Local Government Act 2002 – preliminary considerations |
| | **Item 14      Consultation on the Earthquake-prone Buildings Policy** - Additional information |

# 1    Welcome

The Chair welcomed everyone to the meeting

# 2    Apologies/leave of absence

That the apologies for absence from Cr Gordon and Cr Peke-Mason be received.

Cr Aslett / Cr Ash.  Carried

# 3    Confirmation of order of business

The Chair informed the Committee that there would be no change to the order of business from that set out in the agenda.

# 4    Chairperson's Report

**Resolved minute number           16/PPL/053           File Ref**

That the 'Chairperson's Report' to the Policy/Planning Committee meeting on 14 July 2016 be received.

Cr Sheridan / His Worship the Mayor.  Carried

# 5    Confirmation of minutes

**Resolved minute number           16/PPL/054           File Ref**

That the Minutes of the Policy/Planning Committee meeting held on 9 June 2016 be taken as read and verified as an accurate and correct record of the meeting.

Cr Aslett / Cr Sheridan.  Carried

# 6    Queries raised at previous meeting:

The Committee asked that the financial report from the Raglan 'X-treme Zero Waste' facility be passed onto the Solid Waste Officer and the Asset Manager – Utilities for comment.

# 7    Council-initiated Plan change – update on process

Ms Gray gave a brief verbal update on the status of the Council-Initiated District Plan Change, noting that the further information requested at the hearing had been provided to the Commissioner. He would make a decision soon whether to re-open the meeting or proceed to writing his decision.

## 10    Policy Team Work Schedule 2016/17

Mr Hodder and Ms Servante spoke briefly to the report.

**Resolved minute number**          **16/PPL/055**          **File Ref**          5-EX-3-2

That the memorandum, "Policy Team Work Schedule 2016/17" be received

Cr Ash / Cr McNeil.  Carried

## 8    Customer satisfaction levels from Residents Survey 2016: Policy & Planning

Mr Staric spoke briefly to the report.

**Resolved minute number**          **16/PPL/056**          **File Ref**          5-FR-1-2

1      That the report, "Customer satisfaction levels from Residents Survey 2016: Policy & Planning Committee" be received.

2      That, following feedback from the Policy/Planning Committee, the issues identified as requiring more focus/improvement are input into the project to establish, implement and monitor higher customer service standards across the Council organisation.

Cr Aslett / Cr Ash.  Carried

## 9    Activity management:

Ms Servante and Mr Cullis spoke to the Activity Management templates for Community leadership, Environmental services and Community well-being.

**Resolved minute number**          **16/PPL/057**          **File Ref**

That the activity management templates for Community Leadership, Environmental and Regulatory Services and Community Well-Being (June 2016) be received.

Cr McNeil / Cr Aslett.  Carried

## 11      Update on communications strategy

**Resolved minute number**          **16/PPL/058**          **File Ref**          3-CT-15-1

That the Update on communications strategy to the Policy/Planning Committee meeting on 14 July 2016 be received.

His Worship the Mayor / Cr Ash.  Carried

## 12      Legislation and governance issues

Mr Hodder spoke to the report.

The LGNZ webinar on the Local Government 2002 Amendment Bill was played to the Committee.

**Resolved minute number**          **16/PPL/059**          **File Ref**          3-OR-3-5

1.      That the report 'Update on legislation and governance issues' to the Policy/Planning Committee's meeting of 14 July 2016 be received.

2.      That the Policy/Planning Committee recommend to Council that it delegates to the Committee the authority to approve (for the Mayor's signature) Council's submissions (to the Government Administration Committee) on the Fire Emergency New Zealand Bill and (to the Department of Internal Affairs) the discussion paper 'Proposed regulations to support Fire and Emergency New Zealand'.

Cr Sheridan / His Worship the Mayor.  Carried

## 13      Section 17A reviews – regulatory – scoping

Mr Hodder spoke briefly to the report.

**Resolved minute number**          **16/PPL/060**          **File Ref**

1       That the report 'Review of delivery of regulatory services under section 17A of the Local Government Act 2002 – preliminary considerations' be received.

2       That the service delivery options to be considered for Animal Control include a formalised arrangement with one or more councils and contracting out (either solely by Rangitīkei or in collaboration with one or more councils).

3       That the service delivery options to be considered for Planning Control include a contract for service from an expert provider, wholly in-house staff, or a mixed provision.

Cr Sheridan / His Worship the Mayor.  Carried

**Resolved minute number          16/PPL/0061          File Ref**

That a review of service delivery options not be undertaken at this time for:

a)      building control services because of Rangitikei's participation in the significant GoShift collaboration with the Ministry of Business, Innovation and Employment (currently involving 20 other territorial authorities);

b)      environmental health because of the small expert staffing engaged in the provision of the service  and the changing environment as requirements and processes for the Food Act 2014 are implemented;

c)      liquor licensing because of the small in-house staffing involved and the need to relate to the District Licensing Committee;

d)      noise control because it is only viable as a contracted service; and

e)      other aspects of regulatory services because of their very small scale.

Cr Aslett / Cr McNeil.  Carried

# 14    Consultation of the Earthquake-prone buildings policy

Ms Gray spoke briefly to the report and the additional tabled information.

**Resolved minute number          16/PPL/062          File Ref**

That the Summary of Information, Statement of Proposal (including the policy), Engagement Plan and submission form (as amended to exclude enforcement action) be adopted for consultation on the Earthquake-prone buildings policy over the period 29 July 2016 to 29 August 2016.

Cr McNeil / Cr Aslett.  Carried

# 15    Investigation of requested speed limit reduction around Kauangaroa

The Committee noted that survey had been delayed because of the contractor's other commitments, but is programmed for this month.

# 16    Bulls Multi –purpose Community centre – project update

His Worship the Mayor gave a brief update on the progress with the Bulls Multi-Purpose Community Centre project, informing the Committee that the final design should be ready for community consultation before the end of the month.

# 17    Update on the Path to Well-being Initiative

Ms Servante spoke briefly to the report.

| **Resolved minute number** | **16/PPL/** | **File Ref** | 1-CO-4 |

That the memorandum 'Update on the Path to Well-Being initiative and other community development programmes – June 2016' be received.

Cr McNeil / Cr Aslett.  Carried

## 18 Late items

Nil

## 19 Future items for the agenda

Feedback on recycling in Raglan from Solid Waste Officer

## 20 Next meeting

Thursday 11 August 2016, 1.00 pm

## 21 Meeting closed

4.09 pm.

**Confirmed/Chair:**  _____

Date:  _____

# Attachment 2

# Policy /Planning Committee – Chairperson's Report

August, 2016

Our relationship with our communities and the residents therein are an integral part of our decision making at Council.  Maintaining a friendly relationship with our communities is so important; after all we are simply the caretakers of the infrastructure and other services that support their ability to live here.

Mayor Watson recently advised me of a policy (Complaint/Compliments) we do not currently have, yet it is one that helps everyone in the process of simply getting along. Whilst we have seemingly managed without such a policy up until now, I personally see that we have exposed Council's reputation to the risk of poor communication.

Currently we have a Request for service (RFS) - the response is; the generation of an instruction for work – feedback is given if requested.

However, a 'complaint' is effectively feedback from the resident where dissatisfaction is experienced, whilst a 'compliment' is the reverse.   I believe that both of these forms of feedback also require a response. It is courteous to do so and most importantly it helps to maintain dialogue and relationships.

We as the Policy/Planning Committee, have a responsibility to ensure that residents in the district have a mechanism to engage with Council through Complaints and Compliments. Enclosed is a link to the Central Hawke's Bay District Council- Complaints and Compliments Policy.   I would invite you to read through this policy and ask that you give some thought to what might be in such a policy for the Rangitikei District Council.

http://www.chbdc.govt.nz/assets/Document-Library/Policies/1.6-Complaints-and-Compliments-20140327.pdf

Thankyou Mayor Watson for bring this to my attention.

Councillor Lynne Sheridan

# Attachment 3

# The 2050 challenge: future proofing our communities

A discussion paper

July 2016



**We are.
LGNZ.**

# Contents

A paper prepared for LGNZ by Castalia Strategic Advisors

# Foreword

# Foreword

New Zealand is facing a period of uncertainty. How we manage these challenges and the decisions we make, will have a direct bearing on our quality of life in the future.

New Zealand, like nations throughout the world, is facing a period of major uncertainty which is posing challenges for communities throughout the country. How we manage these challenges, and the decisions we make today, will have a direct bearing on our quality of life in the future. Our decision to publish this paper is to ensure that decision-makers, at both the national and local level, are fully informed of the shifts driving these changes. The initiative is designed to stimulate a conversation about the nature of the shifts, how they might impact on our communities and what we can do about them.

## This paper focuses on shifts that pose enduring questions for our communities

Some shifts are high-profile, while others, which may be just as important, struggle to find resonance. To have relevance to long-term strategic planning, this paper focuses on shifts that pose "enduring questions" – questions that will persist over time and are likely to have the greatest impact on achieving the vision that we share for our communities. This is not to say that other shifts are not important or deserving of attention, but rather emphasise that our shared vision cannot be achieved without directly confronting the shifts discussed in this paper and the enduring questions they pose.

## LGNZ is taking this debate forward

We sees this paper as just the first step in a broader 2050 Challenge work stream. It reflects local government's leadership in planning for the long-term prosperity of our communities and future work will specifically consider the role councils can play in responding to these shifts. Future work will also be needed to raise local awareness about how the shifts discussed in this think piece are likely to play out for each community.

Decision-makers and thinkers from all different political perspectives have contributed to this work. All agree that this conversation needs to transcend partisan positions. I would like to thank the members of LGNZ young elected members' group for taking the lead and suggesting that we undertake this initiative and for their contribution to making it the quality paper that it is.

This paper is the starting point for a conversation – not the end of it.

**Lawrence Yule**
President
Local Government New Zealand

# Future proofing our communities

LGNZ 2050 is a framework for thinking about the future. What will our communities look like in 35 years, and what can we do between now and then to plan in the best interests of those future generations?

Too often in local government our energy is consumed by responding to the issues of the day, which doesn't always leave us with enough capacity to give adequate thought to the future. However, due to the very nature of our long term planning focus, councils are well placed to lead discussions on the strategic issues that matter for New Zealand and our communities.

The genesis of the 2050 Challenge was a paper we wrote for National Council, outlining what the Young Elected Members saw as local government's biggest strategic hurdles. We saw the broad issue being our sector's capacity for longer term planning, not in terms of ability or interest, but in terms of resourcing. Larger metro councils may have strong policy and research units, but for many smaller councils this is a distant dream. We are better off working together, co-ordinated by LGNZ, as we tackle our present and future challenges head on.

LGNZ 2050 is a framework for thinking about the future. What will our communities look like in 35 years, and what can we do between now and then to plan in the best interests of those future generations? How do we deal with climate change, reducing its effects and dealing with its impacts? What does the future of work mean for the opportunities people have to make valuable contributions to their community? How do we plan for an ageing population, and make the work we do reflective of, and relevant to, an Aotearoa New Zealand that is increasingly ethnically diverse?

This paper doesn't provide all the answers, it simply asks the questions. Together, in the coming months and years, we will rise to the challenge it presents. It is a daunting task, but there is none more valuable or rewarding.

**'Ana Coffey and Aaron Hawkins**
Co-chairs
Young Elected Members Committee

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# Executive summary

# Executive summary

It is a truism but communities that fail to adapt to change die. Given that we live in a world experiencing unprecedented change making necessary efforts to be prepared, whether by adaption or mitigation, seems the better of the two options. LGNZ 2050 is designed to highlight the choice and begin a conversation. Understanding the changes that communities are likely to face between now and 2050 is the first step in beginning to prepare for those changes.

Critical to our analysis is the notion of 'shifts'. New Zealand is undergoing a series of major shifts that will have a lasting impact on who we are, where and how we will live and how we will earn our living. The research and interviews undertaken for this paper suggest that the most significant of these shifts involve the following:

- our pattern of settlement;

- economic activity;

- demographic makeup; and

- the natural environment.

Although we may have said something similar 30 years ago the way in which these shifts are expected to play out over the coming 30 years calls for fresh thinking if we are to achieve our shared vision for New Zealand and our communities - fresh thinking to contribute to a debate that will maximise opportunities and mitigate threats.

As the starting point for a debate this paper identifies shifts in five key areas and we discuss five ways that those shifts should change the way we make decisions.

## Urbanisation, liveable cities and changing demographics

### New Zealand's population is expected to further concentrate in cities

- **The shift.** By 2050, 40 per cent of people will live in Auckland (compared to 30 per cent currently). Other major cities including Wellington and Christchurch are also expected to grow, while significant population decline is projected for mid-sized towns throughout many of the regions. We also face uncertainty in whether increased regional connectivity (enabled by technology), or other shifts, might reverse this trend.

- **Enduring questions.** How can areas facing population expansion expand infrastructure, housing and services to support denser populations in sustainable ways consistent with other community objectives? How can areas facing population contraction decide whether, when, and how to invest in renewing long-lived public infrastructure, and how best to plan urban form, to meet the needs of an uncertain future population?

### New Zealand's population is ageing

- **The shift.** By 2050, the working age population will need to support almost double the number of people aged 65+. In the longer-term, it's projected we will follow the rest of the western world in facing a declining population.

- **Enduring questions.** How can we support our changing population to enable those aged over 65 to contribute to our communities and ensure decisions made and the share of burdens are fair on future generations?

## Stewardship of our natural environment

- **The shift.** Our natural environment continues to be under threat, despite efforts in many quarters to halt its degradation. There are particularly concerning trends in the areas of biodiversity and freshwater. Since human settlement in New Zealand, nearly one third of native species have become extinct. In many places we are approaching limits to the quantity of fresh water we are able to take sustainably. The quality of water in New Zealand's lakes, rivers, streams, and aquifers is variable, and depends mainly on the dominant land use in the catchment .

- **Enduring questions.** How can we build consensus as a society about bottom lines for environmental prosperity and the trade-offs required to respect those bottom lines? How can we fairly apportion the cost of good environmental stewardship in which all New Zealanders share?

## Responding to climate change

### We need to be adapting and mitigating concurrently

- **The shift.** Our climate is already changing and will continue to change, the extent to which it does depends on the global emissions trajectory. Changes include: rising sea levels that will cause land loss through coastal erosion and storm events, higher temperatures and changes to rainfall patterns that will affect economic activity and ecosystems, and more intense tropical cyclones which increase the need for (and cost of) emergency response. Low carbon infrastructure and patterns of development are essential to future prosperity.
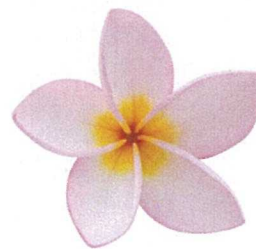
- **Enduring questions.** How can we take decisive action to reduce our greenhouse gas emissions consistent with the Paris Agreement, achieving net zero carbon emissions by mid-late this century? How can we adapt to the impacts of climate change in a way that shares the burdens fairly and provides the right incentives for people to minimise the costs of climate change to our communities?

## The future of work

### Automation is changing how we work

- **The shift.** Automation holds the prospect of producing more with less—improving our nation's overall prosperity. However, achieving those benefits may require major structural changes in employment. Some have suggested that 46 per cent of New Zealand jobs are at high risk of automation before 2050. In addition, the jobs of the future do not appear to be like many of the jobs of the past.

- **Enduring questions.** How can we ensure the benefits of greater productivity achieved through automation are shared by all in our communities? How can we enhance our education system to equip people with the skills needed for the jobs of tomorrow and help workers re-train?

### Our communities are increasingly moving away from '9 to 5' permanent employment

- **The shift.** One third of New Zealand's working population now work in jobs that are not salaried full time employment. This includes part-time, contracting and those working multiple jobs. This can be beneficial to the extent jobs are more flexible (for example for those raising children). However, research suggests around half of those in temporary work are not doing so out of choice.

- **Enduring questions.** How can we ensure our policy settings preserve the freedom for people to work in the ways they choose, while providing appropriate protection of worker rights, and supporting cohesive communities?

## Equality and social cohesion

### On some measures inequality has worsened over the last 40 years

- **The shift.** Inequality is difficult to measure, but looking at income levels and the concentration of wealth, inequality has worsened over the past 40 years. Research suggests that inequality reduces social cohesion—and moving from an area of high social cohesion to an area of low social cohesion is as bad for personal health outcomes as taking up smoking.

- **Enduring questions.** How can we build consensus on the appropriate balance between equality of opportunity and equality of outcomes that we want in society? How can we respond to the other shifts our communities will face in consistent ways that achieve the kinds of equality we want?

### New Zealand's ethnic composition is changing

- **The shift.** From a mix of natural population increase and net migration to New Zealand, the European population is expected to decrease by 12 per cent while all other ethnicities are expected to increase (the Māori population by 25 per cent, the Asian population by 71 per cent, and the Pasifika population by 40 per cent).

- **Enduring questions.** How can we best embrace the changing face of New Zealand? How might we empower and enable communities to express and celebrate their diverse cultural heritages, and respect the particular cultural significance of Māori as tangata whenua of New Zealand?

## Impacts for decision-making

The key shifts and enduring questions can be daunting, which creates the risk that decisions are simply "too hard" to make. But decisions need to be made across the public and private sector because failing to act will not create the prosperous communities we strive to enjoy. Five common challenges we see are in:

- **Taking a 'whole of systems' approach to policy and planning.** Achieving the shared vision for prosperous communities relies on decision-makers taking a 'whole of systems' approach when responding to the shifts. This approach must recognise the complex interactions between them. Shifts can have cumulative or offsetting impacts, and we have the potential to respond to multiple shifts simultaneously. We can also design our responses to deliver co-benefits (for example to public health from town planning) that strengthen the policy justification for interventions. Many councils have already developed (and are continuing to develop) new models that support coordinated response. The scale of the coordination needed, however, particularly between central and local government, appears to be growing. We need to share experience to develop better models.

- **Responding to unequal impacts.** Almost all the shifts discussed in this think piece either have inherently unequal impacts on communities or generations, or have the potential

for unequal impacts depending on how we respond to them. Different regions are also expected to be affected in different ways. We need to ensure that we recognise equality concerns that shifts present and make decisions consistent with our priorities.

- **Responding to uncertain and dynamic shifts.** All of the shifts discussed in this think piece are uncertain—and many will occur over time. This uncertainty needs to be embedded within dynamic processes that are receptive to, and capable of, incorporating an evolving evidence base.

- **Increasing the strength and legitimacy of public decisions through greater civic participation.** Decisions need to represent the diversity of our communities and reflect the unique relationship between iwi and the crown established by The Treaty of Waitangi. We need to share thinking and develop new initiatives to increase voter turnout and civic participation, and through that the representativeness of decision-making, including across dimensions of age, ethnicity and gender.

- **Defining our communities in constructive ways.** We need to consider the way we define our communities in responding to the shifts, because how we respond reveals much about what we value, how we design interventions, and how we measure success. This is particularly the case in the context of unequal impacts. The definition can differ for different shifts. For some shifts, we define our communities more locally, while shifts like climate change might be something defined across a number of scales and levels of interaction: simultaneously local, regional and global.

# 1

# What future do we want for New Zealand?

New Zealanders want to live in vibrant, sustainable, and socially inclusive communities. But how we can achieve these outcomes—particularly in the face of the substantial long-term changes facing our communities? Through its 2050 Challenge work stream, Local Government New Zealand wants to stimulate an open conversation on the major "shifts" facing our communities.

# What future do we want for New Zealand?

By identifying and describing the shifts facing New Zealanders, this paper provides a basis for the critical discussions we need to have about how best to respond. By building a stronger understanding of the kinds of shifts underway in our communities, and the potential trajectories of those shifts, we can turn our minds to how to maximise the opportunities and address the challenges that come with change. In some cases, we can also change the trajectory of shifts to achieve greater prosperity.

## Understanding the role of local government comes next

This paper is directed at a broad range of decision-makers – those in local government, central government, business, and those within our communities. It considers impacts on communities first and foremost, as the decisions of all stakeholders need to be informed by a shared understanding of the kinds of shifts our communities are likely to face. No one party holds all the cards, and so we need to work together to respond to future challenges.

LGNZ sees this paper as the first step in a broader 2050 Challenge work stream, reflecting the leadership role that local government plays in planning for the long-term prosperity of our communities. Future work in this area will specifically consider the role that local government can play in effectively responding to the shifts facing our communities.

This paper is the starting point for a conversation – not the end of it. Decision-makers and thinkers from all different political persuasions have contributed to this work. All agree that this conversation needs to transcend partisan positions. We welcome and encourage debate on the shifts discussed in this paper and what they mean for our communities.

< There are key factors which I think will fundamentally shape the future of New Zealand, with many of them already influencing the current landscape. That includes increased migration, a dramatic rise in tourism and the 'phenomenon' of Auckland with its massive housing, infrastructure and related challenges. But fundamentally I feel optimistic - every one of these areas is an opportunity to create positive growth sectors and, if we can invest intelligently and innovatively over the next 10 years, will shape how New Zealand develops as an innovative and sustainable country against the backdrop of an uncertain world. >

*Anthony Healy, Managing Director and Chief Executive Officer, BNZ.*

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## The remaining sections of this paper summarise the key shifts identified and the enduring questions they pose

The remainder of this paper is set out as follows:

- Section 2 articulates the shared vision we have for our communities as the basis on which to analyse the impact of shifts;

- Section 3 summarises perspectives on the key shifts that our communities will face out to 2050 and the enduring questions they pose;

- Section 4 discusses what these shifts mean for how we make decisions that will drive the future shape of our communities; and

- Section 5 discusses how LGNZ plans to take the 2050 Challenge work stream forward.

## Thought leaders and sector experts have helped to identify the long-term changes that will shape our communities

LGNZ has developed this paper through direct interviews with thought leaders and sector experts, and by synthesizing the wide range of literature available on trends and challenges. Interviews and literature reviewed spanned the full range of social, cultural, economic, and environmental areas of expertise and research – providing a diverse range of perspectives to draw on in this work.

We extend our thanks to the interviewees who generously gave their time to contribute to this work and point us to valuable sources of knowledge on the topics discussed in this paper:

- Dr Marie Brown, Senior Policy Analyst, Environmental Defence Society

- Professor Peter Crampton, Pro-Vice Chancellor, Health Sciences, University of Otago

- Lani Evans, Director, Thankyou Payroll

- Anthony Healy, Managing Director and Chief Executive Officer, BNZ

- Natalie Jackson, Director, Natalie Jackson Demographics, Adjunct Professor of Demography, School of People, Environment and Planning, Massey University

- Dr Alexandra Macmillan, Public Health Physician and Senior Lecturer, Environmental Health, Department of Preventive and Social Medicine, University of Otago

- Max Rashbrooke, Author, academic and journalist

- Caroline Saunders, Professor and Director, Agriculture Economics Research Unit, Lincoln University

- Tā Mark Solomon, Kaiwhakahaere (Chair), Te Rūnanga o Ngāi Tahu

- Paul Spoonley FRSNZ, Distinguished Professor and Pro Vice-Chancellor, College of Humanities and Social Sciences, Massey University

- Dr Janet Stephenson, Director, Centre for Sustainability, University of Otago

- Sir Stephen Tindall, Founder and Non-Executive Director, The Warehouse Group

We also acknowledge the contributions of central government in this area. Cross-government and departmental initiatives, such as the Ministry of Transport Futures Project and the Treasury's work on living standards, have provided valuable insights into what the future may hold.

To understand the importance of the changes facing our communities, we need a clear understanding of how shifts are likely to influence the ability to achieve our shared objectives and interests. This understanding needs to extend across all of New Zealand's communities: urban and rural, growing and shrinking, rich and poor, and of all ethnic and racial compositions.

## A shared vision for our communities

Acknowledging that the way in which communities live and work changes over time, this paper defines a shared vision that focuses on the core attributes needed for prosperous communities. Drawing on the 'four wellbeings' with their origin in the Local Government Act 2002, prosperity can be thought of as encompassing:

- **Social prosperity.** We want our communities to be characterised by equality, social cohesion and inclusiveness—with freedom from prejudice across all dimensions including ethnicity, gender and religion. We also want our communities to promote inter-generational equity—meeting the needs of the present population, without compromising the ability to meet the needs of future generations.

- **Cultural prosperity.** We want our communities to be empowered and enabled to express and celebrate their diverse cultural heritages, and recognise the particular cultural significance of Māori as tangata whenua of New Zealand.

- **Economic prosperity.** We want to have a sustainable economy with world-leading productivity in which all New Zealanders have the opportunity to contribute and succeed. Our economy should support the living standards New Zealanders need to lead happy, healthy lives.

- **Environmental prosperity.** We want to nurture our natural resources and ecosystems as environmental stewards, promoting biodiversity and environmental sustainability – embodying the concept of kaitiakitanga. We want our social, cultural and economic activities to be aligned with our goals for the environment.

While the emphasis within these dimensions may differ, we expect a large degree of consensus on the core elements of this vision. The remainder of this report identifies a range of shifts that will challenge the way we achieve this vision, and explains what these challenges might mean for decision-makers.

# 3

# The key shifts facing our communities

# The key shifts facing our communities

New Zealand communities are faced with a raft of shifts that will affect how we live. This section groups the key shifts that our communities may experience in the next 30-50 years under the following headings:

· Urbanisation, liveable cities and changing demographics (section 3.1);

· Stewardship of our natural environment (section 3.2);

· Responding to climate change (section 3.3);

· The future of work (section 3.4); and

· Equality and social cohesion (section 3.5).

These shifts raise broad challenges for the decisions we make that affect our communities. The implications for decision-makers are discussed in section 4.

## 3.1 Urbanisation, liveable cities and changing demographics

The shape and nature of our communities are determined by the people that belong to them. Shifts in how and where people live and work pose enduring questions in how we can provide key infrastructure and services, and empower communities to respond to changes, in both growing and declining areas. By 2050, it is projected that:

· More New Zealanders will live in urban centres (Section 3.1.1); and

· Our communities will face an increasingly ageing population (Section 3.1.2).

### 3.1.1 New Zealand's population is expected to further concentrate in cities

Driven by a mix of natural population increase and net immigration, Auckland is projected to add 800,000 people by 2043, expanding to 40 per cent of New Zealand's population (currently 30 per cent).[1] Outside of Auckland, cities like Wellington and Christchurch also are projected to grow. While these projections are Statistics New Zealand's best estimate, other shifts could arrest or reverse them.

< The twenty-first century is creating novel challenges for those charged with managing communities in some way – and for those who live in them. One of the most significant challenges is the result of demographic change – structural ageing, sub-replacement fertility, outmigration from some cities and regions, immigration and enhanced diversity ('superdiversity') for others - with very different demographic futures for different communities. For some, the challenge will be to manage growth to ensure that social and economic values are preserved. For others, it will be to understand and then manage population and economic stagnation – or even decline. New thinking and new policies are essential. >

*Paul Spoonley FRSNZ, Distinguished Professor and*
*Pro Vice-Chancellor, College of Humanities and Social Sciences,*
*Massey University*

This concentration of population in cities is expected to come with a 'hollowing-out' of many mid-sized towns and rural areas across New Zealand, which have previously served industries that have declined, relocated, or are predicted to do so in the future.

**Population growth and contraction is expected to differ significantly across the regions**

In many areas, Statistics New Zealand projects recent trends of growth or decline to continue or strengthen. However, some areas that have experienced recent rapid growth (in per centage terms) are expected to slow down, such as Queenstown-Lakes and Selwyn. In addition, reversals of recent trends are forecast in areas like the West Coast. The existing understanding of these trends is shown in Figure 3.1.

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1   Statistics New Zealand 'Population Projections Tables', 2014.

Figure 3.1: Annual average population growth rate for territorial authorities

Historic (1996 – 2015)

Projected (2015 – 2043)

4% to 5%
3% to 4%
2% to 3%
1% to 2%
0% to 1%
-1% to 0%
-2% to -1%
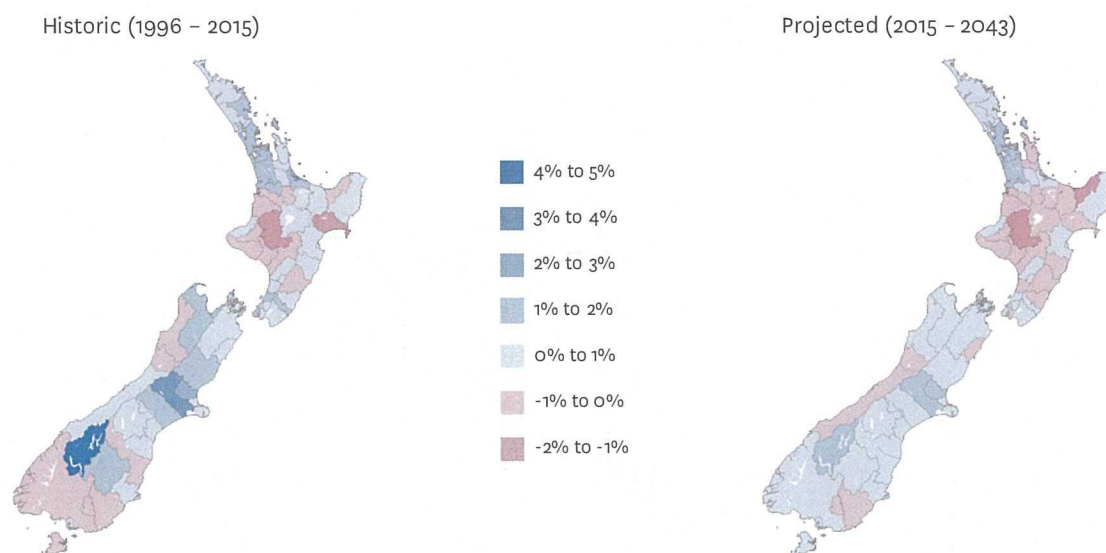
Source: Schiff Consulting using data from Statistics New Zealand

Population changes are also not expected to be uniform within regions. While Figure 3.1 indicates that South Wairarapa, Carterton and Masterton are expected to experience population growth, sub-regional trends suggest there may be significant changes at the local level. Figure 3.2 takes a closer look at projections out to 2043 for these three local councils. Each blue dot represents a person gained and each red dot represents a person no longer living in the neighbourhood.[2] If current trends continue without intervention, modelling suggests:

· Significant changes in land use in town centres. The town centres of all cities and towns in the three councils (except Carterton) are expected to experience population loss, which may represent conversion of residential to commercial property.

· Strong growth on the outskirts of central Masterton, and dispersed population expansion outside of Masterton—perhaps with a greater demand for lifestyle blocks.

· While the Wairarapa region's population is set to grow overall, a large part of Masterton District Council is expected to decline in population.

These changes, whilst based on assumptions, provide scenarios to test and plan around. In some cases, they pose significant challenges for the liveability of towns and cities, and for rural productivity, and raise questions about sustainability. Significant sub-regional shifts in population are projected across the country, highlighting the need for interventions to change the demand trajectory, or local services and infrastructure to match new centres of demand.

**Challenges arise from rapid population change—both expansion and contraction**

Auckland and other areas expected to face population expansion will have different challenges to those experiencing contraction. Areas facing population expansion will need to expand services and infrastructure to support larger populations. This must be done in sustainable ways consistent with other community objectives.

For example, urban planning rules will need to strike a balance between preserving the look and feel of communities while allowing for density to sustainably accommodate rising populations. That balance will be challenging to strike given it is likely to differ from neighbourhood to neighbourhood, will require innovative models of engagement to create truly community-led decision-making, and will involve hard decisions in the face of unequal impacts. Urban planning rules will also need to accommodate public open and green spaces in promoting community wellbeing and social cohesion.

2   While the area of the dot generally aligns with where that person is from, the dots represent averages for each census area unit so the map incorporates some 'averaging'.

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Figure 3.2: Resident population projections in the Wairarapa: 2013 to 2043

Population change between 2043 and 2013
- Additional resident
- Lost resident
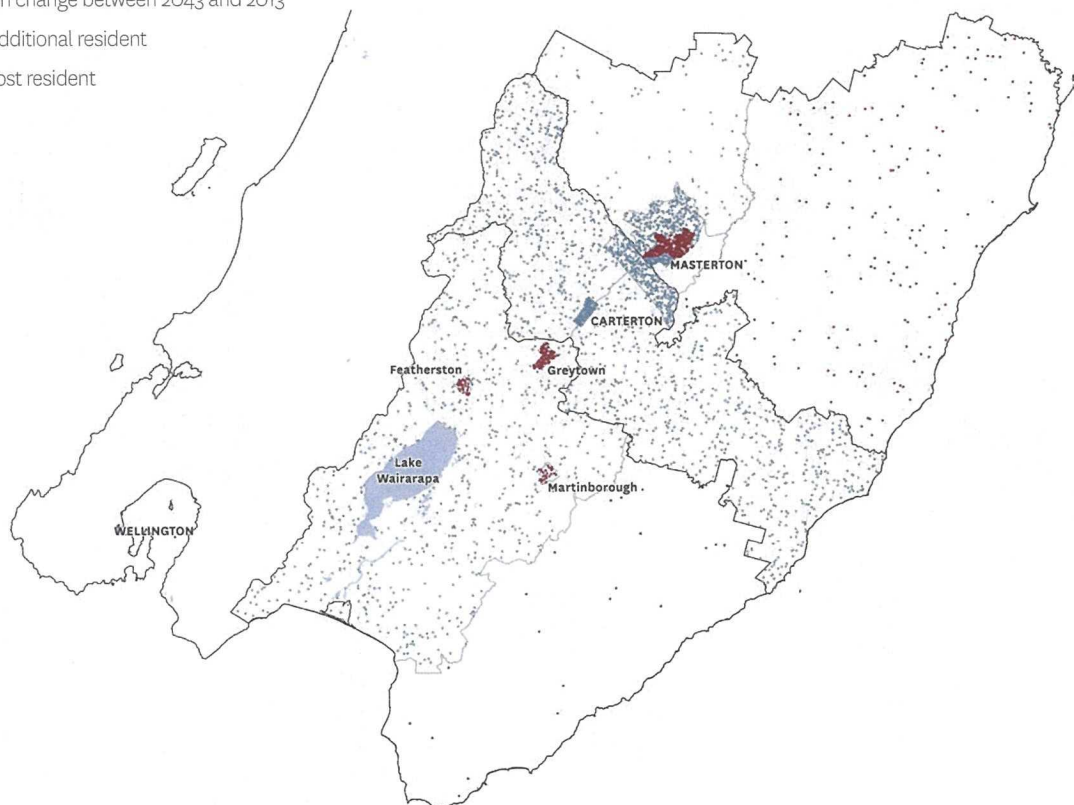
Source: Schiff Consulting using data from Statistics New Zealand

These decisions are further complicated by the question of who should pay for these transformations to occur – with objectives of affordable housing potentially conflicting with the need to ensure that growth is fully funded.

Areas facing population contraction face different challenges. These communities need to decide whether, when, and how to invest in renewing large-scale, long-lived public infrastructure to meet the needs of an uncertain future population. Funding these investments sustainably is difficult, given that existing rate-based funding models are based on population. Opportunities to re-invigorate these communities need to be identified and fostered – for example, by maximising attractive lifestyle options enabled by mobile connectivity (particularly for 'satellite towns' serving major cities). Employing planning frameworks to achieve long-term strategies will also be critical, ensuring efforts to bolster population in the short term do not undermine the affordability of infrastructure provision and sustainability of urban form in the longer term.

While projections give us a sense of the existing state of knowledge, other shifts could arrest or reverse these projections

Our communities choose to live and work in an area for many reasons, including family and cultural ties, lifestyle, and economic opportunities. These sum of these 'decision-drivers', plus others identified shifts at play, could change the population dynamics in any given area.

Key interacting shifts in this space include the extent to which people embrace 'localism' over metropolitan lifestyles, the type of urban form that is promoted and regulated through urban planning, the nature of communication and transport technology (including automation) within and between regions, the potential influx of climate refugees, and immigration policy.

< We are starting to see quite different consumer expectations about mobility, such as the perspective amongst many young people that car ownership no longer represents freedom but is a burden. The emergence of flexible options for personal mobility, such as shared vehicles, and (before long) smart autonomous vehicles that can be available on demand, may create a new mobility option that is neither public transport nor a private vehicle but something of each. If this proves to be attractive, it will have major implications for future levels of road use and provision of road infrastructure, as well as settlement patterns. >

*Dr Janet Stephenson, Director, Centre for Sustainability, University of Otago*

### 3.1.2 New Zealand's population is ageing

To 2050 and beyond, Statistics New Zealand projects our communities will face an increasingly ageing population. Combining ageing with urbanisation is likely to create significant challenges for all communities but particularly those smaller rural communities that face both a decline in population and a greater proportion of older people.

Statistics New Zealand's projections incorporate two population trends:

- **The shorter-term dynamic of the baby boomer bulge.** By 2050, the 'dependency' ratio of those aged 65+ to those aged between 15 and 64 is likely to almost double from 22 per 100 people (currently) to approximately 40 per 100 people.[3] At the same time, life expectancy is increasing—expanding the range of ways in which the elderly can contribute to our communities. While this poses significant challenges, the baby boomer bulge will, by its nature, eventually dissipate.

- **The longer-term projection is for New Zealand's population to peak and then decline**, following the experience of many developed countries internationally. This decline is expected to be caused by births being below that necessary to maintain population levels and net migration not making up for the

difference. Although this is influenced by factors including national immigration policy, Statistics NZ suggests there is a 1 in 3 chance that this will be happening by 2068.[4] The extent of the trend and the level at which population will settle is unclear.[5]

< New Zealand's ageing population presents us with opportunities and challenges. The opportunities lie in the positive capacity of older people to contribute to family and community life and wellbeing in new and expanded ways. Capitalising on this will require a rethink of how we conduct the day-to-day business of living in communities. Challenges also lie in providing care and support for older people as they become less independent and more in need of health care. These opportunities and challenges are of course linked together. >

*Peter Crampton, Pro-Vice-Chancellor, Division of Health Sciences & Dean, University of Otago Medical School*

Figure 3.3 illustrates the combination of these two trends as graphs showing the proportion of New Zealand's resident population that is expected to fall within each 20-year age bracket through time. The proportion of total population in each year in a given age bracket is shown on the vertical axis and time is shown on the horizontal axis. Reading from left to right allows us to trace the proportion of the population in each age bracket through time ("baby boomers" are shown in red). While the proportion of our population aged between 40-59 years is expected to remain steady, a clear decline is expected in younger age groups with a clear increase expected across older age groups.

Ageing rates are also expected to be uneven across the regions. Figure 3.4 compares the expected age distribution of people living in Auckland versus Thames-Coromandel in 2013 and 2043. This is an example of a wider trend: rural populations tend to be older than the New Zealand average, while Auckland and other cities have relatively youthful populations.[6]

For a full set of graphs showing this dynamic for each territorial authority, see Appendix B.

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3  Statistics New Zealand 'National Population Projections: 2014 to 2068', 28 November 2014.
4  Statistics New Zealand 'National Population Projections: 2014 to 2068', 28 November 2014.
5  See Statistics New Zealand 'The Changing Face of New Zealand's Population'.
6  Jackson, N. (2014). 'Sub-National Depopulation in Search of a Theory – Towards a Diagnostic Framework' New Zealand Population Review, 40:3-39.

Figure 3.3: The age profile of New Zealand's projected population

People aged 0-19 years (per cent of total population)                    Baby Boomers ▪

People aged 20-39 years (per cent of total population)

People aged 40-59 years (per cent of total population)

People aged 60-79 years (per cent of total population)

People aged 80+ years (per cent of total population)
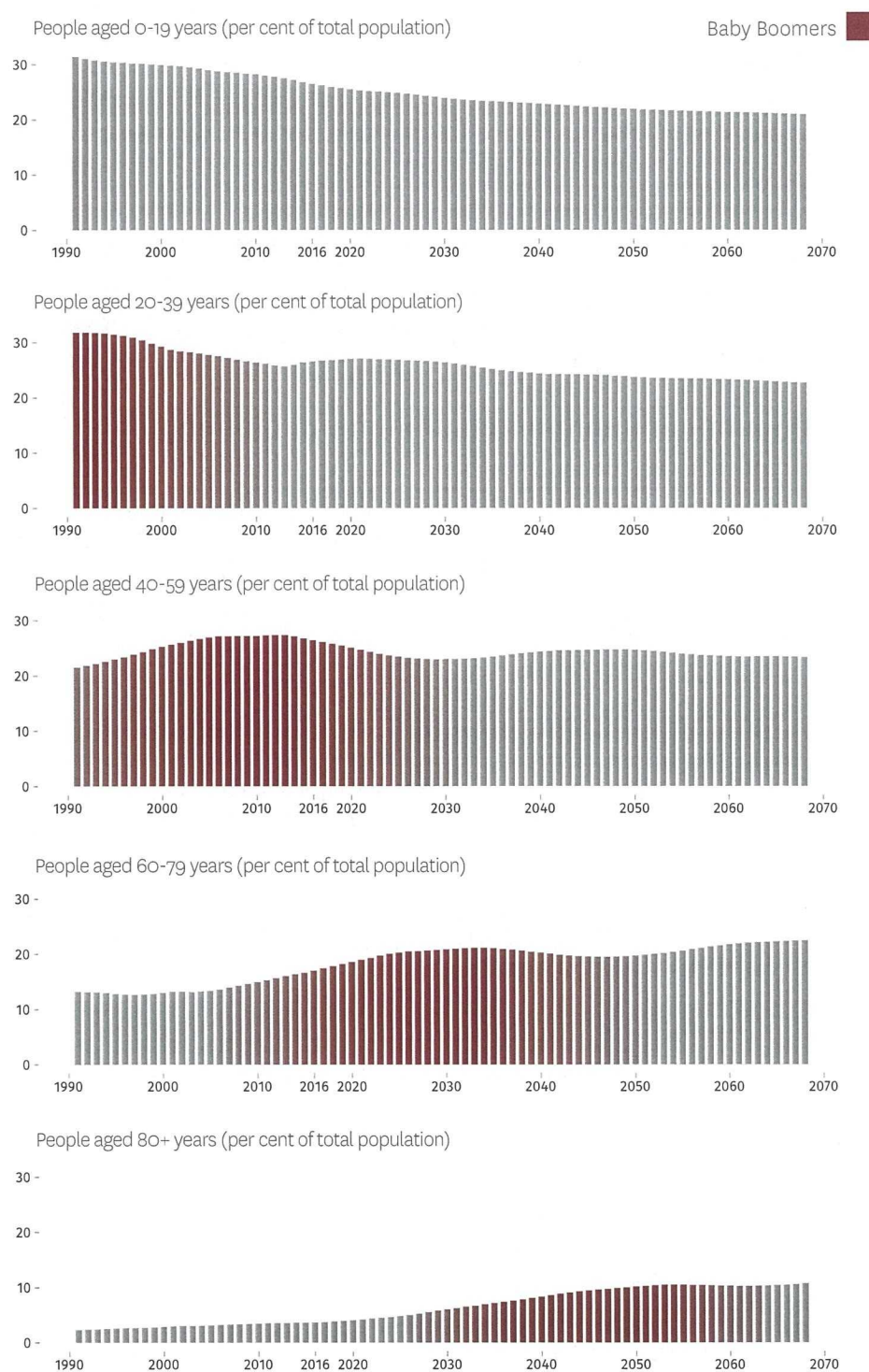
Source: Schiff Consulting using data from Statistics New Zealand

## Figure 3.4: Regional population ageing dynamics

**Proportion of total population by age group (per cent)**

■ Aged 0-24 years ■ Aged 25-64 years ■ Aged 65+ years

### Auckland

### Thames-Coromandel

2013 2018 2023 2028 2033 2038 2043
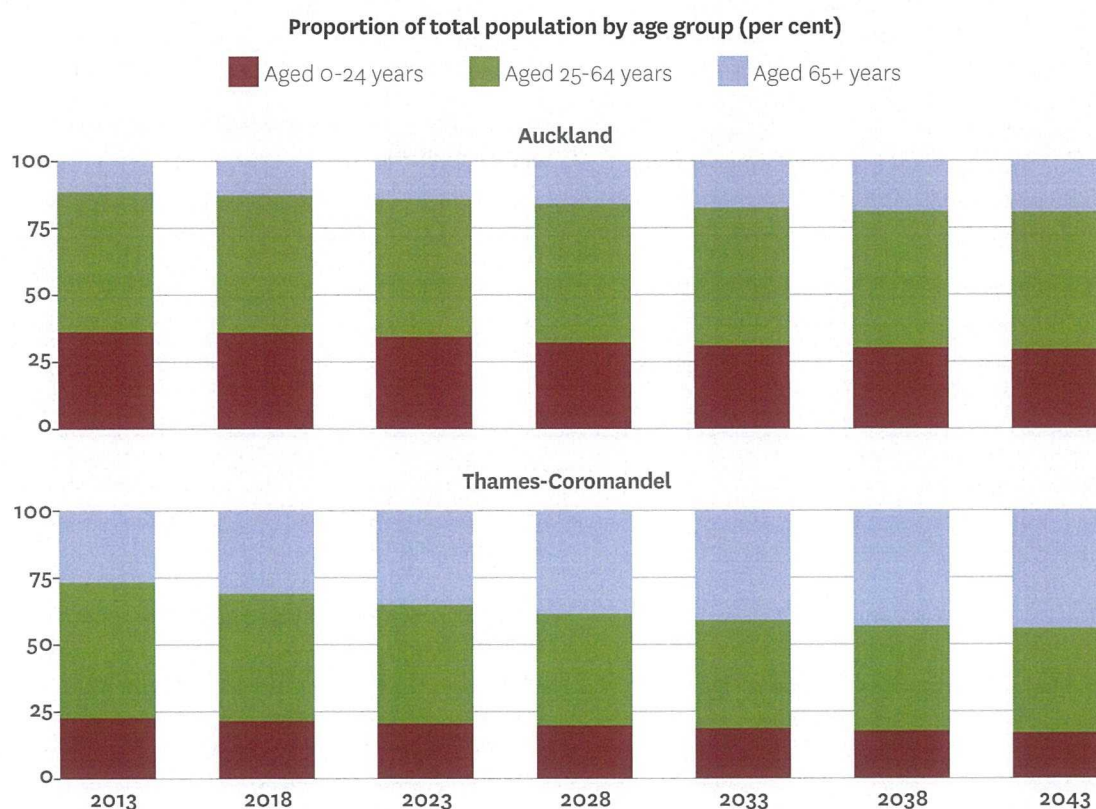
Source: Schiff Consulting using data from Statistics New Zealand

**The enduring demographic question is how we support a *changing* population**

New Zealand's population has changed in significant ways in the past 50 years, and further change is expected in the next 50 years. Urbanisation and the changing nature of our towns, as well as an aging population, mean that local services and infrastructure will need to adapt to meet future demands.

Based on the available evidence, the baby boomer bulge will move through the population, eventually dissipating and leaving in its wake a declining population. In that case, the enduring question may be in investing in infrastructure and services that can cater to the changing age composition of our communities. For example, the extent of aged care infrastructure and services that will be needed to support baby boomers may not be needed in the longer-term so adaptive measures which provide flexibility to re-purpose housing will be valuable.

< It is difficult, at this stage, to say exactly what the implications will be of the transition from population growth to decline—or at least to the ending of appreciable growth. Having more elderly than children, for example, is a very new phenomenon. However, two things are certain: population ageing will be played out at the local level, and local trends will not simply 'net out'. >

*Natalie Jackson, Director, Natalie Jackson Demographics, Adjunct Professor of Demography, School of People, Environment and Planning, Massey University*

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## 3.2 Stewardship of our natural environment

New Zealand is facing challenges in sustainably managing its natural environment. These challenges include declining quality of freshwater, and what some have described as a crisis in biodiversity. These are results of both historical and ongoing economic and social activity, and raise enduring questions for communities around how we can promote social, economic and cultural prosperity in ways that align with our vision for environmental prosperity and our responsibilities as stewards of our natural environment.

**Our natural environment is being affected by human activity**

New Zealand is one of the most well-endowed countries in the world in terms of its natural resources—estimated to be eighth out of 120 countries and second in the OECD. Connected with this, our natural resources play an important part in our economic wellbeing.[7] However, many of our current approaches to harnessing this natural resource wealth are negatively impacting on ecosystems.[8]

< Managing the loss of natural capital in New Zealand relies on not only proactive conservation, but on the sympathetic and effective exercise of statutory duties. Local government are key catalysts of environmental outcomes; the importance of their role can't be understated.>

*Marie Brown, Senior Policy Analyst, Environmental Defence Society*

Many of New Zealand's native species are threatened, with 32 per cent of indigenous land and freshwater birds having become extinct since human settlement in New Zealand.[9] Ongoing habitat modification and human activity are, in many cases, continuing the circumstances which have caused this loss, and threatening further loss.[10]

Freshwater quality also is a key concern for New Zealand. The Ministry for the Environment reports that in many places we are approaching limits to the quantity of fresh water we are able to take sustainably.[11] In some areas of New Zealand, declines in fresh water quality are creating conditions in which existing ecosystems cannot function in the way they have in the past. In the Waikato and Waipa rivers, for example, fresh water quality has been graded a "C+" by the Waikato River Authority.[12] The quality of water in New Zealand's lakes, rivers, streams, and aquifers is variable, and depends mainly on the dominant land use in the catchment. Water quality is very good in areas with indigenous vegetation and less intensive use of land. Water quality is poorer where there are pressures from urban and agricultural land use. Rivers in these areas have reduced water clarity and aquatic insect life, and higher levels of nutrients (ie nitrogen and phosphorus) and E.coli bacteria[13].

**Sustainable development should continue to underpin our decision-making**

Sustainability is embedded in New Zealand's legislative and policy framework through the Local Government Act 2002 and Resource Management Act 1991. This reflects the reality that our economy operates within certain environmental limits with finite resources. Ultimately, social and economic activity depends on natural resources (directly or indirectly) and will only be sustainable as long as the environment can support that activity in the future. Our environment also has intrinsic value, and our social fabric and cultural identity are deeply rooted in it. The concept of kaitiakitanga—so central to Te Ao Māori (the Māori world)—is embedded in our resource management legislation, acknowledging our role as guardians of natural resources and ecosystems.

**We are yet to agree on how to align environmental and economic goals**

The future of New Zealand's economy needs to align with our vision for environmental prosperity. However, we face an enduring challenge in building a consensus as a society about bottom lines for environmental prosperity and the trade-offs required to respect these:

- There are national economic benefits in environmental stewardship, but the incidence of costs and benefits is not shared evenly across New Zealand. For example, most of New Zealand's biodiverse and conservation-rich land is outside of urban centres. While all New Zealanders contribute to the ongoing costs of conservation through national taxes, many regions are 'carrying the load' of biodiversity and environmental stewardship more broadly. These areas are restricted from developing when they otherwise might do so. This suggests that funding models may need to emerge that take into account the benefits of good environmental stewardship in which all New Zealanders share, while evolving to accommodate other shifts like the demographic changes highlighted above.

- Our international image can help us succeed by promoting New Zealand as a tourism destination and an attractive place to live, allowing our exporters to charge premium prices and enabling

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7   New Zealand Treasury 'Affording Our Future: Statement of New Zealand's Long-Term Fiscal Position: Natural Resources'.
8   NIWA 'How Clean Are Our Rivers?' 22 July 2010.
9   M. Brown, R. Stephens, R. Peart & B. Fedder (April 2015) 'Vanishing Nature: Facing New Zealand's Biodiversity Crisis' Environmental Defence Society and New Zealand Law Foundation.
10  Department of Conservation 'Threatened Species Categories'.
11  Ministry for the Environment 'Freshwater Quality and Availability' September 2014.
12  Waikato River Authority 'Report Card for the Waikato River and Waipa River' February 2016.
13  Ministry for the Environment, Environment Aotearoa, 2015

our employers to attract highly-skilled staff. However, while these outcomes can help to improve New Zealand's economic prosperity and raise living standards, there are 'feedback loops' on the environment. Tourist activity, for example, needs to be carefully managed to preserve the environment within which it operates.

- We already have a range of regulations and laws that seek to protect the environment. We will need to examine how these regulations and laws interact and the outcomes they produce, alongside considering new tools to deliver the outcomes we want for our environment (for example the use of uniform standards and locally-driven targeted environmental regulations, rates and charges).

- Implementing regulation that aligns economic activity with the vision we have for our environment will call for carefully planned strategies given the contribution of primary industries to New Zealand's economy and the distribution of wealth within it. Agriculture, for example, currently contributes approximately six per cent to national Gross Domestic Product (GDP).[14] Addressing the continued role of primary industries in our economy also presents opportunities to consider whether and how alternative approaches to current farming practices, and diversifying the current primary production mix, have the potential to deliver better environmental outcomes while still achieving economic prosperity and increasing living standards.

< New Zealanders are doing amazing things in developing alternative approaches to farming practices and exporting agricultural technology that improves animal welfare, promotes environmental sustainability, and demonstrates social responsibility. We know consumers internationally value these outcomes, although we have yet to realise our potential in these markets. Developing new ways to capture this value creates the potential not only for economic success but increased alignment between our agriculture sector and our goals for the environment including across fresh water quality and responses to climate change. >

*Caroline Saunders, Professor and Director, Agriculture Economics Research Unit, Lincoln University*

## 3.3  Responding to climate change

< New Zealand is being affected by climate change and impacts are set to increase in magnitude and extent over time. >

*Professor James Renwick, Chair, Royal Society of New Zealand Expert Panel on Climate Change: Implications for New Zealand*

Climate change is already impacting how our communities live and function, and these impacts are expected to increase in magnitude and extent over time.[15] We also know that the decisions made today will affect how much our climate changes and our ability to respond in effective ways to a changing climate.

**Climate change is transforming our world**

New Zealand is already being affected by climate change and this will continue to some extent, regardless of how much we (and the rest of the world) reduce carbon emissions.[16] More widespread outcomes will then depend on the global emissions trajectory.

The current predictions for New Zealand are for:[17]

- **Rising sea levels:** New Zealand sea levels are expected to continue rising to 2050 and continue rising for centuries in all emissions scenarios (just under 1 metre by late this century under a mid-range scenario);

- **Higher temperatures:** Warming is expected to continue (0.8 degrees by 2090 in a low carbon emissions scenario; 3.5 degrees by 2090 in a high carbon scenario), with greater extremes in the temperatures observed;

- **Regional rainfall changes:** Rainfall change is expected to be strongly regional, with increased droughts in the east and north of the North Island. Extreme rainfall is also expected to increase; and

- **More intense tropical cyclones:** New Zealand is expected to experience stronger, but fewer, tropical cyclones.

Future policy decisions will need to take into account the improving evidence base as well as responding to the evolving global emissions trajectory.

14  Statistics New Zealand 'Gross Domestic Product' March 2015.
15  Royal Society of New Zealand 'Climate Change: Implications for New Zealand' April 2016.
16  Royal Society of New Zealand 'Climate Change: Implications for New Zealand' April 2016, p.28.
17  See New Zealand Climate Change Centre 'Climate Change: IPCC Fifth Assessment Report – New Zealand Findings'.

**Climate change will have complex and far-reaching impacts on our communities and industries**

Some of the expected impacts of climate change include:

- More frequent flooding of settled areas and areas of cultural and historic significance;

- The potential for an influx of climate-induced refugees from neighbouring Pacific nations affected by sea level rise;

- The need to respond more frequently to more damaging natural events including droughts, fires, floods, and tropical cyclones; and

- Changing industry prevalence nationally and regionally for agriculture and other industries directly and indirectly affected by climate change.

A strong theme in these impacts is the unequal ways our communities will be directly affected. Sea level rise clearly affects coastal communities most (although impacts can flow inland along waterways and be felt through a rising water table) and agricultural regions will also be affected in different ways. Some of the direct impacts may be positive in some areas, while other areas will suffer from reduced rainfall and prolonged drought. Figure 3.5 overlays the expected impacts of climate change on rainfall patterns with the current prevalence of agriculture throughout the regions.

## Figure 3.5: Interaction between agriculture and expected rainfall change



**Mean precipitation change (percent)**

- ■ -5.0% to -7.5%
- ■ -2.5% to -5.0%
- ■ 0.0% to -2.5%
- ■ 0.0% to +2.5%
- ■ +2.5% to +5.0%
- ■ +5.0% to +7.5%
- ■ +7.5% to +10.0%

**Regional GDP composition**

- ■ Agriculture
- ■ Other activities
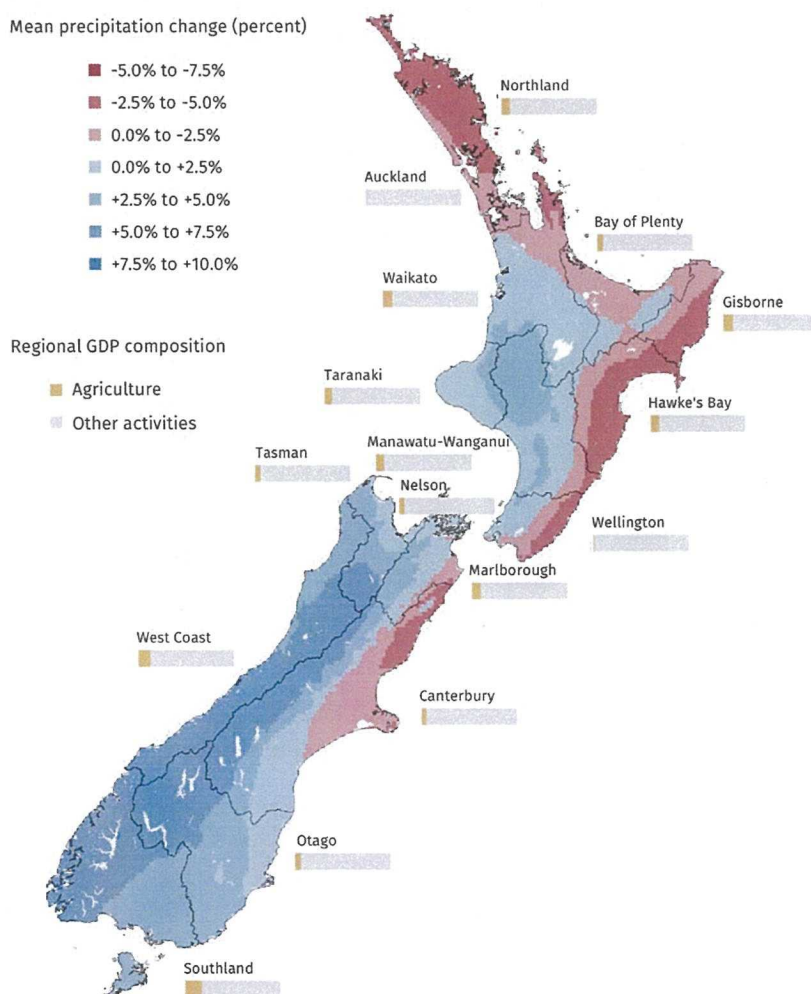
Source: Schiff Consulting using data from NIWA[18]

18 Based on data from Fourth Assessment Report of the Intergovernmental Panel on Climate Change. NIWA will soon publish updated data based on the more recent Fifth Assessment Report.

**Action is needed both to mitigate greenhouse gas emissions, and to adapt to a changing climate**

We need to respond to climate change now by creating and implementing strategies to:

- Reduce carbon emissions to help reduce the extent of climate change (often known as **mitigation**)—for example by decreasing our reliance on fossil fuels for transport (Section 3.3.1); and

- Reduce the impact of a changing climate on our prosperity (often known as **adaptation**)—for example by supporting or re-settling exposed coastal communities (Section 3.3.2).

Mitigation and adaptation will affect the way New Zealanders live. LGNZ is currently developing a position statement on the role LGNZ sees for local government in responding to climate change.

### 3.3.1 Mitigating emissions to promote the shared vision for our communities

< We have the potential to make the transition to a low-carbon economy within several decades by taking mitigation actions. While this will have costs, it will also bring benefits and opportunities that need to be considered. We can do it if individuals, households, communities, cities, industries, commercial enterprises and land-users share aspirations and take action. >

*Professor Ralph Sims, Chair, Royal Society of New Zealand Expert Panel on Climate Change: Mitigation Options for New Zealand*

New Zealand has committed to playing its part in reducing carbon emissions by signing the Paris Agreement on climate change.[19] Under the Paris Agreement, countries including New Zealand are expected to agree to implement measures to achieve net zero carbon emissions by mid-late this century, to hold the increase in the global average temperature to below 2°C. By 2030, New Zealand's stated goal is to reduce emissions to 30 per cent below 2005 levels.[20] Strong targets are necessary if we are to avoid the worst predicted impacts of climate change.[21]

The future will be influenced by the decisions made today – we can help move the world on to a lower emissions trajectory, reducing the extent of climate change and the adaptation required. New Zealand contributes approximately 0.2 per cent of global greenhouse gas emissions (largely through agriculture and transport). New Zealand can contribute to a global reduction through reductions it can make, exporting the technologies and techniques that will be developed in doing so, and the extent to which our actions can help influence other countries to reduce their emissions.

**To achieve our goals in reducing emissions, we need to create strategies now**

The challenge for New Zealand is to develop strategies now that will not only enable us to meet our international obligations but also in a way that achieves the shared vision we hold for our communities. Domestic climate change policy has made some progress in New Zealand, including with the introduction of a partial emissions trading scheme (that currently excludes agriculture), but we also need new policies and responses now if we are to meet the goals we have set. The infrastructure and other decisions we make now will chart the path for our emissions later this century. There will also be many options for reducing carbon emissions and we face enduring questions in:

- Deciding on which interventions to pursue as a collective since some interventions will have different cost and benefit profiles, and there will be 'winners' and 'losers';

- Deciding the extent of intervention at national, regional, and local levels, and in the private sector, and the relative balance between public-led and market-led solutions;

- Playing New Zealand's part in reducing carbon emissions while maintaining international competitiveness and achieving our vision for our communities;

- Taking advantage of opportunities for co-benefits alongside emissions reduction, for example in public health by promoting cycling and walking for commuter transportation, and in economic development from the greater ability to market New Zealand internationally as responsible environmental stewards;

- Ensuring incentives are set up right for people to pursue economic activities that are aligned with the shared vision we have for our communities; and

- Promoting inter-generational justice. The evidence suggests that reducing emissions more rapidly reduces the overall costs of climate change[22]. Whilst reducing emissions now may impact on current generations, delaying action would result in higher costs and the burden of those costs will fall on future generations.

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19 Under the United Nations Framework Convention on Climate Change. Ministry of Foreign Affairs and Trade 'Minister Bennett Signs Paris Agreement' 23 April 2016.
20 Ministry for the Environment 'New Zealand's 2030 Climate Change Target' 29 February 2016.
21 Royal Society of New Zealand 'Climate Change: Implications for New Zealand' April 2016.
22 Intergovernmental Panel on Climate Change 'Assessment Report Five: Summary for Policymakers' at p.12.

< Local government responses to climate change in active transport, healthy and energy efficient housing, low carbon energy and resilient, healthy food systems can all yield significant win-wins for health. But these co-benefits won't come automatically. Food, housing, transport and energy are all complex systems where unintended harms to health and fairness are also a possible consequence of policy choices. This means that taking a systems approach and putting human health and fairness at the centre of decision-making will be crucial for reaping the benefits and avoiding the harms. >

*Dr Alexandra Macmillan, Public Health Physician and Senior Lecturer, Environmental Health, Department of Preventive and Social Medicine, University of Otago*

**New Zealand also faces different challenges to other countries in reducing carbon emissions**

New Zealand's most emissions-intensive industries are different to many other developed countries, creating unique challenges for New Zealand in reducing emissions. Figure 3.6 shows emissions by sector for New Zealand compared with 'Annex 1' countries—those considered by the United Nations to be developed countries. New Zealand has half the emissions from energy and six times the emissions from agriculture than the Annex 1 average.

Our unique emissions profile should not be used as an excuse for failing to take action. While international experience with reducing emissions will be an important part of the evidence base for New Zealand's strategy to reduce emissions and adaptation costs, these data suggest that we will have to create strategies tailored to our situation to achieve our vision for our communities. Reducing emissions at the national level involves reducing emissions at the local level. Some of our regions are already showing leadership in creating strategies for mitigating emissions. We need to acknowledge the contribution of these regions in charting a path



Figure 3.6: New Zealand's greenhouse gas emissions by sector v Annex 1 average

Legend: New Zealand, Annex 1 Countries

Energy — New Zealand 42%, Annex 1 Countries 82%
Industrial Processes — New Zealand 7%, Annex 1 Countries 7%
Agriculture — New Zealand 46%, Annex 1 Countries 8%
Waste — New Zealand 5%, Annex 1 Countries 3%
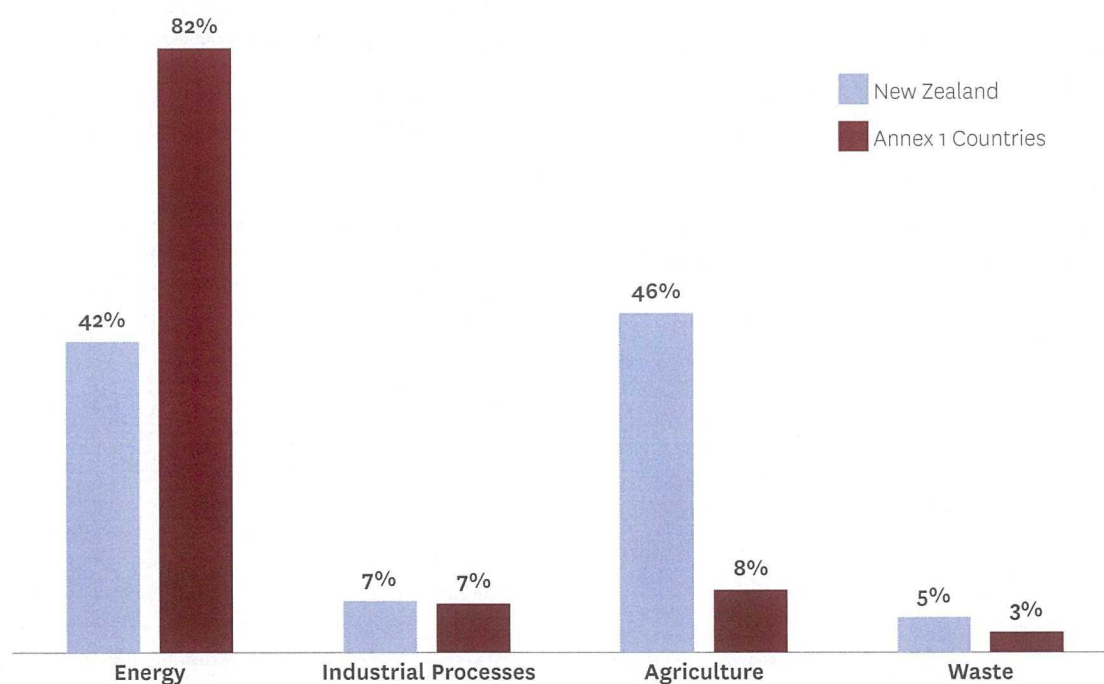
Source: United Nations 'Greenhouse Gas Emissions Profiles for Annex 1 Parties'.

toward a low carbon New Zealand, including those by Auckland,[23] Wellington,[24] Waipa,[25] and Dunedin.[26] We must also acknowledge the contributions of central government, including through the Ministry of Transport's work on the future of low-carbon transport.[27]

### 3.3.2 Carefully-planned strategies will be needed to adapt to a changing climate

We also face an enduring question in how we can achieve the vision for our communities while adapting to the impacts of a changing climate. Key facets of this problem are discussed below.

**Communities will be differently affected by climate change.**
Some in our communities will be heavily affected, while others may experience few direct effects at all. The stark differences in how our communities will be affected prompts questions around how the burden of climate change adaptation will be shared and what the level and nature of national, regional and local support for affected communities and neighbourhoods should be.

Should exposed coastal communities face the cost of damage to property and infrastructure and potential resettlement? What if someone moved there when it was clear the area would no longer be liveable? What about a farmer going out of business from drought? These decisions need to be made in a consistent way—and with adaptation required right now, the future implications of 'precedent-setting' actions must be understood and taken into account.

People will also be differently affected through time with future generations inheriting the world of their predecessors. The extent to which adaptation is financed through public debt, for example, will shift the burden onto future generations.

**Adaptation will require large amounts of resources that need to come from somewhere.** If we approach adaptation with an 'emergency' mind-set, there are risks that we divert resources from other activities in ways that are inconsistent with the shared vision for our communities.

**Public support for communities must be designed in ways that support incentivising them to minimise their exposure and vulnerability to climate change.** We want communities to take the steps they can to lessen the impact of climate change on them and in turn, the resources required for adaptation. Support, therefore, needs to be carefully designed so that it does not undermine this goal. For example, if coastal land occupiers are guaranteed full relocation at no cost, then people may not move away from the coast as quickly or at all. This principle also extends far beyond coastal communities—for example into the changing viability of agricultural businesses affected by rainfall.

**Enabling people to respond to incentives requires providing information on how a changing climate will affect them.**
Public, academic, and private sector-led research efforts are underway (for example on the localised impacts of sea level rise), but more work will be required to translate this information into the implications for individuals and to support them in the decisions they can make.

Beyond information, there is a growing body of literature suggesting that people's behaviour and response to incentives can be different to what might be expected—and is significantly shaped by context.[28] We also need to ensure that interventions are designed to take into account these behavioural insights.

All the above challenges would arise even if we had perfect foresight of what the impacts of climate change could be. An added challenge is, therefore, that we do not (and will not in the future) have full certainty on:

- The evolving local and global carbon emissions trajectory that will play a defining role in the extent of climatic impacts our communities will face; and

- The precise climatic impacts and when they will occur given the complexity of predicting them. This is particularly so of 'threshold' effects and irreversible outcomes.

Adapting to climate change will, therefore, call for decision-making frameworks that explicitly address uncertainty, and put emphasis on the value of having flexibility to adopt courses of action that can evolve with new information. This is discussed further in Section 4.2.

23 Auckland Council 'Low Carbon Auckland: Auckland's Energy Resilience and Carbon Action Plan' July 2014.
24 Wellington City Council 'Draft 2016 Low Carbon Capital Plan'.
25 Waipa District Council 'Our Future Decided: The Path Ahead for Waipa – 10-year Plan 2015-2025.
26 Dunedin City Council 'Emissions Management and Reduction Plan', 17 February 2015.
27 Ministry of Transport 'Transport Futures'.
28 See, for example, OECD 'Behavioural Insights and New Approaches To Policy Design: The Views From the Field' 23 January 2015.

## 3.4  The future of work

We face the potential for significant changes in the types of work our communities do and the way they do it. Automation is a key potential catalyst for this change. Automation holds the prospect of producing more with less—improving our standard of living. While we should embrace that change, it also raises enduring challenges in increasing our economic prosperity in a way that aligns with our vision for social prosperity, with all New Zealanders given the opportunity to prosper.

< Automation promises a brighter future for all of us in increasing our productivity and international competitiveness. Automation offers the potential to transform our forestry sector, for example, where in Gisborne it is enabling us to compete internationally in the processing of raw logs into consumer products. By moving us into the value-add and using our kiwi ingenuity, automation can help us capture more of the value chain and improve our economic prosperity— particularly for our regions. This automation would not be at the expense of jobs, in fact it will add jobs. At present unprocessed logs are exported. Under automation these are sawn into smaller pieces and then glued together to make structural engineered timber which returns a much higher prices for our forest investments. >

*Stephen Tindall, Founder of The Warehouse and the Tindall Foundation, Philanthropist and Investor*

### Automation has had widespread impacts on how our communities work and live

Automation is the replacement of human labour with machine labour. We can think of this widely as including everything from the mechanisation of manufacturing processes, the advent of transport technologies like steam and fossil fuel-driven road and rail, right through to computer processing.

Automation clearly causes a loss of jobs in the task being replaced. However, automation increases jobs in the industry doing the automation. In the past 30 years, computers have replaced many functions, including the role of thousands of bank employees that manually processed banking transactions. However, the decline of these kinds of jobs has come with a growing ICT sector that delivers and supports computers and computing services. The greater productivity from automation can also increase jobs in the wider economy.[29]

### While the impacts of automation on labour markets are challenging to tease out, the skills needed to get a job are changing

Advances in automation in the last 30 to 50 years have proceeded alongside the widespread market reforms of the 1980s, a series of financial crises, major change in the global markets we supply, among many other factors. Over this time, there does not appear to have been any overall trend in unemployment over this period (increasing or decreasing)—let alone one that can be attributed to automation.[30] One thing that does seem clear, though, is that automation is changing the skills that individuals need to find work. In addition, many of the skills needed now are not like those needed in the past—creating challenges for workers to re-train. The ICT sector as we now know it, for example, did not exist 50 years ago— and it now reports the highest rates of job vacancy in New Zealand.[31]

There seems to be widespread agreement that automation will continue to change the skills we need. However, the extent of that change is the subject of greatly differing perspectives. Some have suggested that the pace of technological change now is ten times that experienced in the industrial revolution and that 46 per cent of New Zealand jobs are at high risk of automation in the next 20 years.[32] Others caution that the pace of technological change has historically tended to be overstated and that the predictions of the past have yet to come true.[33]

It is clear that automation will continue (along with wider technological change) and that it will continue to pose challenges for our communities. Automation raises the enduring question of how we can ensure we have the right education systems in place to both help existing workers adapt to changes in skills required and to ensure that future generations are equipped with the skills they need to lead happy, healthy lives. It also raises the question of how New Zealand communities can get the most from technology. Technology will play an important role in enabling our shared vision of prosperity to be achieved through:

29 Autor, David H. 2015. "Why Are There Still So Many Jobs? The History and Future of Workplace Automation." Journal of Economic Perspectives, 29(3): 3-30.
30 Statistics New Zealand in 'Brian Easton. 'Economic history - Government and market liberalisation', Te Ara - the Encyclopedia of New Zealand, updated 27-Apr-16'.
31 Ministry of Business, Innovation and Employment 'New Zealand Sector Report Series: ICT', 2015, at p.37.
32 Chartered Accountants New Zealand and the New Zealand Institute of Economic Research 'Future Inc: Disruptive Technologies, Risks and Opportunities—Can New Zealand Make The Most of Them?'.
33 Author, David H. 2015. "Why Are There Still So Many Jobs? The History and Future of Workplace Automation." Journal of Economic Perspectives, 29(3): 3-30.

- New ways to manage environmental impacts;

- New ways to learn and access knowledge;

- New opportunities to interact and increase civic awareness and participation; and

- New opportunities to communicate with each other – irrespective of socio-economic status.

**Beyond skills, changes in the way we work raise questions for social cohesion**

New Zealanders also are reporting that they are changing the ways they work. While the decades since World War II saw an expansion of those in full-time employment, some have suggested that in the last 30 years New Zealand has seen a de-standardisation of work.[34] 'De-standardisation' refers to people moving into part-time, fixed term or contracting jobs, or working multiple jobs. Statistics New Zealand reports that one third of New Zealand's working population now work in non-standard jobs.[35]

The future trends for the way we work are unclear. However, we will need to monitor the way working arrangements develop and better understand the issues that can raise. Non-standard jobs can create flexibility for both workers and the firms they work for. In some cases, this can come with increasing social prosperity; for example, the extent to which jobs are becoming more flexible for those raising children. However, there are also risks for equality and social cohesion where non-standard jobs are not taken out of choice. A survey undertaken by Statistics New Zealand found that around half of those in temporary work would have preferred being in full-time employment.[36]

While people should be free to work in the ways they choose, we need to ensure that our policy settings, and the influence they have on the job market, provide appropriate protection of worker rights.

## 3.5 Equality and social cohesion

< Diverse and pluralistic communities have to work harder to maintain a strong sense of social cohesion, especially in the face of social and economic forces, such as radically different work opportunities, that push communities apart. Nevertheless, social cohesion brings with it a sense of belonging within and investment in one's community that in turn pays dividends in terms of health and social outcomes. >

*Peter Crampton, Pro-Vice Chancellor, Division of Health Sciences & Dean, University of Otago Medical School*

Shifts in equality and social cohesion primarily affect our achievement of social prosperity, although they are linked with achieving all aspects of the shared vision. The three shifts discussed in this section are:

- Existing and potential trends in equality;

- Changes in ethnic composition; and

- Inter-generational justice.

### 3.5.1 Current trends and potential drivers of changes in equality

Inequality affects our ability to achieve the shared vision for our communities by producing a range of negative flow-on consequences. Inequality risks reducing social cohesion and weakening social bonds.[37] We need to define what type of equality we seek to achieve, and to better understand the available data and develop strategies to address the root causes of inequality.

**What aspects of equality form part of our vision for social prosperity?**

Equality can mean different things and we need to build a consensus on what types of equality matter.[38] **Equality of outcomes** ensures that all have the same level of resources regardless of the way they contribute to society. **Equality of opportunity**, on the other hand, ensures that people all have the same opportunities and are equally empowered to succeed. One of the consequences of rewarding

34  Spoonley, P, Dupuis, A, and de Bruin, A (eds) (2004). Work and Working in Twenty-First Century New Zealand. Palmerston North: Dunmore Press.
35  Spoonley, P, Dupuis, A, and de Bruin, A (eds) (2004). Work and Working in Twenty-First Century New Zealand. Palmerston North: Dunmore Press.
36  Statistics New Zealand 'Flexibility and Security in Employment: Findings from the 2012 Survey of Working Life', at p.13.
37  Max Rashbrooke 'Inequality.Org: Understanding Inequality'.
38  Sen. A (1992), 'Inequality Re-Examined', Oxford University Press, New York.

people for their contributions is at least some level of inequality in outcomes. On the spectrum between these two options there are middle-grounds which, for example, prioritise equality of opportunity but ensure all have a specified minimum level of income. It may be possible to aim for equality of outcomes in some areas while promoting equality of opportunity in others.

### On the two most common measures, equality of outcomes has decreased in the past 40 years

< As Robert Putnam's seminal work Bowling Alone shows, the effects of social ties and bonds—especially in reducing stress—are so strong that moving from an area high in social cohesion to one that is low in social cohesion is as bad for your health as taking up smoking. >

*Max Rashbrooke, author, academic and journalist*

We face challenges in identifying what measures of equality are most useful, and the way inequality relates to outcomes like health and education. Measures like income can be problematic. Those with the lowest income represent both the poorest and richest in society – because of the way incomes are reported. More than 10 per cent of people on the minimum wage also live in a household in the top 10 per cent of incomes.[39]

Leaving aside these challenges, the most-used measures of inequality are incomes and the concentration of wealth. On these measures, inequality in New Zealand increased between the 1980s and 1990s, although it has either not significantly changed or declined[40,41] since then.

### Ethnic dimensions of inequality need to be addressed

Analysing social and economic outcomes by ethnicity highlights an even greater degree of inequality across New Zealand communities. Poverty and incarceration rates for Māori and Pasifika people are significantly higher than national averages.[42] Similar statistics are observed across education pass rates[43] and other key indicators of prosperity and social mobility. We face an enduring question in how we address this ethnic dimension to inequality.

### The future trend in inequality is unclear but the shifts discussed in this report have significant potential to impact inequality

Many of the shifts discussed in this report, and the way we respond to them, have the potential to make New Zealand more or less equal:

· Māori and Pasifika communities are over-represented in many outcome-focused measures of inequality. They are also set to grow as a percentage of New Zealand society. We need to ensure the systems we have set up are tackling this ethnic dimension to inequality, which has the potential to get worse;

· Many coastal communities are wealthy, although not all are, such as South Dunedin.[44] Since coastal communities will be some of the worst affected by climate change, climate change might exacerbate extreme poverty for those poorer coastal communities which do not have the financial resources required to relocate; and

· Many of the jobs considered to be at the greatest threat of automation are lower-skilled, lower-paid jobs.

### 3.5.2 Changes in ethnic composition

Ensuring that changing ethnic compositions are embraced calls for a greater understanding of how we can retain cultural heritages while promoting broader social cohesion.

### Statistics New Zealand expects the ethnic composition of our communities to change

By 2038, Statistics New Zealand project that national ethnic compositions are likely to change significantly—as shown in Table 3.1. This is expected to come from migration (particularly to Auckland) and through differing net birth rates by ethnicity.[45]

These are at a highly aggregated level and include many diverse ethnicities. In addition, people can identify as more than one ethnicity. However, they suggest the face of New Zealand will change.

Sub-regional ethnic change is also expected. By 2038 the percentage of people in Manurewa identifying as European is expected to drop from 62 per cent to 17 per cent —largely replaced by those identifying as Māori and Pasifika. Changes of a similar magnitude can also be found in many other parts of the country - three parts of the Auckland region expecting significant change are shown in Figure 3.7.[46]

39 NZIER 'Understanding Inequality: Dissecting the Dimensions, Data and Debate' November 2013.
40 Rashbrooke, M. in Radio New Zealand 'Opinions Mixed on Income Inequality' 18 September 2014.
41 NZIER 'Understanding Inequality: Dissecting the Dimensions, Data and Debate' November 2013.
42 See Marriott, L and Sim, D. (2014). 'Indicators of Inequality for Māori and Pacific People' Victoria University Working Papers in Public Finance.
43 Ministry of Education 'Māori Participation and Attainment in NCEA'
44 South Dunedin has been identified by the Parliamentary Commissioner for the Environment as "the most troubling example" of high groundwater levels in the country. See: Parliamentary Commissioner for the Environment "Preparing New Zealand for Rising Seas: Certainty and Uncertainty" November 2015.
45 Statistics New Zealand 'National Ethnic Population Projects: 2013 to 2038', 21 May 2015. Note that people may identify with more than one ethnic group, so these compositions will not add to 100 per cent.
46 Statistics New Zealand 'Subnational Ethnic Population Projects: 2013-2038', 30 September 2015.

## Table 3.1: Projected National Changes in Ethnic Composition

|  | 2013 | 2038 | Change (%) |
|---|---|---|---|
| Māori | 16% | 20% | 25% |
| Asian | 12% | 21% | 71% |
| Pasifika | 8% | 11% | 40% |
| European and Other | 75% | 66% | (12%) |

Source: Statistics New Zealand

Ethnic change of the nature predicted by Statistics New Zealand can pose challenges in promoting social cohesion while enabling ethnic groups to celebrate and express their cultural heritage. Some have suggested that socioeconomic inequalities tend to negatively impact ethnic relations[47]—so, increasing ethnic diversity may increase the challenges of inequality discussed above.

### 3.5.3 *Promotion of social cohesion across generations*

Inter-generational justice is being brought into focus by ageing populations, climate change, and population concentration in cities. Since decisions that achieve greater welfare overall may impose additional costs on those living now, there are tensions between the interests of different generations through time. An added challenge is that the generations currently living have the power to affect the outcomes of future generations—but not the other way around. This creates risks of resentment and a decline in cohesion across age groups. Challenges in this area include:

- Ensuring actions taken to mitigate and adapt to climate change take into account the importance of inter-generational justice;

- Ensuring that urban planning rules are fair for future generations and sustainably accommodate projected population increases; and

- Ensuring housing is affordable and that housing for elderly populations maximises the opportunity they have to contribute to our communities and be involved in their children's lives.

47 Ward, C., & Liu, J. (2012). 'Ethno-Cultural Conflict in Aotearoa/New Zealand: Balancing Indigenous Rights and Multicultural Responsibilities'.

## Figure 3.7: Auckland region resident populations identifying with major ethnicities



Source: Google; Schiff Consulting using data from Statistics New Zealand

### Resident population identifying with major ethnicities (per cent): projections to 2038

Asian     European or Other     Maori     Pacific



**Kaipatiki**

| | 2013 | 2038 |
|---|---|---|
| Asian | 26 | 46 |
| European or Other | 65 | 47 |
| Maori | 9 | 9 |
| Pacific | 6 | 8 |

**Manurewa**

| | 2013 | 2038 |
|---|---|---|
| Asian | 21 | 18 |
| European or Other | 36 | 16 |
| Maori | 25 | 26 |
| Pacific | 33 | 62 |

**Maungakiekie-Tamaki**

| | 2013 | 2038 |
|---|---|---|
| Asian | 24 | 37 |
| European or Other | 48 | 39 |
| Maori | 13 | 14 |
| Pacific | 26 | 25 |
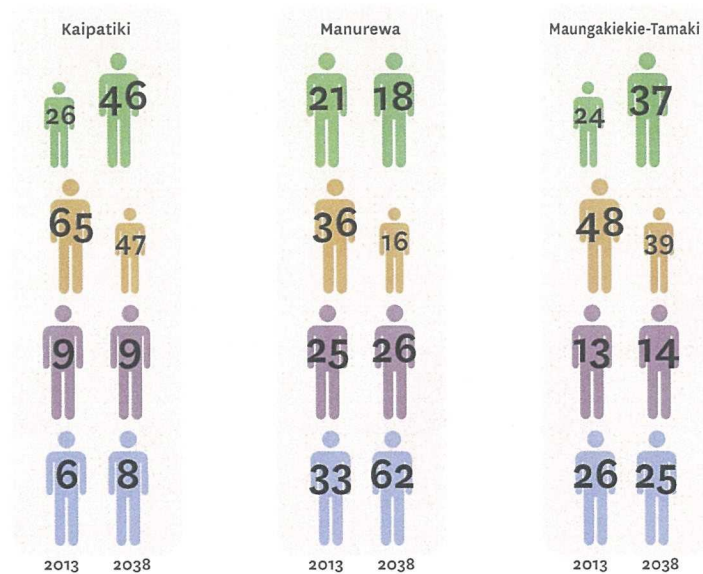
Source: Statistics New Zealand. Note that the graphics are not to scale.

# 4

# Impacts on decision-making

# Impacts on decision-making

The key shifts and enduring questions identified in Section 3 can be daunting, which creates the risk that decisions are simply "too hard" to make. But decisions need to be made across the public and private sector and failing to act will clearly not create the prosperous communities we want to create.

One of the contributions of the 2050 Challenge work stream is to look across the shifts and identify common challenges in how we make decisions. In this section, we outline five common challenges we think the shifts identified in this report create for decision-makers of all types:

· Taking a 'whole of systems' approach to policy and planning (Section 4.1);

· Responding to unequal impacts (Section 4.2).

· Responding to uncertain and dynamic shifts (Section 4.3);

· Creating buy-in and increasing civic participation (Section 4.4); and

· The need to define our communities in constructive ways (Section 4.5);

Section 5 then lays out LGNZ's next steps for developing the debate on what these shifts mean for local government and asks for your feedback on this Issues Paper.

## 4.1 Taking a 'whole of systems' approach to policy and planning

The shifts discussed in this paper have diverse and complex interactions. Achieving the shared vision for prosperous communities relies on all decision-makers (central and local government, public and private sector) taking a 'whole of systems' approach to responding to the shifts that recognises these interactions.

This is not a new concept – many councils have already developed and are continuing to develop new models of coordinated approaches to strategy, policy, planning and governance. However, the scale of the coordination needed appears to be growing and we need to share experience to develop better models.

**Shifts have diverse and complex interactions**

To take a 'whole of systems' approach we need to develop a clear picture of how the shifts interact. The main types of interaction between shifts can be grouped as follows:

• **Changes that have cumulative or offsetting impacts.** Climate change adaptation and automation might both increase

inequality, depending on how we respond to them. We need to identify the impacts shifts may have and consider how those impacts create greater challenges or offer potential solutions.

• **The potential to respond to multiple shifts simultaneously** and avoid situations where 'single-track' responses reduce our ability to respond to other shifts effectively. While shifts differ, they can have common 'sites' of interaction. For example, urban planning rules are shaped by our responses to shifts including demographic change, climate change and inequality. If we change urban planning rules to respond to demographic change, we should ensure these new rules are simultaneously responding to climate change and inequality.

• **Responses that deliver co-benefits across several dimensions of the shared vision for our communities**. For example, developing rules that improve the sustainability of denser housing can have public health benefits—both in the quality of built environments and increasing walking and cycling. These co-benefits can further strengthen the policy justification for responding to shifts, helping to build consensus for action.

• **Responses to a shift may reduce** our ability to respond to other shifts and/or can create challenges in promoting other dimensions of the shared vision for our communities. While we should aspire to achieving the shared vision across all four dimensions of prosperity, we are likely to face trade-offs in specifically how we do so. We need to ensure that we make those decisions through broad and inclusive civic participation (discussed in Section 4.4).

**We need to develop approaches that make these identified interactions part of the conversation**

Developing 'whole of systems' approaches to responding to shifts will call for highly effective methods of cross-sectoral and local/national engagement and coordination. This includes:

· Communication between stakeholders;

· Coordination between local and central government—and key government agencies; and

· Coordination between public bodies and other stakeholders, including community groups, interest groups, and the business community.

There are existing models of this kind of collaboration within and between local councils already. We will also need to share experiences of these models.

## 4.2 Responding to unequal impacts

The story of the shifts discussed in this paper is one of unequal impacts. How we respond to these unequal impacts will significantly shape our identity and values—and reveal a lot about how we define our communities.

**Unequal impacts are the rule rather than the exception**

Almost all the shifts discussed in this paper either inherently have unequal impacts or can have unequal impacts depending on how we respond to them—analysed in Table 4.1.

Table 4.1: The unequal impacts of shifts facing our communities

| Dimensions with unequal impacts | |
|---|---|
| **Urbanisation** | · Absolute population levels and projected growth and decline differ greatly throughout the regions<br>· How areas of population growth accommodate population increases can affect relative living standards and the distribution of wealth — for example increasing tenant protections or re-zoning land<br>· How areas of declining population fund infrastructure to the extent local rates are below the levels necessary to recover costs |
| **Ageing** | · How the burdens of supporting the elderly are shared:<br>  - Within communities<br>  - Across communities given ageing profiles are highly localised and in some cases are deliberately so — for example areas that market themselves as places to retire<br>  - Across successive generations |
| **Climate change adaptation** | · The effects of climate change can be highly regional — particularly sea-level rise (coastal communities), changes in rainfall, and the occurrence of natural disasters (drought, flood and tropical cyclone). They can be so unequal, in some ways, that some communities will experience some positive effects — for example in improving the viability of farming<br>· The extent of private, local, regional and national sharing of the burdens of adapting to a changing climate |
| **Climate change mitigation** | · The differing opportunities and costs of reducing emissions in different sectors<br>· The emission sources we choose to target in reducing emissions<br>· The extent of private, local, regional and national sharing of the burdens of reducing emissions |
| **Automation** | · Some industries are at much higher risk of automation than others<br>· Many of the industries at risk of automation tend to be those with lower-skilled, lower-paid jobs |
| **Non-standard jobs** | · Industry characteristics strongly affect the prevalence of non-standard jobs<br>· Those in non-standard jobs include those valuing flexibility and running their own businesses, as well as poor and vulnerable members of society |
| **Equality** | · New Zealand is not equal in opportunity or outcome—and the relative significance of the two depends on our vision of social prosperity. Inequality also has ethnic, gender and religious dimensions |
| **Ethnic change** | · Ethnic change is expected to be strongly regional |
| **Civic participation** | · Civic participation rates differ by age, gender and ethnicity |
| **Māori co-governance** | · Differing models provide differing outcomes in the nature and extent of Māori involvement |

**Responding to unequal impacts calls for inclusive and consistent decision-making frameworks**

To answer how we should respond to the unequal impacts that shifts generate, we have to first know what our vision is for equality. This includes the types of equality (opportunities or outcomes) we want to prioritise. We then need to ensure that we recognise equality concerns that shifts present and make decisions consistent with our priorities.

**We will need to review existing mechanisms and potentially design new ones to implement our responses to unequal impacts**

Many of the unequal impacts of shifts discussed in this Issues Paper will already be addressed in some way through existing mechanisms. For example, the general 'safety net' of welfare benefits applies to people experiencing the worst of shifts—like those who become 'domestic climate refugees'. However, whilst these measures may mitigate the worst impacts, they may not be fully consistent with our vision for social prosperity. In addition, responding to some shifts may require new mechanisms—like a national biodiversity levy or a climate change levy that funds broad compensation tools for those affected by climate change. In developing strategies to respond to these shifts, we will need to carry out a 'regulatory stocktake' to identify ways the existing mechanisms need to be enhanced to align with the shared vision.

## 4.3 Responding to uncertain and dynamic shifts

All of the shifts discussed in this paper are uncertain—and many will occur over time. This uncertainty needs to be embedded within dynamic processes that are receptive to, and capable of, incorporating an evolving evidence base.

**Incorporating uncertainty into planning models**

There are different forms of uncertainty. For example, predicting outcomes in the context of evolving climate science is a challenge in devising an agreed response to climate change. In contrast, getting agreement on the 'measurement of the problem' is difficult in understanding phenomena like social cohesion.

Of course, our communities already deal with uncertainty, so this is not a new challenge. However, the extent of uncertainty highlighted in this paper suggests that we will need to reflect on whether there are ways we can improve our approaches to making decisions under uncertainty. LGNZ's view is that decision-making frameworks that manage uncertainty well do the following:

· Recognise uncertainty where it exists—including its extent and significance in the context of the outcomes we want for our communities;

· Gather information to understand likely trajectories and scenarios for outcomes, including concepts of risk management;

· Understand the indicators that are likely to show which trajectory or scenario is playing out in practice;

· Identify options that specifically recognising the value of flexibility in options to modify actions over time and respond to an evolving evidence base;

· Evaluate those options and the ways they promote the shared vision for our communities

· Formulate policy and implement decisions based on the best available evidence and recognising the value of flexibility; and

· Monitor the indicators of how uncertainty is playing out and develop an 'ongoing portfolio' view of areas of uncertainty.

'Valuing-in' the flexibility of options can mean making tough decisions now for longer-term benefits. For example, building a sea wall with stronger foundations that can be extended later may be less costly than building a cheaper wall that would need to be fully replaced.

The real challenge for decision-makers and their officials and advisors is then to integrate new information as it becomes available. This will allow us to make "no regrets" decisions – which may be larger projects that pre-emptively adapt to future consequences, or incremental investments that preserve options for a future time when better evidence is available.

**Incorporating dynamism into planning models**

Even if we had perfect certainty on the shifts discussed in this paper, we would still face the challenge of responding to their gradual and evolving nature. For example, we cannot simply plan for population expansion out to a defined date in the absence of considering what comes afterward. We need to consider how we make incremental decisions to maximise our achievement of the shared vision over time. This is also true of shifts like population ageing and climate change.

**Technology is a major contributor to both uncertainty and dynamism**

Technology has contributed to profound changes in the look, feel, location and size of our communities. Early Pākehā settlement in New Zealand was enabled by transport technology, and refrigeration technology heralded the expansion of our agricultural exports.

However, we can only expect technology to cause profound change through its interaction with community desires—whether existing

or in response to technological possibilities. For example, New Zealand's population has been concentrating in cities. Declining transport costs and increasing technological connectivity might have been expected to cause the opposite.

In planning for technological uncertainty and dynamism, we need to specifically consider how technology interacts with the diverse preferences of those in our communities. This includes behavioural interactions with:

- **Ways we want to get from A to B.** The relative degree of preference for public versus personal or semi-personal transport is still evolving, especially in response to technological shifts and associated new business models (like ride-sharing applications).[48] This factor is essential for transport strategies and urban planning rules given it can significantly change what patterns of settlement better support community needs. Since public transport tends to work best in 'hub and spoke' models that can benefit from concentrated usage on 'artery' routes, urban development patterns promoting public transport (like bus lines) look different to those promoting highly-utilised personal or semi-personal transport (which can be less 'hub and spoke').

- **Where we want to live.** While existing projections are consistent with most people desiring a city life, the lifestyle attraction of the regions combined with developments in transport and communications technology have the potential to significantly change New Zealand's pattern of settlement. This has the potential to reduce or even reverse projections of urbanisation.

## 4.4 Creating buy-in and increasing civic participation

Addressing the shifts identified must involve broad, inclusive civic participation. For example, developing strategies to respond to climate change that recognise the need for intergenerational justice must involve youth in decision-making. The recent trend of Council amalgamations raises questions about how we maintain (and enhance) people's sense of belonging and connectedness with their representatives. Decision-making entities should represent the diversity of our communities and reflect the unique relationship between iwi and the crown established by The Treaty of Waitangi.

**Civic participation is declining at both the national and local levels**

Despite the importance of involving all New Zealanders in these decisions, we face challenges in ensuring that all New Zealanders are represented at both national and local levels. This extends beyond turnout in elections to participation in the full range of ways in which public bodies make decisions. As one measure, though, voter turnout at the **national level** has steadily declined over the past 12 elections—each election approximately 1 per cent less of the population have voted. In absolute terms, voter turnout in four of the last five national elections was below 80 per cent. The trend at the **local level** is less conclusive, although in absolute terms, turnout in 2013 in local authority elections ranged from 31.6 to 64 per cent.[49] It is unclear whether these trends will continue but we should clearly strive for higher rates of voter turnout.

**Civic participation needs to reflect communities' diversity**

Strategies aimed at increasing civic participation also need to increase the diversity of community members participating. New Zealand and international research has found that local government engagement using conventional consultation models are unlikely to capture representative input—particularly across youth, ethnic and gender dimensions.[50] Since conventional systems do not seem to be achieving this goal, we need new strategies. This may include civics education in schools.[51] It may also include new methods of community participation, for example neighbourhood-level outreach on planning matters. Technology may also play a role in the future, for example in electronic voting. Some of these initiatives are already underway and we encourage those exploring their use to share their experiences.

**Diverse models for involving Māori in public decision-making are evolving**

We also face challenges in ensuring that all ethnic dimensions of New Zealand are involved in decision making—including Māori as tangata whenua of New Zealand. The increasing recognition of Māori rights and rights to participation in public decision-making is a key part of New Zealand's identity, evolving as it is in the context of Treaty Settlement processes and the crown seeking to redress past wrongs. Against this context, models of co-governance and co-management have been emerging.[52] We need to build experience on how specific models of co-governance are working and generate a conversation about the best ways to structure co-governance to achieve the shared vision for our communities.

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48 This is part of the Ministry of Transport's strategic policy programme through its work on Public Transport 2045.
49 Department of Internal Affairs '2013 Local Authority Election Statistics'.
50 Bloomberg, P. 'Opportunities for Dialogue or Compliance with Legislation? An Investigation Into Representation and Satisfaction Levels of Submitters to the 2009 New Zealand Local Government LTCCP Consultations' 2012, Masters Thesis, Massey University, New Zealand, para 6.3.2.
51 Constitutional Advisory Panel 'New Zealand's Constitution: A Report on a Conversation', November 2013.
52 See LGNZ 'Local Authorities and Māori: Case Studies of Local Arrangements', February 2011.

Some models appear to be working well and this experience should also be shared. For example, in the Canterbury Earthquake Recovery Act 2011, Te Rūnanga o Ngāi Tahu were granted the right to have input into the development of the recovery plan for the central business district. Other calls for greater Māori participation in decision-making have been resisted – such as in the recent New Plymouth referendum on creating a Māori ward.

< I was asked by Minister Gerry Brownlee to attend a cabinet meeting held in Christchurch in the months after the February 2011 earthquake. Prime Minister John Key asked me how Ngāi Tahu felt communication with the Christchurch City Council and the Canterbury Earthquake Recovery Authority had been since the earthquakes and my specific words were "I'm waiting for the sky to fall on me". We were very pleased to be included in the many decisions being made at the time. >

*Tā Mark Solomon, former Kaiwhakahaere (Chair) of Ngāi Tahu*

## 4.5 Defining our communities in constructive ways

Defining communities is important to ensure that we strike the balance between shared values (for example, at the national level as New Zealanders) and other important decision drivers such as local place-shaping.

This raises the question: what do we mean by communities? An overarching definition of community is the space within which we understand and perceive our achievement of the shared vision or some dimension of it. A community means different things depending on context – it can be highly local, regional, national or global. So, for example, our community for the purposes of parking policy might be the area in which we live and/or work. Our community for the purposes of public transport might be the city or region in which we live. Our community in responding to shifts like climate change might be something defined across scales and levels of interaction: simultaneously local, regional and global.

How we define our communities is changing over time. For example, in much of New Zealand's past, migrant groups coming to New Zealand were more assimilated into the general population. Potential contributors to this outcome may have been the fact that some migrant groups were relatively small and transportation costs to return overseas were high. Tolerance for and acceptance of diversity also plays a key role in social cohesion.[53] These factors may have driven a greater need to adopt a new way of life.

Strategic planning will be needed to embrace changes in ethnic composition in a way that strikes the right balance between broad and local social cohesion. Currently, individual neighbourhoods can be very cohesive but they may rarely interact with other neighbourhoods. Is this cohesion, or is it actually creating a greater number of divided communities?

Conversations about how we define communities also need to include the diverse ways in which current regulatory and funding models shape the way we define our communities and how those funding models may need to evolve to reflect the way we define our communities now and in the future. At the local level, the use by many councils of rate-based models are underpinned by the philosophy that those living locally benefit from infrastructure so they should bear the costs of the infrastructure they use (for example through targeted rating policies). While that approach has clear merit in developing funding models, the shifts discussed in this paper raise other considerations that should be taken into account.

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53  Ministry of Social Development 'Diverse Communities: Exploring the Migrant and Refugee Experience in New Zealand', July 2008, at p.107.

# 5
# Next steps

# Next steps

Local government is well-placed to contribute to the discussion on how we can create sustainable, prosperous communities. Local government is charged with place-shaping responsibilities and the delivery of local public services, and is explicitly required to take a long-term view when carrying out its functions.

## 5.1 Questions for consultation

Before turning to analyse what the shifts and enduring questions discussed in this report mean for local government in the next phase of work in the 2050 Challenge, LGNZ is interested to hear your views on the points raised in this paper.

In addition to hearing your general views, and without wanting to limit the scope of your feedback, we are particularly keen to hear from you on the following:

· Are there any additional changes or shifts that are not discussed in this paper that should be incorporated into the discussion?

· Do you have additional perspectives to share on the shifts discussed in this paper? Have we identified the right enduring questions from these shifts? Are there other enduring questions you think they will raise for our communities?

· Is there additional useful evidence we should consider for the shifts discussed in this paper?

· What other challenges do you think the shifts raise for the decisions that are made for our communities?

· What do you think these shifts mean for the roles of different decision-makers, including local government?

· How do you think we should develop the 2050 Challenge work stream?

We intend to take your views into account as we develop our thinking on the shifts affecting our communities and what they might mean for local government. We encourage you to send your feedback to us at:

admin@lgnz.co.nz
Local Government New Zealand
Level 1, 117 Lambton Quay
Wellington

By: 5.00 pm Friday 23 September

If you have any queries please contact Mike Reid: mike.reid@lgnz.co.nz

## 5.2 Next steps for the 2050 Challenge work stream

The purpose of the 2050 work stream is to identify the major challenges and shifts taking place in New Zealand in order to understand the implications for government, particularly local government, although many of the shifts will require a joined-up response with central government.

Following the analysis of submissions a series of position papers will be prepared looking at the implications for local government of each of the identified shifts and proposing a range of policy and operational responses. These will be used for:

· Briefing incoming councils following the 2016 election;

· Informing LGNZ's medium and long term work programme;

· Providing a basis for joint central local government conversations where either legislative change or central government action is required to address the impacts of the shifts;

· Informing LGNZ's ongoing advocacy programme; and

· Developing the LGNZ 2017 parliamentary elections manifesto.

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# Appendix B: Regional population projections

Figure B: Regional population by age group: projections to 2043 (per cent)

Aged 0-24

Aged 25-64

Aged 65+



| | Ashburton | Auckland | Buller | Carterton | Central Hawke's Bay |
|---|---|---|---|---|---|
| Aged 0-24 (2013 / 2043) | 32 / 29 | 36 / 28 | 29 / 25 | 30 / 25 | 31 / 23 |
| Aged 25-64 (2013 / 2043) | 51 / 47 | 52 / 52 | 54 / 45 | 50 / 41 | 52 / 40 |
| Aged 65+ (2013 / 2043) | 16 / 23 | 11 / 19 | 16 / 28 | 19 / 34 | 17 / 37 |

| | Central Otago | Chatham Islands | Christchurch | Clutha | Dunedin | Far North | Gisborne |
|---|---|---|---|---|---|---|---|
| Aged 0-24 (2013 / 2043) | 27 / 21 | 31 / 27 | 33 / 27 | 32 / 26 | 38 / 34 | 34 / 28 | 38 / 31 |
| Aged 25-64 (2013 / 2043) | 52 / 42 | 57 / 46 | 52 / 48 | 52 / 44 | 47 / 41 | 48 / 41 | 48 / 44 |
| Aged 65+ (2013 / 2043) | 21 / 36 | 12 / 27 | 15 / 24 | 16 / 30 | 15 / 25 | 17 / 31 | 13 / 28 |

Source: Statistics New Zealand. Note that the graphics are not to scale.

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Infographic: Population age structure projections by region, 2013 and 2043 (values shown for three age groups per region).

| Region | 2013 (green) | 2043 (green) | 2013 (orange) | 2043 (orange) | 2013 (blue) | 2043 (blue) |
|---|---|---|---|---|---|---|
| Gore | 32 | 26 | 49 | 40 | 19 | 33 |
| Greymouth | 32 | 27 | 52 | 42 | 16 | 31 |
| Hamilton | 39 | 33 | 49 | 48 | 11 | 19 |
| Hastings | 36 | 29 | 49 | 42 | 15 | 29 |
| Hauraki | 31 | 22 | 47 | 37 | 22 | 40 |
| Horowhenua | 31 | 23 | 46 | 38 | 23 | 39 |
| Hurunui | 29 | 25 | 51 | 44 | 18 | 31 |
| Invercargill | 32 | 27 | 51 | 46 | 16 | 27 |
| Kaikoura | 27 | 22 | 54 | 42 | 19 | 39 |
| Kaipara | 32 | 23 | 49 | 39 | 19 | 38 |
| Kapiti Coast | 28 | 24 | 47 | 40 | 25 | 38 |
| Kawerau | 39 | 33 | 43 | 36 | 17 | 31 |
| Lower Hutt | 35 | 26 | 52 | 48 | 13 | 25 |
| Mackenzie Country | 30 | 27 | 54 | 46 | 16 | 28 |
| Manawatu | 33 | 27 | 51 | 43 | 16 | 27 |
| Marlborough | 28 | 24 | 51 | 42 | 20 | 34 |
| Masterton | 32 | 26 | 49 | 42 | 19 | 32 |
| Matamata-Piako | 34 | 28 | 48 | 42 | 18 | 30 |
| Napier | 33 | 27 | 49 | 41 | 18 | 32 |
| Nelson | 30 | 24 | 53 | 43 | 17 | 33 |
| New Plymouth | 32 | 28 | 51 | 44 | 16 | 28 |
| Opotiki | 36 | 27 | 47 | 41 | 17 | 33 |
| Otorohanga | 36 | 32 | 50 | 42 | 13 | 26 |
| Palmerston North | 38 | 33 | 48 | 46 | 13 | 20 |
| Porirua | 38 | 30 | 51 | 45 | 10 | 25 |
| Queenstown-Lakes | 29 | 26 | 60 | 51 | 11 | 23 |
| Rangitikei | 33 | 27 | 49 | 42 | 17 | 31 |
| Rotorua | 37 | 28 | 48 | 44 | 13 | 28 |

Source: Statistics New Zealand. Note that the graphics are not to scale.

Demographic projections by district (Statistics New Zealand), shown as percentages for 2013 and 2043. Green = younger age group, gold = middle age group, blue = older age group.

| District | Green 2013 | Green 2043 | Gold 2013 | Gold 2043 | Blue 2013 | Blue 2043 |
|---|---|---|---|---|---|---|
| Ruapehu | 36 | 31 | 50 | 41 | 13 | 28 |
| Selwyn | 36 | 30 | 53 | 47 | 11 | 24 |
| South Taranaki | 35 | 29 | 50 | 47 | 15 | 24 |
| South Waikato | 37 | 28 | 47 | 41 | 15 | 31 |
| South Wairarapa | 29 | 23 | 51 | 44 | 19 | 33 |
| Southland | 33 | 28 | 53 | 47 | 14 | 24 |
| Stratford | 35 | 29 | 49 | 48 | 16 | 23 |
| Tararua | 33 | 28 | 50 | 38 | 17 | 34 |
| Tasman | 30 | 23 | 52 | 40 | 18 | 37 |
| Taupo | 33 | 27 | 50 | 43 | 17 | 30 |
| Tauranga | 32 | 28 | 48 | 44 | 19 | 27 |
| Thames-Coromandel | 25 | 19 | 49 | 37 | 27 | 44 |
| Timaru | 28 | 25 | 50 | 42 | 20 | 33 |
| Upper Hutt | 33 | 26 | 42 | 45 | 14 | 28 |
| Waikato | 36 | 29 | 52 | 47 | 12 | 24 |
| Waimakariri | 32 | 24 | 51 | 43 | 17 | 33 |
| Waimate | 29 | 24 | 49 | 43 | 22 | 32 |
| Waipa | 34 | 26 | 50 | 44 | 16 | 29 |
| Wairoa | 38 | 33 | 47 | 40 | 15 | 27 |
| Waitaki | 28 | 27 | 50 | 43 | 22 | 30 |
| Waitomo | 37 | 29 | 50 | 44 | 13 | 27 |
| Wanganui | 33 | 27 | 48 | 41 | 19 | 32 |
| Wellington | 35 | 30 | 55 | 51 | 10 | 17 |
| Western Bay of Plenty | 31 | 25 | 50 | 43 | 19 | 32 |
| Westland | 29 | 23 | 55 | 46 | 15 | 30 |
| Whakatane | 35 | 27 | 49 | 43 | 15 | 30 |
| Whangarei | 34 | 29 | 48 | 41 | 17 | 30 |

Source: Statistics New Zealand. Note that the graphics are not to scale.

# Appendix C: Projected changes in ethnic composition

Figure C: Projected changes in ethnic composition by territorial authority: 2038 vs 2013 (per cent)

● Pacific    ● Māori    ● European or other    ● Asian

**Ashburton**
6.0  4.9  4.4
-10.3

**Auckland**
11.0
2.4  1.4
-12.0

**Buller**
6.6  3.3
1.2
-6.6

**Central Otago**
2.6  4.9  3.7
-2.6

**Carterton**
6.4  2.4
0.6
-6.9

**Central Hawke's Bay**
8.1
2.9  2.0  2.5

**Chatham Islands**
7.3  4.3
2.3
-10.3

**Christchurch**
8.5
2.1  3.8
-8.2

**Clutha**
6.6
2.2  3.1
-4.0

**Dunedin**
6.0  4.4
1.4
-8.1

**Far North**
10.2
6.0  3.0  2.4

**Gisborne**
11.9
6.0  2.6
-0.5

**Gore**
9.0
1.1  4.0
-3.8

**Greymouth**
6.6
2.2  2.5
-1.9

**Hamilton**
6.2  8.9
4.6
-11.2

**Hastings**
8.5
6.4  6.0
-5.8

**Hauraki**
12.5
3.6  2.7
-1.0

**Horowhenua**
12.8
6.6  3.2
-3.3

**Hurunui**
4.7  4.7
1.6
-6.2

**Invercargill**
7.3
3.1  3.3
-4.3

**Kaikoura**
9.3
4.4
1.1  -0.2

**Kaipara**
10.4
4.9  2.2
-2.8

**Kapiti Coast**
7.4  5.2
3.0
-7.9

**Kawerau**
14.9
4.0  4.8  4.8

**Lower Hutt**
11.5
7.9
4.3
-11.2

**Matamata-Piako**
7.8
2.0  4.0
-4.8

**Mackenzie Country**
7.0
2.1  3.3
-7.0

**Manawatu**
8.6
1.9  1.8
0.1

**Marlborough**
7.4
3.7  5.9
-6.8

**Masterton**
12.0
2.6  2.8
0.9

**New Plymouth**
9.8
4.9
1.9
-3.0

**Napier**
11.8
3.2  2.6
-5.8

**Nelson**
5.3  6.8
1.3
-4.9

**Opotiki**
10.4  10.4
8.1
5.0

**Otorohanga**
8.5  9.5
2.3  2.8

Source: Statistics New Zealand. Note that the graphics are not to scale.

**We are.**
**LGNZ.**
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## Palmerston North
4.0  8.5  6.8
-10.2

## Porirua
3.5  6.7  8.0  0.1

## Queenstown-Lakes
0.9  2.5  5.6
-9.9

## Rangitikei
12.2  8.6  7.6
-5.1

## Rotorua
4.0  10.0  6.3
-4.4

## Ruapehu
2.7  11.8  4.3
-1.3

## South Taranaki
2.2  12.9  3.5
-1.7

## South Waikato
3.4  14.1  7.2  5.4

## South Wairarapa
0.8  7.2  4.8  2.3

## Selwyn
0.8  3.6  2.8
-2.8

## Southland
1.7  5.3  6.0
-5.7

## Stratford
1.6  6.7  3.5
-1.8

## Tararua
1.8  13.8  3.9
-5.2

## Tasman
1.6  4.8  1.8
-4.8

## Taupo
0.1  9.1  0.1  5.8

## Tauranga
2.0  6.9  6.4
-7.7

## Thames Coromandel
0.8  7.4  3.7  -0.5

## Timaru
1.9  6.3  4.1
-3.3

## Upper Hutt
2.2  3.6  5.7
-3.8

## Waikato
4.1  5.2  0.2  1.9

## Waimakariri
1.2  3.2  3.5
-1.3

## Waimate
0.4  7.1  4.7
-6.1

## Waipa
1.3  4.2  0.5  2.6

## Wairoa
3.7  13.9  4.2
-5.8

## Waitaki
6.4  6.7  3.8
-7.3

## Waitomo
12.4  8.8  3.3
-9.9

## Wanganui
2.7  11.8  4.9
-2.6

## Wellington
-0.3  2.0  7.8
-7.4

## Western Bay of Plenty
3.3  6.6  7.6
-10.1

## Westland
2.3  6.6  4.5
-7.1

## Whakatane
3.2  4.9  2.2  3.4

## Whangarei
4.2  13.5  3.4
-5.9

Source: Statistics New Zealand. Note that the graphics are not to scale.

> 

# We are.
# LGNZ.

We are.

Ashburton.
Auckland.
Bay of Plenty.
Buller.
Canterbury.
Carterton.
Central
Hawke's Bay.
Central Otago.
Chatham Islands.
Christchurch.
Clutha.
Dunedin.
Far North.

Gisborne.
Gore.
Greater Wellington.
Grey.
Hamilton.
Hastings.
Hauraki.
Hawke's Bay
Region.
Horizons.
Horowhenua.
Hurunui.
Hutt City.
Invercargill.

Kaikoura.
Kaipara.
Kapiti Coast.
Kawerau.
Mackenzie.
Manawatu.
Marlborough.
Masterton.
Matamata-Piako.
Napier.
Nelson.
New Plymouth.
Northland.
Opotiki.

Otago.
Otorohanga.
Palmerston North.
Porirua.
Queenstown-
Lakes.
Rangitikei.
Rotorua Lakes.
Ruapehu.
Selwyn.
South Taranaki.
South Waikato.
South Wairarapa.
Southland District.

Southland Region.
Stratford.
Taranaki.
Tararua.
Tasman.
Taupo.
Tauranga.
Thames-
Coromandel.
Timaru.
Upper Hutt.
Waikato District.
Waikato Region.
Waimakariri.

Waimate.
Waipa.
Wairoa.
Waitaki.
Waitomo.
Wellington.
West Coast.
Western Bay
of Plenty.
Westland.
Whakatane.
Whanganui.
Whangarei.

# Attachment 4

# COMMUNITY LEADERSHIP GROUP OF ACTIVITIES 2016/17 | Jul-16

## Performance measures in LTP/Annual Plan2016/17

| What are they: | Targets | Progress for this reporting period |
|---|---|---|
| Make decisions that are robust, fair, timely, legally compliant and address critical issues, and that are communicated to the community and followed through | 83% of Annual Plan actions substantially undertaken or completed during the year, all groups of activities to achieve at least 75% of identified actions | Not assessed |
| | 75% of planned capital programme expended, all network utilities groups of activities to achieve at least 60% of planned capital expenditure | Not assessed |

## Requests for Service

| What are they: | Completed on time | Completed late | Overdue |
|---|---|---|---|
| General enquiry | | | |
| Feedback requested: | Email/Telephone/Letter | In Person | Not Required |
| Animal Control | 8 | 11 | 7 |
| Council Housing/Property | 0 | 0 | 0 |
| Cemeteries | 0 | 0 | 0 |
| Culverts, Drainage and Non-CBD Sumps | 0 | 0 | 0 |
| Environmental Health | 0 | 0 | 1 |
| Footpaths | 0 | 0 | 0 |
| General enquiry | 3 | 1 | 1 |
| Halls | 0 | 0 | 0 |
| Parks and Reserves | 0 | 0 | 0 |
| Public Toilets | 0 | 0 | 1 |
| Road Signs | 0 | 0 | 0 |
| Roads | 3 | 1 | 0 |
| Roadside Berm Mowing | 0 | 0 | 0 |
| Roadside Weeds/ Vegetation/Trees | 0 | 0 | 0 |
| Solid Waste | 0 | 0 | 0 |
| Stormwater | 1 | 0 | 0 |
| Street Cleaning and Litter Bins | 0 | 0 | 0 |
| Street Lighting | 0 | 0 | 0 |
| Wastewater | 3 | 0 | 1 |
| Water | 3 | 3 | 0 |
| Grand Total | 21 | 16 | 11 |

| COMMUNITY LEADERSHIP GROUP OF ACTIVITIES 2016/17 | | | Jul-16 |
|---|---|---|---|
| **Major programmes of work outlined in the LTP/Annual Plan 2016/17** | | | |
| Major programmes of work outlined in the LTP/Annual Plan | | | |
| **What are they:** | **Targets** | **Progress for this reporting period** | **Planned work** |
| Strategic Planning Activity | Annual Report 2015/16 | In progress | To be signed off by Council at its September meeting. |
| | Annual Plan 2017/18 | No progress to report during this period. | Work to begin later in the year/early 2017 |
| | Preparation of Project Plan for 2018-28 Long Term Plan and begin implementation | No progress to report during this period. | Early scoping of medium-long-term issues for consideration in financial and infrastructure strategies, review of non-statutory policies to ensure alignment with financial and infrastructure strategies, identify further research required to describe strategic environment for this LTP |
| Elections | Managing the triennial election process, preparation of the pre-election report, preparation and conduct of the 2016 triennial election | Pre-election report completed. Nomination period opened. | Nominations close Friday 12 August. Candidate briefing sessions. Candidate profile booklets to be compiled. |
| | Managing induction processes for the new Council and Community Boards, including updating the Local Governance Statement and Elected Members' Handbook, co-ordinating | No progress to report during this period. | Inductions to be completed post-elections in October. |
| Iwi/Maori Liaison | Delivering the Māori Community Development Programme to build capacity in hapu and iwi to take part in Council's strategic planning and decision-making | No progress to report during this period. | Discussion at Komiti meeting in August. |
| Council | Delivery of programme of policy and bylaw review, focusing on review of non-statutory policies (see below) and preparing for review of statutory policies for inclusion in 2018-28 LTP | Reported below. | Reported below. |
| | Preparation of order papers that ensure compliant decision-making | Order papers prepared for: Policy/Planning Committee, Assets/Infrastructure Committee, Finance/Performance Committee, Council, Bulls and Marton Community Committee's. | Order papers prepared for Council, Council, Committees, Community Boards, Community Committees, and Rural Water Supply Committees. |
| | Review governance structure, specifically (before the triennial elections) community and reserve management committees and (following triennial election) Council's standing committees | Clarified electoral arrangements for Turakina Reserve Management Committee. | Position paper to Council's meeting on 25 August 2016 on community committee's and reserve management committee's. |

| | Giving effect to the adopted option to replace the current infrastructure shared service with Manawatu District Council, for example, the establishment of an Infrastructure Council Controlled Organisation | No progress to report during this period. | |
|---|---|---|---|
| **Policy and Bylaw Review** | **Compliance date** | **Progress for this reporting period** | **Planned for the next two months** |
| Section 17A review: Regulatory Services | 31 August 2016 | Updated as an agenda item. | Finish regulatory section 17A review. |
| Section 17A review: Infrastructure Services | 1 October 2016 | No progress to report during this period. | |
| Rates Policy | 31 December 2016 | No progress to report during this period. | |
| Legal Compliance Project | 31 December 2016 | Nearing completion of all legal compliance modules. | Finalise outstanding issues. |
| Review Earthquake Prone Buildings Policy | 31 December 2016 | Policy adopted unchanged for consultation. | Consultation, submissions, deliberations, adoption. |
| Section 17A review: Rural Water Schemes | 31 December 2016 | No progress to report during this period. | |
| District Plan change | 30 September 2016 | Response to Commissioner's questions arising from the hearing. Hearing formally closed. | Decision notified, appeal period. |
| Koitiata Waste Water Reference Group | tbc | Nothing to report during this period. | Further water bore testing scheduled for August. Following this testing trends should be able to be established. |
| Development of reserve management plans: Marton Park | 31 December 2016 | Marton Park Management Plan drafted (following expressions of interest and a workshop) and adopted by Council for consultation. | Consultation period (two months), public workshop, adoption. |
| Appointment of Directors | 30 June 2017 | Nothing to report during this period. | |
| Residents' survey | 31 March 2017 | Nothing to report during this period. | |
| Section 17A review: Libraries & Information Centres | 30 April 2017 | Nothing to report during this period. | |
| Section 17A review: Civil Defence | 30 June 2017 | Nothing to report during this period. | |
| Finalisation of urban/rural stormwater drainage maps to complete Water Services Bylaw | tbc | Nothing to report during this period. | |
| Noxious weeds (analysis of problems on Council land including road reserves - background for deciding the long-term operational programme with Horizons and REG) | tbc | Nothing to report during this period. | |
| Contaminated land (initially to analyse how the current budget is used, followed by discussion paper on contaminated land in the district and issues needing consideration) | tbc | Nothing to report during this period. | |
| **Other pieces of work** | **Reference for inclusion** | **Progress for this reporting period** | **Planned for the next two months** |
| Feral cats policy- investigation | tbc | Nothing to report during this period. | Agenda item in August |
| Complaints policy | tbc | Nothing to report during this period. | Agenda item in August |

# ENVIRONMENTAL AND REGULATORY SERVICES GROUP OF ACTIVITIES 2015/16

## Performance measures in LTP/Annual Plan

| What are they: | Targets | Progress to date |
|---|---|---|
| Timeliness of processing the paperwork (building control, consent processes, licence applications) | At least 92% of the processing of documentation for each of Council's regulatory and enforcement services is completed within the prescribed times | 100% of all building and resource consents issued within statutory timeframes |
| Possession of relevant authorisations from central government | Accreditation as a building consent authority maintained | Maintained |
| Timeliness of response to requests for service for enforcement call-outs (animal control and environmental health); within prescribed response and resolution times | Improvement in timeliness reported in 2013/14 (84% were responded to in time and 61% completed in time) | To be calculated |

## Requests for Service

| What are they: | Completed on time | Completed late | Overdue |
|---|---|---|---|
| **Animal Control** | 87 | 14 | 0 |
| Animal Control Bylaw matter | 0 | 0 | 0 |
| Animal welfare | 4 | 0 | 0 |
| Attacks on animal | 5 | 0 | 0 |
| Attacks on humans | 2 | 0 | 0 |
| Barking dog | 14 | 4 | 0 |
| Dog Property Inspection (for Good Owner status) | 14 | 1 | 0 |
| Found dog | 4 | 0 | 0 |
| Lost animal | 11 | 1 | 0 |
| Microchip dog | 0 | 0 | 0 |
| Property Investigation - animal control problem | 3 | 1 | 0 |
| Rushing at animal | 0 | 0 | 0 |
| Rushing at human | 0 | 1 | 0 |
| Stock worrying | 0 | 2 | 0 |
| Wandering stock | 14 | 3 | 0 |
| Wandering/stray dog | 16 | 1 | 0 |
| **Building Control** | 0 | 0 | 0 |
| Dangerous or Insanitary Building | 0 | 0 | 0 |
| Property insepction | 0 | 0 | 0 |
| **Environmental Health** | 26 | 6 | 0 |
| Abandoned vehicle | 2 | 1 | 0 |
| Dead animal | 2 | 0 | 0 |
| Dumped rubbish (outside town boundary) | 1 | 0 | 0 |
| Dumped rubbish (within town boundary) | 0 | 0 | 0 |
| Fire permit - rural | 0 | 0 | 0 |
| Fire Permit - urban (restricted fire season only) | 0 | 0 | 0 |
| Food premises health issue | 0 | 0 | 0 |
| Hazardous substances | 0 | 0 | 0 |
| Livestock (not normally impounded) | 0 | 0 | 0 |
| Noise - day and night | 18 | 2 | 0 |
| Pest Problem (Council Property) | 0 | 0 | 0 |
| Untidy/overgrown section | 3 | 3 | 0 |
| Vermin | 0 | 0 | 0 |
| **Grand Total** | 139 | 26 | 0 |

# ENVIRONMENTAL AND REGULATORY SERVICES TEAM

## Major programmes of work outlined in the LTP/Annual Plan 2015/16

| What are they: | Targets | Progress for this reporting period | Planned for the next two months | |
|---|---|---|---|---|
| District Plan (and other) review processes conducted frugally | Continuous monitoring of operative District plan for minor changes. | | | |
| | District Plan change process complete | | | |
| Give effect to the provisions of the Food Bill, when enacted | Implement the Food Premises Grading Bylaw | | | |

## Other regulatory functions

| What are they: | Targets | Statistics for this month | Narrative (if any) | Year to Date |
|---|---|---|---|---|
| Building Consents | Report on number of building consents processed, the timeliness and the value of consented work | 28 BC processed, 27 processed within 20 days, 1 BC processed at 21 days: 96% completed on time, average days to process was 8 days. Value of building work was $1,073,863 | KHH transporatble house built valued at $120,000, 1 new house build valued at $360,000, 1 large garage/ games room values at $200,000, all the rest of the work was house additions/ alterations and woodfire installations | 28 BC processed this year |
| | Code of Compliance Certificates, Notices to Fix and infringements issued. | 39 CCC issued: 100% completed on time, average days to process was 1 day . 4 NTF issued for unconsented building work. | | 39 CCC issued, 4 NTF |
| Resource Consents | Report on:<br>a) number of land use consents issued and timeliness | 3 Land Use Resource Consents granted, 100% completed on time, average days to process was 15 days. | | 3 Land Use consents granted |
| | b) subdivision consents and timeliness | 1 Subdivision Resource Consent granted, 100% completed on time, average days to process was 13 days. | | 1 Subdivision Resource Consent granted |
| | c) section 223 and 224 certification and timeliness, | No section 223 and 224 certificates issued this month | | 0 s223 and 0 s224 certifiqates granted |
| | d) abatement and infringements issued. | None issued this month | | |
| Dog Control | Report on number of new registrations issued, dogs impounded, dogs destroyed and infringements issued. | 3996 Dogs Registered, 7 Impounded, 5 Infringements, 1 destroyed, 956 Unregistered | | 3996 Dogs Registered, 7 Impounded, 5 Infringements, 1 destroyed, 956 Unregistered |
| Bylaw enforcement | Enforcement action taken | None taken this month. | | |
| Liquor Licensing | Report on number and type of licences issued . | Renew 1 Off Licence, Renew 4 managers, 1 Special | | Renew 1 Off Licence, Renew 4 managers, 1 Special |

# COMMUNITY WELL-BEING GROUP OF ACTIVITIES 2016/17 | Jul-16

## Performance measures in LTP/Annual Plan

| What are they: | Targets | Progress for this reporting period |
|---|---|---|
| Provide opportunities to be actively involved in partnerships that provide community and ratepayer wins | A greater proportion (than in the previous year) of the sample believe that Council's service is getting better: 37% in 2012, 30% in 2013, 16% in 2014, 17% in 2015, 19% in 2016 | In 2016, 19% thought Council's service is getting better. |
| Identify and promote opportunities for economic growth in the District | The District's GDP growth: In 2013, Rangitikei's GDP growth was -0.8% and trending downwards with an increasing divergence from the national trend. | Results as at 31 December 2015: GDP growth: the Rangitikei GDP grew sharply during 2015, compared to NZ GDP growth and the trend is now upwards. |
| | A greater proportion of young people living in the District are attending local schools. Based on latest available Statistics New Zealand population estimates (June 2013) and school enrolments for 2014 (TKI), 56% of residents of high school age were enrolled in local schools and trending upwards. | School rolls: Latest school rolls (July 2015) compared to population estimates indicate that the upward trend of residents enrolled in loca high schools stabilised in 2015. |
| | More people living in the District (than is currently projected by Statistics New Zealand). Based on population projections from Statistics New Zealand (medium projection based on 2013 Census), the resident population is projected to decline from 14,450 in June 2013 to 13,900 in June 2028. | Results as at 31 December 2015: Popoulation estimates from Statistics New Zealand show a small increase in the population since the Census 2013, tracking at above the high estimates produced from Census data. |

## Requests for Service

| What are they: | Completed on time | Completed late | Overdue |
|---|---|---|---|
| None | | | |

| Major programmes of work outlined in the LTP/Annual Plan 2016/17 | | | |
|---|---|---|---|
| **What are they:** | **Targets** | **Progress to date** | **Planned activities** |
| Community Partnerships | Facilitation of Path to Well-being groups | See below | |
| | Delivery of work programme through the MOU | See below | |

| Key elements of the work outlined in Path to Well-being and MOU workplans | | | |
|---|---|---|---|
| **What are they:** | **Targets** | **Progress to date** | **Planned activities** |
| Advocacy to support the economic interests in the District at regional and national level | Lead partner in regional collaborative initiatives around economic development | Nothing to report for July | To actively promote the District through multi-media advertising and the Mayor and Chief Executive undertake promotional tours on behalf of the District |
| | | Ongoing work with Digital Enablement Plan. Workshops held in Taihape, Marton and Bulls for the AboutUs small business platform. AboutUs provides businesses with a free web prescence, digital resources and local success stories. | Implementation of Digital Enablement Plan; Regional collaboration with ED officers Develop collaborative economic development and District promotion services across the Horizons region; |
| Timely and effective interventions that create economic stability, opportunity and growth | Increased investment into economic development, e.g. partnering in rural water storage, seeding retail initiatives ('pop-up shops') | Nothing to report for July | Progress solutions to water availability in area between Marton and Hunterville.  (First year report on Accelerate25 released 12 August.) |
| A wide range of gainful employment opportunities in the District | Facilitate and lead on a Rangitikei Growth Strategy that also aligns with and contributes to a regional Agribusiness Strategy | | |
| Attractive and vibrant towns that attract business and residents | Provision of good infrastructure, well-maintained streets in the CBD of main towns | Bulls multi-purpose facility design has been completed. Public meeting planned for August. | Bulls multi-purpose facility: fundraising |
| | Events, activities and projects to enliven the towns and District | Events Sponsorship fund open for applications during July. | Council sponsorship of events aiming to increase visitor numbers (compared to 2015/16). |
| Up to date and relevant information for visitors and residents on a range of services, activities and attractions | Maintain information centres in Taihape and Bulls, the gateways to the District. | Nothing to report for July | |
| | Develop an information centre in Marton as part of the "libraries as community hubs" concept. | Nothing to report for July | |
| | Contract with local organisations to provide a range of information, including: * Up-to-date calendar of events, and * Community newsletters, for local distribution | Nothing to report for July | |
| An up to date, relevant and vibrant **on line** presence with information about services, activities and attractions, the District lifestyle, job opportunities and social media contacts | Maintain a website that provides information about Council and community services and activities | Content for "business friendly" page almost complete. | Web content for business-friendly Council |
| | Provide a website that is a gateway to the District, with links through to more local web pages, with information about living in the District and social media opportunities. | Nothing to report for July | Web content for lifestyle sections of rangitikei.com |

| | | | |
|---|---|---|---|
| Opportunities for residents to remain socially and physically active into their retirement years, to enable them to stay in the District for as long as possible | Facilitate and lead on a Positive Ageing Strategy that aims to enhance quality of life for older people in the District | Nothing to report for July | Participate in meetings of the Healthy Families Governance Group; |
| Opportunities for people with children to access the quality of life they desire for their families | Facilitate and lead on a Youth Action Plan that aims to enhance quality of life for children and young people in the District | Undertaking the transition plan towards the youth one-stop-shop (or Youth Zone) | Establish youth development services based in Taihape and Marton, transitioning from current arrangements to a one-stop shop concept involving other agencies  - $60,000 from Council (continuing to seek equivalent contribution from external sources)<br>Youth Awards Scheme |
| A more equal and inclusive community where all young people are thriving, irrespective of their start in life | Council will facilitate and lead on a Community Charter that supports all young people in our District to become the best adult that they can | Nothing to report for July | Facilitate Marton Community Charter Board and Advisory Group: Develop services for young people (0-18), such as driving safety, career development pathways,<br>Youth Voice in local decisions<br>Annual achievement Scholarships for Taihape Area School and Rangitikei College |
| Cohesive and resilient communities that welcome and celebrate diversity | Develop high trust contracts with agencies in each of the three main towns to undertake community development | Contracts with the town coordinators ongoing. | Five + high profile events and 20 community events<br>Community newsletters distributed through Marton, Bulls and Taihape<br>Dynamic and attractive web presence for the District and towns<br>Interactive and appropriate social media opportunities<br>Community development and place-making support in Marton, Bulls and Taihape |
| | Treasured Natural Environment Theme Group | Meeting of the Theme Group in July. Newsletter planned for August. | Support for Hautapu and Tutaenui catchment groups<br>Develop access to Kahui reserve, Mangaweka<br>Continue to produce and distribute the Theme Group newsletter |
| Funding schemes which have clear criteria, which are well publicised, and where there is a transparent selection process | Facilitate at least an annual opportunity for community organisations to apply for funding under the various grant schemes administered by the Council | Community Initiatives Fund and Events Sponsorship Fund open for applications during July. | Administering Swim-4-All programme; Two Creative Communities Scheme rounds; Two Community Initiatives Fund rounds; Two Events Sponsorship Scheme rounds; One Sport NZ Rural Travel Fund round |
| | Publish the results of grant application process to a Council-run forum show-casing the results of grant application processes where successful applicants provide brief presentations and are open to questions | Nothing to report for July | Publish results of all funding rounds on Counci's website and Rangitikei Line. Hold an annual meeting for Events organisers |
| To see  Council civil defence volunteers and staff at times of emergency (confidence in the activity) | Contract with Horizons to provide access to a full-time Emergency Management Officer | Contract remains in place and staff available on full time basis. | Participation in exercise " Tangaroa" 31 August 2016 |
| | Arrange regular planning and operational activities | Nothing to report for July | Participation in exercise " Tangaroa" 31 August 2016 |
| To be assured of adequately trained, resourced and responsive rural fire force to reduce the incidence of life and property threatening fire | Provide fully trained and adequately resourced volunteer personnel who are in a position to respond to rural fire call-out with the minimum of delay | Volunteers receiving training and train regular to maintain and enhance skills. | NRFA to undertake Audit of Rural Fire Authority during this financial year, audit date currently being finalised. |

# Attachment 5

## Update on Communications

This regular report provides the Committee with an update with progress on the Council's Communications Strategy; media and communication activity.

## Update on Action Plan – to 31 July 2016

| Action Description | Expected Completion | Lead Responsibility | Status |
|---|---|---|---|
| Develop the Council intranet as the primary internal business support tool | Ongoing | Information Services Team Leader (Janet Greig) | • *Improvements to the intranet will be ongoing* |
| Develop and implement Corporate Identity guidelines to reinforce our professionalism | Ongoing | Executive Officer (Carol Downs) | • *Style guides are being developed to ensure a consistent look to all Council documents*<br>• *A Customer Service charter will be implemented and rolled out across the organisation*<br>• *A Council brand may be progressed following the elections in October* |
| Develop the Council website as the primary customer/resident self-help tool | Ongoing | Information Services Team Leader (Janet Greig) | • *Nothing further to report at this stage.* |
| Provide Elected members and staff with training to ensure appropriate standards are maintained (after the 2016 elections) | Early 2017 | Executive Officer (Carol Downs) | • *Currently on hold* |
| Key staff to have undertaken appropriate communications training | Early 2017 | Executive Officer (Carol Downs) | • *Currently on hold* |
| Investigate and implement (where appropriate) the most effective ways of communicating within and beyond Council | Ongoing | Executive Officer (Carol Downs) | • *The EO is work with the IS Team Leader on communication and customer services feedback opportunities and the use of technology for this.* |

## July Media Activity

The table below outlines the media activity during July, including printed media articles and website activity:

- Rangitikei Bulletin – This was published at the end of July, covering the key decisions from the July Council meeting and featured in the Feilding - Rangitikei Herald and District Monitor.
- Rangitikei Line – the latest issue was distributed in mid-July, it featured changes to fees and charges and impacts of Council's Annual Plan decisions.
- Council's website and social media channels (Facebook and Twitter) are used to keep residents up to date with Council happenings.
- There were 11 media articles during the month, of these 7 were positive, 1 was negative and 3 were neutral.

| Date | Media Channel | Article Heading and Topic |
|---|---|---|
| 4/7/16 | Wanganui Chronicle | **Landfill to up treatment capability** - Councillors voted to accept pre-treated leachate from the landfill while Mid West Disposals work to design and build their own on-site facility capable of full treatment. |
| 5/7/16 | Wanganui Chronicle | **Campaign warns of rail crossing threat** - rail campaign aimed at making rural rail crossings safer and to bring awareness to the danger of not checking for trains. |
| 6/7/16 | Wanganui Chronicle | **Youth funding to continue** - Councillors decision to make $60,000 available for youth services. |
| 7/7/16 | District Monitor x3<br><br>Rangitikei Feilding Herald | **Leachate issue sorted** (same as the article on 4/7/16)<br><br>**Rangitikei Youth Awards 2016 winners** - Three students and one group were the recipients for the first ever Rangitikei Youth Awards: Winona Folau, Gillian Bowler, Ellen Carlyon and Surf Life Saving Rangitikei College.<br><br>**Centennial Park field revamp** - Council agreed to assist with the upgrade at Centennial park.<br><br>**Rangitikei rates up 2.15 per cent** - RDC rate increase is set to be one of the lowest in the wider Manawatu. |
| 8/7/16 | Wanganui Chronicle | **Battlers lobs berm bill back** – Local ratepayer has filed a Disputes Tribunal claim against Council, seeking $14,438 in compensation for mowing the berm outside his property. |
| 13/7/16 | Wanganui Chronicle | **Rangitikei, Ruapehu councils selected** – Council has been selected along with 20 other councils to take part in the new local government standards programme. |
| 14/7/16 | Wanganui Chronicle | **New life for historical building** - Council has granted a rates remission to the old Granary in High Street, Marton for 6 months.<br><br>**RDC selected as a foundation council** (same as the article 13/7/16) |

| 21/7/16 | District Monitor | **Tree to recognise NZRSA 100 years** - Beth Watson and Duncan Hart planted a Japanese elm tree to commemorate 100 years since the formation of the NZ RSA after WW1. |
|---------|------------------|---|

**Current Consultations Underway:**

Marton Park Management Plan - Submissions are open for two months from 5 August – 7 October 2016.

Earthquake Prone Buildings - Written submissions close at 4pm, Monday 29 August 2016. Hearings of oral submissions are scheduled for Thursday 29 September 2016.

**Website Statistics**

Activity on Council's website for July:

## Website Visits 2015-16
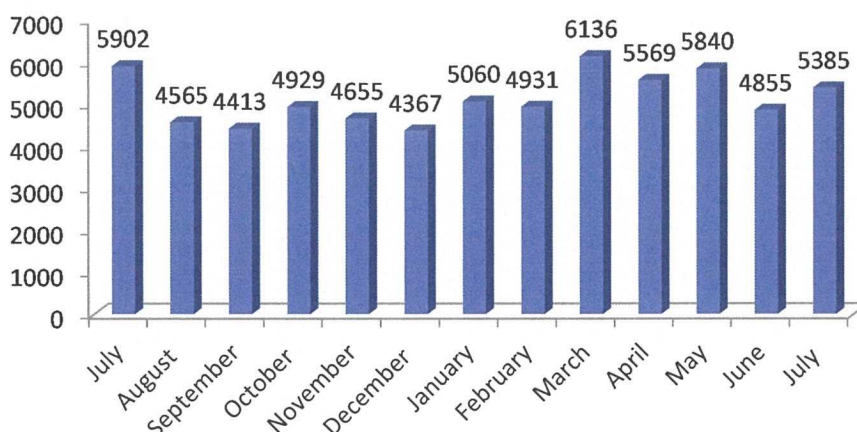


In July 48.5% of those who visited Council's website were new visitors to the site.

**Top Council Webpages Visited (July)**

1. Rates/My property
2. Cemeteries
3. Cemetery database
4. Rubbish/Recycling – transfer stations
5. Contact us

**Top Six Geographical Locations Visiting the Website (July)**

1. Palmerston North area
2. *Auckland
3. *Wellington
4. Christchurch
5. Napier
6. Hamilton

* note smaller areas can be recorded as Auckland or Wellington

Carol Downs
**Executive Officer**

# Attachment  6

# REPORT

SUBJECT: **Update on legislation and governance Issues**

TO: Policy/Planning Committee

FROM: Michael Hodder, Community & Regulatory Services Group Manager

DATE: 3 August 2016

FILE: 3-OR-3-5

## 1 Executive summary

1.1 This update notes legislative and regulatory changes in the past month which impact on the Council's operations.

1.2 Submissions to Parliament's Local Government and Environment on the Local Government Act 2002 Amendment Bill (No. 2) closed on 28 July 2016. The Committee is required to report back to Parliament by 28 October 2016.

1.3 Submissions to the Government Administration Committee on the Fire and Emergency New Zealand Bill close on 18 August 2016. This is also the closing date for submissions on the discussion document released by the Minister of Internal Affairs on the proposed regulations to be made under that Act. Council has delegated authority to the Committee to approve submissions to both proposals. Of greatest concern for Council is the integration of volunteers, the establishment of local committees, and the transfer of assets that it has acquired as a rural fire authority.

1.4 The Government has released its response to the recommendations made by the Rules Reduction Task Force last September. Building consents and resource consents will get attention, as will the Local Government Act 1974 and the Reserves Act 1977.

1.5 The projected work programme on policies and bylaws for 2016 is included within the Community Leadership activity template.

## 2 Local Government Act 2002 Amendment Bill (No.2)

2.1 Although submissions have closed, there is still public committee coming from local authorities objecting strongly to the Bill, and asserting that the Local Government Commission was to be given the power to remove core services, such as water supply, waste water and transport, from direct council control and put them into Council Controlled Organisations. The Minister of Local

Government has pointed out that councils would be able to transfer assets to council-controlled organisations, which would continue to be owned and controlled by councils, and would not be forced to amalgamate without public consultation and public support.

2.2     Dates for hearing of oral submissions are not yet known.

## 3      Fire and Emergency New Zealand Bill

3.1     Last month's report noted the introduction of the Fire and Emergency New Zealand Bill which would bring urban and rural fire services together into a unified fire services organisation 'Fire Emergency New Zealand' or 'FENZ'. Part of the prompt for this change is the need to recognise (and fund) the work done by both urban and rural fire service with non-fire emergencies, including natural disaster response, medical emergencies and rescue operations. The following is the link to the relevant part of Parliament's website: https://www.parliament.nz/en/pb/bills-and-laws/bills-proposed-laws/document/00DBHOH_BILL69468_1/fire-and-emergency-new-zealand-bill

3.2     The Council is likely to be supportive of the statement of the priority functions of FENZ and the acknowledgement that this means FENZ may not invariably be able to assist in matters like medical emergencies or severe weather related events. This will prompt other agencies with potential involvement in such incidents (including local authorities) to consider (and have access to) alternative resources. However, the over-riding provisions of the Civil Defence and Emergency Act still apply, and this has been acknowledged in the amendments (in Schedule 2, part 2) to the National Civil Defence Emergency Management Plan Order 2015.

3.3     The Council's key concern with this Bill is the successful integration of volunteers into this unified organisation. Rangitikei's rural fire volunteers have identified closely with this District (where they live) and may be less willing to serve if this relationship is diminished. Clause 33 is very general and does not contain any accountability provisions. Perhaps there should be a requirement within the Bill (as there is for fire-fighting water supplies) for FENZ to develop, consult on and publish a Code of Practice for volunteers so that there is a more specific acknowledgement of this critical relationship.

3.4     Clause 15 includes among the functions of the local committees 'to consider and promote the interests of the local areas's FENZ volunteers'; clause 18 outlines the expected interaction between local committees and the FENZ board; and clause 19 contains an obligation of the board to have regard for their advice. However, clause 14 gives discretion to the FENZ board to determine where local committees are to be established.

3.5     Clause 17 requires local planning for each local area – which is the area within the boundary of a local committee – which takes into account the national strategy, emergency services required within the local area, advice from

engagement with civil defence emergency management groups, advice from the relevant local committee and operational agreements with Conservation, Defence etc. This should prove significant in gaining local support, as well as being a sound basis for operations and developing capacity and capability. Demonstrable fit with the national plan is required. Given the apparent discretion given to FENZ on establishing a local committee (the basis for local planning), it might prove useful for there to be a requirement for the FENZ board to consider a recommendation from a local authority to establish one or more such committees within its boundaries.

3.6     Clause 21 provides that certain provisions of the Crown Entities Act 2004 will apply to members of local committees. This includes payment of remuneration and expenses, protections and immunity from liability and a duty not to disclose information. This means that the meetings of the committee will not necessarily be open to the public, and any disclosure of proceedings will be at the discretion of FENZ. That is a potential weakening of the relationship with local communities (and accountability with them). Council might wish to advocate that these local committees are included in Schedule 1 of the Local Government Official Information and Meetings Act 1989. That approach would mean that meetings would be publicly advertised and proceedings normally open.

3.7     One of the consequences of the change is that local bylaw making on having fires (including in rural areas) will no longer occur. That carries the risk that the restrictions will not be sufficiently sensitive to local conditions. One potential solution to this is to allow/require the board to consult with the relevant local committee(s) before taking action to declare a prohibited or restricted fire season in an area (and include this specifically within the functions of the committee).

3.8     Council will be required (Schedule 1, clause 7) to provide copies of all relevant records in its role as a rural fire authority. However, there is no provision for covering costs of doing this: the relevant approach would be the recently issued guidelines from the Ombudsman concerning charges under the Official Information Act and the Local Government Official Information and Meetings Act. By contrast, Schedule 1, clause 7 reserves to regulations to give effect to transfer arrangements for "response assets"- i.e. assets owned, leased or licensed by, or on behalf of, an affected rural fire authority which are needed to carry out FENZ's objectives and functions. Council may consider these matters warrant inclusion in the Bill.

3.9     Local authorities will no longer fund rural fire fighting, so there is a potential saving. The funding for FENZ is to be through a levy on insured property and motor vehicles. The fiscal impact of this is uncertain –but more significant is the uncertainty of the adequacy of that. The advantage for the Government in this approach to funding is that no additional appropriation is required.

3.10    The link to the Minister's discussion document on regulations to be made under the Bill is

https://www.dia.govt.nz/vwluResources/FENZ-Regulations-Discussion-Document-WORD/$file/Discussion-Document-Regulations-for-Fire-and-Emergency-New-Zealand-Bill.docx

3.11    This document asks for suggestions on what would be appropriate regulations for local committees. It notes that 'the success of FENZ is dependent on retaining and enhancing the strong community support base already present in the fire services'. Local committees are a critical part of that. So it is preferable that the process for establishing and running local committees is dealt with by regulation – i.e. how nominations are to be made, public advertising of vacancies, timeframe of appointments (and maximum term), the size of the committees, and frequency of meetings. Council may consider that the local authority in the area covered by the local committee is entitled to nominate a representative. If not in the Bill, the ability for a local authority to nominate a representative should be included in regulation.

3.12    Having boundaries set by regulation is also desirable because it addresses the uncertainty about the coverage of the country by local committees. A formal, timed review of boundaries seems unnecessary, but there should be provision for a local committee to propose a division of its area, or for two or more local committees to propose adjusted boundaries.

3.13    It would be appropriate for the regulations to specify reporting requirements (at least annually) and give greater specificity on what maters local committees must provide advice on. If the Council's suggestion of having local committees subject to the Local Government Official Meetings and Information Act 1989 is not accepted, it is all the more important that such requirements are included in regulations.

3.14    A second significant topic in this discussion document is the extent to which local planning is to be regulated. The options range from no more than is in the Bill ("higher flexibility, lower consistency") to prescribing in detail ("higher consistency, lower flexibility"). Given that the Bill specifically provides for local committees to provide advice of the national strategy, local issues and local planning, it is preferable to not have further requirements specified in regulations.

3.15    The discussion document does not raise the question of transfer of "response assets", although the Bill provided that this is to be managed through regulations. Council will want to see some protections included here, particularly (i) recognition of fair value of such assets, particularly where the community has funded part or all of the purchase and subsequent maintenance and (ii) consideration of the asset's applicability to local civil defence or other emergency response, especially in locations which are distant from fire brigade bases – Koitiata and Mangaweka could be instances of that.

3.16   The other topics covered in the discussion document, levy exemptions and insurance information requirements are of comparatively low relevance to Council.

3.17   Draft submissions are attached as Appendix 1a and 1b.

## 4   Vulnerable Children's Act – application to local authorities

4.1   On 28 July 2016, the Children's Action Plan Directorate advised all local authorities of requirements for safety checking of staff working with and around children. The communication update is attached as Appendix 2.

4.2   It is a phased approach over four years, starting 1 September 2016.   No guidance (other than the statutory definitions) is offered to local authorities in deciding which workers are to be deemed 'core' children's works and which 'non-core'.

## 5   Rules Reduction Task force

5.1   On 18 July 2016, the Government released its response to the recommendations made by the Rules Reduction Task force:

https://www.dia.govt.nz/vwluResources/RRT-Government-Response-18-July/$file/Govt-Response-2016-07-18.pdf

5.2   72 of the 75 recommendations were accepted.[1]   The top ten fixes including simplifying the processes for building consent and resource consents – but also an acceptance that central government departments should introduce a stakeholder engagement approach to developing local government policies and regulations, and that the Local Government Act 1974 and the Reserves Act 1977 should be updated.

## 6   Other legislation and central government policy initiatives.

6.1   Parliament's last sitting day was 7 July 2016.  It resumes on 9 August 2016.

6.2   The Building (Pools) Amendment Bill remains at the second reading stage.  The Food Safety Reform Bill 2016 is at the first reading stage but has yet to be referred to the Primary Production Select Committee.

6.3   Last month's report noted that a working group convened by the Ministry of Business, Innovation and Employment is drafting terms of reference (including eligibility criteria and the application process) for the Regional Mid-Sized

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[1] Not accepted were:  stopping the practice of demanding money to sign an affected party form, requiring councils to have evidence of potential contamination before imposing a test, and sharing costs where a test or re-test proves negative, and reviewing the changes to tree protection rules made in 2015.

Tourism Facilities Fund announced in May (and that Local Government New Zealand is a member of the working group). MBIE anticipated providing councils with a draft copy of the eligibility criteria by mid July, so that councils can consider which projects might be put forward when applications are called for. However, that has yet to happen.

6.4     Freedom camping typically cerates significant problems for high-tourism areas. The Department of Internal Affairs is leading the review, looking closely at policies and enforcement practices in different councils. While a nationally consistent approach could be best for international visitors, it is unclear whether that is the Government's preference.

6.5     In May 2016, the Associate Minister of Local Government invited local authorities to submit views on how control of dogs could be more effective. On 1 August 2016, she invited public comment. Her press release and the earlier commentary are attached as Appendix 3a and 3b.

## 7       Recommendations

7.1     That the report 'Update on legislation and governance issues' to the Policy/Planning Committee's meeting of 9 August 2016 be received.

7.2     That the Policy/Planning Committee, under delegated authority from Council, approve (for the Mayor's signature) Council's submissions (to the Government Administration Committee) on the Fire Emergency New Zealand Bill and (to the Department of Internal Affairs) the discussion paper 'Proposed regulations to support Fire and Emergency New Zealand'.

Michael Hodder
Community & Regulatory Services Group Manager

# Appendix 1a

xx August 2016

Hon Ruth Dyson
Chair
Government Administration Committee
Parliament Buildings
Molesworth Street
**WELLINGTON 6160**

government.administration@parliament.govt.nz

Dear Ruth

**Fire and Emergency New Zealand Bill**

The Rangitikei District Council thanks the Committee for the opportunity to comment on this highly important Bill.

The Council is supportive of the statement of the priority functions of FENZ and the recognition given to the wide span of work to be done. We accept the reality made very clear in the Bill that FENZ may not invariably be able to assist in matters like medical emergencies or severe weather related events. This will prompt other agencies with potential involvement in such incidents (including local authorities) to consider (and have access to) alternative resources. However, the over-riding provisions of the Civil Defence and Emergency Act still apply, and this has been acknowledged in the amendments (in Schedule 2, part 2) to the National Civil Defence Emergency Management Plan Order 2015.

The Council's key concern with this Bill is the successful integration of volunteers into this new unified organisation. Rangitikei's rural fire volunteers have identified closely with this District (where they live) and may be less willing to serve if this relationship is diminished. Clause 33 is very general and does not contain any accountability provisions. Perhaps there should be a requirement within the Bill (as there is for fire-fighting water supplies) for FENZ to develop, consult on and publish a Code of Practice for volunteers so that there is a more specific acknowledgement of this critical relationship.

Clause 15 includes among the functions of the local committees 'to consider and promote the interests of the local areas's FENZ volunteers'; clause 18 outlines the expected interaction between local committees and the FENZ board; and clause 19 contains an obligation of the board to have regard for their advice. These are important safeguards for local communities.

However, clause 14 gives discretion to the FENZ board to determine where local committees are to be established. We are uncertain whether this simply refers to boundaries or whether it means FENZ can decide which parts of the country are to have local communities. We suggest that this ambiguity is resolved.

Clause 17 requires local planning for each local area – which is the area within the boundary of a local committee – which takes into account the national strategy, emergency services required within the local area, advice from engagement with civil defence emergency management groups, advice from the relevant local committee and operational agreements with Conservation, Defence etc. This should prove significant in gaining local support, as well as being a sound basis for operations and developing capacity and capability. We agree with the requirement for demonstrable fit with the national plan. Given the apparent discretion given to FENZ on establishing a local committee (the basis for local planning), it might prove useful for there to be a requirement for the FENZ board to consider a recommendation from a local authority to establish one or more such committees within its boundaries.

Clause 21 provides that certain provisions of the Crown Entities Act 2004 will apply to members of local committees. This includes payment of remuneration and expenses, protections and immunity from liability and a duty not to disclose information. However, one consequence of this is that the meetings of local committees will not necessarily be open to the public, and any disclosure of proceedings will be at the discretion of FENZ. That is a potential weakening of the relationship with local communities (and accountability with them). Council asks the Committee to consider including local committees in Schedule 1 of the Local Government Official Information and Meetings Act 1989. Such an approach would ensure that meetings would be publicly advertised and proceedings normally open.

One of the consequences of the change is that local bylaw making on having fires (including in rural areas) will no longer occur. That carries the risk that the restrictions will not be sufficiently sensitive to local conditions. One potential solution to this is to allow/require the FENZ board to consult with the relevant local committee(s) before taking action to declare a prohibited or restricted fire season in an area (and include this specifically within the functions of the committee). This may be a detail more suitable for regulation, so we have also include it in the comment to the Minister's discussion paper on regulations to be made under the Bill.

Council will be required (Schedule 1, clause 7) to provide copies of all relevant records in its role as a rural fire authority. We think there should be some provision for costs in doing this to be recovered, aligned with the charging guidelines recently issued by the Ombudsman for the Official Information Act and the Local Government Official Information and Meetings Act.

By contrast, Schedule 1, clause 7 reserves to regulations to give effect to transfer arrangements for "response assets"- i.e. assets owned, leased or licensed by, or on behalf of, an affected rural fire authority which are needed to carry out FENZ's objectives and functions. Council is concerned about this, because we see it is essential to give (i) recognition of fair value of such assets, particularly where the community has funded part or all of the purchase and subsequent maintenance and (ii) consideration of the asset's applicability to local civil defence or other emergency response, especially in locations which are distant from fire brigade bases. We have included this in our comment to the Minister's discussion paper on regulations to be made under the Bill, but we think this is a significant matter better included in the Bill.

for Policy/Planning Committee, 11 August 2016

I hope that there is an opportunity for me to talk with the Committee.  Please contact Carol Downs (Executive Officer) (06) 327-0099 or carol.downs@rangitikei.govt.nz to arrange this.


Yours sincerely



Andy Watson
**Mayor of Rangitikei**

# *Appendix 1b*

xx August 2016

*File No: 3-OR-3-5*

Hon Peter Dunne
Minister of Internal Affairs
Parliament Buildings
Molesworth Street
**WELLINGTON 6160**

fireservicestransition@dia.govt.nz

Dear Peter

**Proposed regulations to support Fire and Emergency New Zealand**

Thank you for providing for the opportunity to comment on this discussion paper.

The Rangitikei District Council has made a separate submission on the Bill to the Government Administration Committee. At this stage, we accept that there is some overlap so some topics have been mentioned to the Committee as well as in the remarks which follow.

The document asks for suggestions on what would be appropriate regulations for local committees. It notes that 'the success of FENZ is dependent on retaining and enhancing the strong community support base already present in the fire services'. Local committees are a critical part of that. So it is preferable that the process for establishing and running local committees is dealt with by regulation – i.e. how nominations are to be made, public advertising of vacancies, timeframe of appointments (and maximum term), the size of the committees, and frequency of meetings. Council may consider that the local authority in the area covered by the local committee is entitled to nominate a representative. If not in the Bill, the ability for a local authority to nominate a representative should be included in regulation.

Having boundaries set by regulation is also desirable because it addresses the uncertainty about the coverage of the country by local committees. A formal, timed review of boundaries seems unnecessary, but there should be provision for a local committee to propose a division of its area, or for two or more local committees to propose adjusted boundaries.

We think it would be appropriate for the regulations to specify reporting requirements (at least annually) and give greater specificity on what maters local committees must provide advice on. If the Council's suggestion to the Government Administration Committee to have local committees subject to the Local Government Official Meetings and Information Act 1989 is not accepted, it is all the more important that such requirements are included in regulations.

A second significant topic in this discussion document is the extent to which local planning is to be regulated. The options range from no more than is in the Bill ("higher flexibility, lower consistency") to prescribing in detail ("higher consistency, lower flexibility"). Given that the Bill specifically provides for local committees to provide advice of the national strategy, local issues and local planning, it is preferable to not have further requirements specified in regulations.

The discussion document does not raise the question of transfer of "response assets", although the Bill provided that this is to be managed through regulations. Council will want to see some protections included here, particularly (i) recognition of fair value of such assets, particularly where the community has funded part or all of the purchase and subsequent maintenance and (ii) consideration of the asset's applicability to local civil defence or other emergency response, especially in locations which are distant from fire brigade bases – Koitiata and Mangaweka could be instances of that. We have indicated to the Committee that our preference is to see such protections include in the Bill.

I hope these comments are useful.


Yours sincerely



Andy Watson
**Mayor of Rangitikei**

# Appendix 2

**Children's Action Plan**
He Taonga Te Tamariki
Identifying, Supporting and Protecting Vulnerable Children

# COMMUNICATION UPDATE: Local Authorities Safety Checking

# Children's Action Plan

Identifying, Supporting and
Protecting Vulnerable Children

**Table of Contents:**

# Safety Checking Update

This document has been prepared by the Children's Action Plan (CAP) Directorate in partnership with Local Government New Zealand (LGNZ).

## Purpose

We are updating you on the progress of bringing safety checking of your children's workforces into the scope of the Vulnerable Children Act 2014.

**This contains important information and it is recommended that this document be widely distributed amongst your council workforce and Human Resource team. There is now also a 'safety checking for local authorities' link on our CAP Directorate website, here**

## Background

From 1 September 2016 local authorities will be legally required to ensure core children's workers starting a new job are safety checked (including a police vet).

As with the central government enactment, this will be carried out by way of a phased implementation process.

### Phased Implementation

The safety checking requirements for local authorities and the organisations you fund to provide children's services include all people who work with and around children. The requirements are being phased in, as follows:

- From 1 September 2016 for all **new core** children's workers

- From 1 September 2017 for all **new non-core** children's workers

- From 1 September 2019 for all **existing core** children's workers

- From 1 September 2020 for all **existing non-core** children's workers.

Find out more about how to conduct a safety check here

Find out definitions of core and non-core children's workers here

### New Regulated Services

Schedule 1 of the Vulnerable Children Act has been updated to include children's workers in the following types of local authority services. This has been brought forward from the previously legislated date of 1 July 2017.

*Local authority services:*

1. **social and support services**, including (but not limited to) mentoring and counselling services, and community outreach, advocacy and engagement services

2. **education services**, including (but not limited to) learn-to-swim programmes and digital literacy programmes

3. **services provided at community facilities**, including (but not limited to) sports and recreation centres, libraries, swimming pools, galleries, and community centres

4. **services provided in public environments**, including (but not limited to) surf and beach patrols, skate park guardians, and road safety coordinators

This list of regulated services was created with input from local authority representatives, and shaped by feedback from Councils. The above regulated services will be added to Schedule 1 of the Vulnerable Children Act prior to the 1 September 2016 commencement date (see Appendix A).

## Core Worker Exemptions

The Vulnerable Children Act includes the Workforce Restriction, which prohibits the employment of people with certain serious criminal convictions as core children's workers, unless they hold a Core Worker Exemption (CWE).

The CWE implementation process for local authorities will be:

- From 01 September 2016 all new core workers with a specified offence require an exemption

- By 01 September 2017 all core workers with a specified offence will require an exemption

Find out more about the Core Worker Exemption process here.

## Contact Us

If you have any comments or questions about the above information, the Children's Action Plan or our website, please contact us:

**Children's Action Plan Directorate**

**Mail address:**
Children's Action Plan
PO Box 1556
Wellington 6140
New Zealand

**Email:** admin@childrensactionplan.govt.nz

# Appendix A: Regulated Services (including local authorities)

The following are regulated services for the purposes of Part 3 of the Vulnerable Children Act:

**Welfare, support, and justice services**

(1)   services provided (including the performance or exercise of functions and powers) under the Children, Young Persons, and Their Families Act 1989 by the department responsible for the administration of that Act, or by any care and protection co-ordinator or youth justice co-ordinator;

(2)   services provided at, or in relation to the operation of, any residence within the meaning of section 2(1) or 364 of the Children, Young Persons, and Their Families Act 1989 (excluding, for the avoidance of doubt, services provided by an individual with whom a child is placed under section 362 of that Act);

(3)   services provided by any person, organisation, or body approved under section 396 or 403 of the Children, Young Persons, and Their Families Act 1989;

(4)   services provided (including the performance or exercise of functions and powers) under any order, direction, or recommendation of a court made under the Children, Young Persons, and Their Families Act 1989, the Care of Children Act 2004, or the Adoption Act 1955 by—

(i)   the department responsible for the administration of the Children, Young Persons, and Their Families Act 1989; or

(ii)   any other person, organisation, or body;

(5)   services provided by any person, body, or organisation pursuant to any decision, recommendation, or plan made by a family group conference under the Children, Young Persons, and Their Families Act 1989;

(6)   services provided at prisons, secured facilities, and children's health camps;

(7)   services provided as part of a condition of bail made under the Bail Act 2000;

(8)   services and facilities of the kind referred to in sections 4(a) and 7(2)(b)(i) of the Children, Young Persons, and Their Families Act 1989;

(9)   social or support services, including (but not limited to) victim support services, drug and alcohol rehabilitation services, and childcare services;

(10)   mentoring and counselling services;

(11)   youth services and youth work;

(12)   participating in a telephone communication service that is likely to be used wholly or mainly by children;

(13)   moderating an electronic interactive communication service that is likely to be used wholly or mainly by children (but a person does not moderate a public electronic interactive communication service unless he or she has access to the content of the matter or contact with users of the service);

(14)   services provided to escort, track, or transport children for the purposes of the Children, Young Persons, and Their Families Act 1989;

(15)   out-of-school care and recreational services.

**Health services**

(16)   services provided at a public hospital;

(17)   services provided at a publicly funded medical practice or facility, including blood and cancer centres, treatment centres, outreach clinics, and mental health services;

(18)   services provided through medical practices belonging to primary health organisations (PHOs);

(19) services provided by health practitioners;

(20) Well Child Tamariki Ora (WCTO) services (eg, Plunket);

(21) home-based disability support services;

(22) residential disability support services;

(23) ambulance services;

(24) maternity services, including lead maternity carers and midwives.

**Education services**

(25) education services provided at a registered school (as defined in section 2(1) of the Education Act 1989);

(26) early childhood services (as defined in section 309 of the Education Act 1989); education services provided by a trades academy, a service academy, or an alternative education provider for or on behalf of a school;

(27) education services provided at any off-site location for or on behalf of a registered school or early childhood service, including teen parent units, school camps, and learning centres;

(28) services provided to ensure enrolment and attendance at school in accordance with sections 20 and 25 of the Education Act 1989;

(29) services provided at a playgroup (as defined in section 309 of the Education Act 1989);

(30) services provided at any location on behalf of a limited child care centre (as defined in section 2(1) of the Health and Safety in Employment Act 1992);

**Transport services**

(31) work driving a vehicle that is being used only for the purpose of conveying children and any persons supervising or caring for the children (for instance, school bus services);

**Policing services**

(32) specialist child and family policing services provided by Police employees (as defined in section 4 of the Policing Act 2008);

**\*\*\*Local authorities**

(33) social and support services, including (but not limited to) mentoring and counselling services, and community outreach, advocacy and engagement services

(34) education services, including (but not limited to) learn-to-swim programmes and digital literacy programmes

(35) services provided at community facilities, including (but not limited to) sports and recreation centres, libraries, swimming pools, galleries, and community centres

(36) services provided in public environments, including (but not limited to) surf and beach patrols, skate park guardians, and road safety coordinators

**\*\*\* This is how it will look from 1 September 2016 when the local authority's regulated services will be added to Schedule 1 of the Vulnerable Children Act 2014.**

# Appendix 3a

**Louise Upston**                                             1 AUGUST, 20´

# Consultation opens on dog control rules

Associate Minister of Local Government Louise Upston today opened feedback on dog control rules. From 1 August through to 14 August you can share your views on how to reduce dog attacks.

Ms Upston says "our dog control laws value the role of dogs as pets, companions, and valued contributors to sectors of our economy and this will continue to be the case. But we need to find ways to reduce the danger posed by high-risk dogs and irresponsible dog owners."

"I want to hear about ideas for action at all levels: what can be done by the Government, councils, dog owners themselves, and others to ensure people can feel safe in our communities" says Ms Upston.

"We're particularly keen to hear ideas that focus on high-risk dogs and irresponsible owner rather than penalising all dogs and their owners."

To share your thoughts fill out the online form between 1 and 14 August at
www.govt.nz/reducing-dog-attacks

# *Appendix 3b*

30 May 2016

*File No: 3-OR-3-5*

Samantha Lay Yee
Department of Internal Affairs
PO Box 805
**WELLINGTON 6140**

By email: samantha.layyee@dia.govt.nz

Dear Samantha

**Reducing Dog Attacks: Suggested Legislative Changes**

I am responding to the invitation from the Associate Minister of Local Government for suggested changes to the Dog Control Act 1996 which could reduce dog attacks and other improvements.

This has been discussed with the Council's Animal Control team. Our suggestions are as follows:

Section 25 disqualifies the owner. In practice, we find that ownership of the dog whose behaviour has led to the owner's disqualification is commonly transferred to the partner/brother/sister etc. This could be discouraged if section 25 also included the property where the disqualified owner lived. In effect, we are suggesting that the environment where troublesome dogs are kept need closer monitoring.

We suggest an amended Act makes it illegal to own pitbull breeds. If that control is seen as too controversial, we think the incidence of pitbull breeds (and the problems they create) could be reduced by:

- prohibiting breeding of pitbull types;

- making it illegal to rehome pitbull types either privately or through a pet shop or shelter; and

- allowing the immediate destruction of any impounded pitbull if the owner is unknown (i.e. the dog is not registered) without holding it for the mandatory seven-day period.

We suggest that an amended Act provides for more direction on the menacing/dangerous conditions when dogs return to their own properties. Many dog bites are on family members, where education is crucial. At present, all the conditions are while such dogs are in public places, apart from adequate fencing on the property.

It would be helpful if animal control officers in all local authorities had a uniform vehicle standard – so that the vehicles were more closely associated with the function than the council. In practice, they are carrying out a national legislative prescription.

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Section 14 (power of entry) is silent over vehicles as distinct from premises. We think further consideration is desirable - there are occasions when it would have been desirable for Animal Control Officers to retrieve dogs potentially suffering from being shut inside hot cars. In addition, we suggest that there is further consideration of the situation with an aggressive dog where attempts to seize it may place the Animal Control Officer (and the dog's owner) in danger.
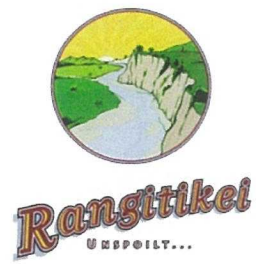
I hope these comments are helpful.


Yours sincerely


Ross McNeil
**Chief Executive**

# Attachment 7

# Memorandum

**To:**       Policy/Planning Committee

**From:**     Alex Staric

**Date:**     2 August 2016

**Subject:**  **Review of Class 4 gambling – discussion document from Internal Affairs**

**File:**     3-PY-1-5

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The Committee's Order Paper for its July 2016 meeting included a copy of the Department of Internal Affairs' discussion paper which had just been released.  The link is:

https://www.google.co.nz/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwifm_mb66jOAhXBmZQKHYNXCeMQFggaMAA&url=https%3A%2F%2Fwww.dia.govt.nz%2Fdiawebsite.nsf%2FFiles%2FClass-4-Gambling-review-2016%2F%24file%2FClass4-review-discussion-document-2016.docx&usg=AFQjCNFYXkduoFJ7uPzpIlyRr2gjJFJKrQ&bvm=bv.128617741,d.dGo

The Department invited submissions, by 12 August 2016.  At its meeting on 28 July 2016, Council delegated authority to the Committee to prrove the Mayor to sign a submission on behalf of the Council.

Council's main interest in this discussion document is how it understands and presents the local government perspective.  The Gambling Act requires all territorial authorities to have a class 4 venue policy, review it at least every three years and, when doing so, take into account the social impact pf gambling in the districts.  A significant factor in these decisions is the amount of funding distributed by the gambling trusts.

The paper poses several questions which are dealt with in the attached draft submission (Appendix 1)

**Recommendation**

1.   That the memorandum 'Review of Class 4 gambling – discussion document from Internal Affairs' be received.

2.   That the Policy/Planning Committee, under delegated authority from Council, approve (for the Mayor's signature) Council's submission to the Department of Internal Affairs on its discussion document 'Review of class 4 gambling'.

Alex Staric
Policy Adviser

# Appendix 1

xx August  2016

Safer Communities Team
Policy Group
Department of Internal Affairs
PO Box 805
Wellington 6140

Dear Safer Communities Team,

**Submission on the Review of Class 4 gambling**

Thank you for providing an opportunity for Rangitikei District Council to submit on the Review of Class 4 gambling.  Our views follow.

*How have local venue policies impacted on both problem gambling and the sustainability of community grants from class 4 gambling?*

Council has recently completed a review of its Gambling (Class 4) Policy.  It was evident during this review that there was insufficient evidence to determine whether Council's policy had an impact on problem gambling and minimising gambling harm.  The number of Rangitikei residents accessing gambling harm services, including telephone services, has reduced since 2012.  This may be due to the effectiveness of other counter- gambling harm efforts from the likes of health promotion agencies than to suggest that only the undetermined ability of Council's policy has led to a reduction in gambling harm.  The recent amendments to Council's policy mirrored the natural attrition faced by local gambling venues as set caps on EGMs were reduced in line with the total EGM at the time of the review

It is clear, however, that the sustainability of community grants from class 4 gambling depends on venues operating.  The Charity Gaming Association currently has two member trusts operating within the Rangitikei – the Lion Foundation, and Pub Charity- of which use differing reporting timeframes causing it to be difficult in assessing the community grants over a 12 month period.  With regard to Council's policy impact on the sustainability of community

grants, Council officers found difficulty in accessing data from the trusts on total grant amounts and the period over which grants were approved.

The following recommendations are proposed for the Department:

> to provide further guidance to Territorial Authorities when assessing the impact of their gambling policies.  Ideally it would be developed by a working party which included includes a representative from the Ministry of Health, the Gambling Foundation and at least one of the gaming trusts.

> to require gaming trusts to provide grant figures transparently on their organisation's website, to report grant figures over a 12 month period and on the request of a territorial authority,

*Is requiring councils to review their venue policies every three years a good policy? Should there be more or less time between reviews?*

We consider that this is too frequent, and suggest that the period before a review is carried out is extended to five years.  Overly frequent reviews run the risk that the scrutiny is less robust.

If there is an opportunity to review the Act, we recommend that the community funding which results from class 4 venues is a factor taken into account for the review.  That depends on having this information more readily accessible.

I hope these comments are useful

Andy Watson

**Mayor of the Rangitikei District**

# Attachment  8

# Older People and Community Sport

## The Plan 2016-2020

## *A discussion document*

*Energising and enriching the lives of older people through participation in community sport*

1

# Introduction

Sport New Zealand[1] is interested in supporting 'older' people continue with or rekindle their participation in community sport because we believe in the power of sport for all ages. This links to our Physical Literacy Approach[2] released in 2015. Being 'physically literate' is about the motivation, confidence, and physical competence to be active at any stage of life.  The evidence is unequivocal about the importance of remaining active as we age and we want to help all older New Zealanders to do that.

> "This isn't just about the obvious health benefits. The fundamental driver for participation in community sport is joie de vivre; the joy of living.  In essence, community sport is a way for people to participate fully in the human experience. It is a physical and emotional state of being that extends far beyond 'physical activity', 'exercise', 'sport' or 'play'. It is all of these things, and more."[3]

In 2015 we started to look at how older New Zealanders relate to, and participate in, community sport.

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### Who are 'older New Zealanders'?

Chronologically in this plan we are referring to **age 65 plus**. But chronological age can be misleading.  We encourage people when thinking of 'older' to view age in terms of attitude and ability, not number of years.

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Sport Bay of Plenty (Sport BOP)[4] who are our partner in this work have a desire to understand and support older people in their community helped to initiate the development of this Plan.

One of Sport BOP's key principles was that this work be 'participant focused', that is developed with older people and, eventually, implemented with and for older people.

Therefore, Sport BOP instigated a range of projects, including regional stakeholder workshops[5] involving local and regional community sport stakeholders and leaders, to provide perspectives from those working in the community to encourage greater participation by older people in community sport.

Sport BOP also worked with 'Connect - *consultation & research'* to undertake exploratory research involving focus groups and in-depth interviews with older New Zealanders in October and November 2015.

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[1] Sport NZ is the government agency for sport and active recreation. Its vision for community sport is outlined in the Sport New Zealand Community Sport Strategy [http://www.sportnz.org.nz/about-us/our-publications/our-strategies/community-sport-strategy/]

[2] Physical literacy is "the motivation, confidence, physical competence, knowledge and understanding required by participants that allows them to value and take responsibility for engaging in physical activity and sport for life". http://www.sportnz.org.nz/about-us/who-we-are/what-were-working-towards/physical-literacy-approach/

[3] "It's not about staying alive...It's about loving life"- *Connect* Research Final Report, pg. 2

[4] Sport BOP', representing the Northern Cluster Regional Sports Trusts

[5] Regional workshops organised by Sport Waikato, Sport Northland, Sport Hawkes Bay, Sport Gisborne and Sport Bay of Plenty.  Attendees from Tauranga, Hamilton, Rotorua, Thames, Whangarei, Napier, Gisborne and Whakatane.

2

*Connect*'s qualitative report can be found here: [http://bit.ly/296rbqb].

This work was overseen by a Steering Group, with support from a Project team.[6]  Sport NZ thanks the Steering Group, the Project team, Sport BOP, *Connect*, and all who worked with them for the valuable insights they provided. Sport BOP would like to particularly acknowledge the contribution from Emeritus Professor Bevan Grant through sharing his knowledge, experience and relevant literature to assist this project.  We look forward to seeing this Plan further evolve with ongoing work with older New Zealanders and community sport providers.

**Insert pics**

**To be inserted prior to publication of the** Plan

**Insert pics**

**Insert pics**

*What is 'Community Sport'?*

…a spectrum of sport and recreation activity that includes play, active and outdoor recreation, competitive sport and informal mucking around.  It can be alone or with others, including clubs and events. It can be participated in as both as a participant and a volunteer.

It can be going for a walk in the park, beach cricket, swimming, water jogging, zumba, lifting weights, playing football, tramping, sailing, netball, biking…

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[6] Steering Group: Heidi Lichtwark CEO Sport BOP, Geoff Barry, GM Community Sport, Sport NZ, Mayor Stuart Crosby (Mayor of Tauranga). Project Team: Sport BOP Sonia Lynds (Project Team Leader), Catherine McCulloch Chloe Petterson; Sport Waikato, Stephanie McLennan; Sport Hawkes Bay, Roger Coleman; Sport NZ, Graham Huckstep, Janette Brocklesby; Emeritus Professor Bevan Grant, University of Waikato; and Adrienne von Tunzelmann, Age Concern New Zealand Board Member.

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## What Sport NZ needs from you

We want to ensure that our partners and providers, government agencies, and all who provide and support physical activity and sport opportunities, consider how community sport can add value to the older people in our communities. We hope that this Plan will help groups think about the many things they can do to support participation by older New Zealanders.

If you are an 'older' person then we would like to hear your thoughts on how this Plan applies to you.

This Plan is in draft, for comments and discussion. What we would like now is feedback from you, so that we can continue to build our knowledge and approach. When reading this, please think about the following:

1.  Do you have any ideas that could help support greater levels of participation by older New Zealanders in community sport?

2.  Tell us what would help you to participate in community sport more, or support other older people to participate.

3.  Tell us *who* you think could help make this plan come to life, and *what* you think needs to happen to make this plan come to life.

You can email your thoughts to Sport NZ:

Email: policy@sportnz.org.nz

We would appreciate your feedback by Friday **19 August.**

We will then incorporate your feedback and update this Plan. We intend this Plan to be a 'live' document, one that we will continue to add to as we work with older people in our communities.
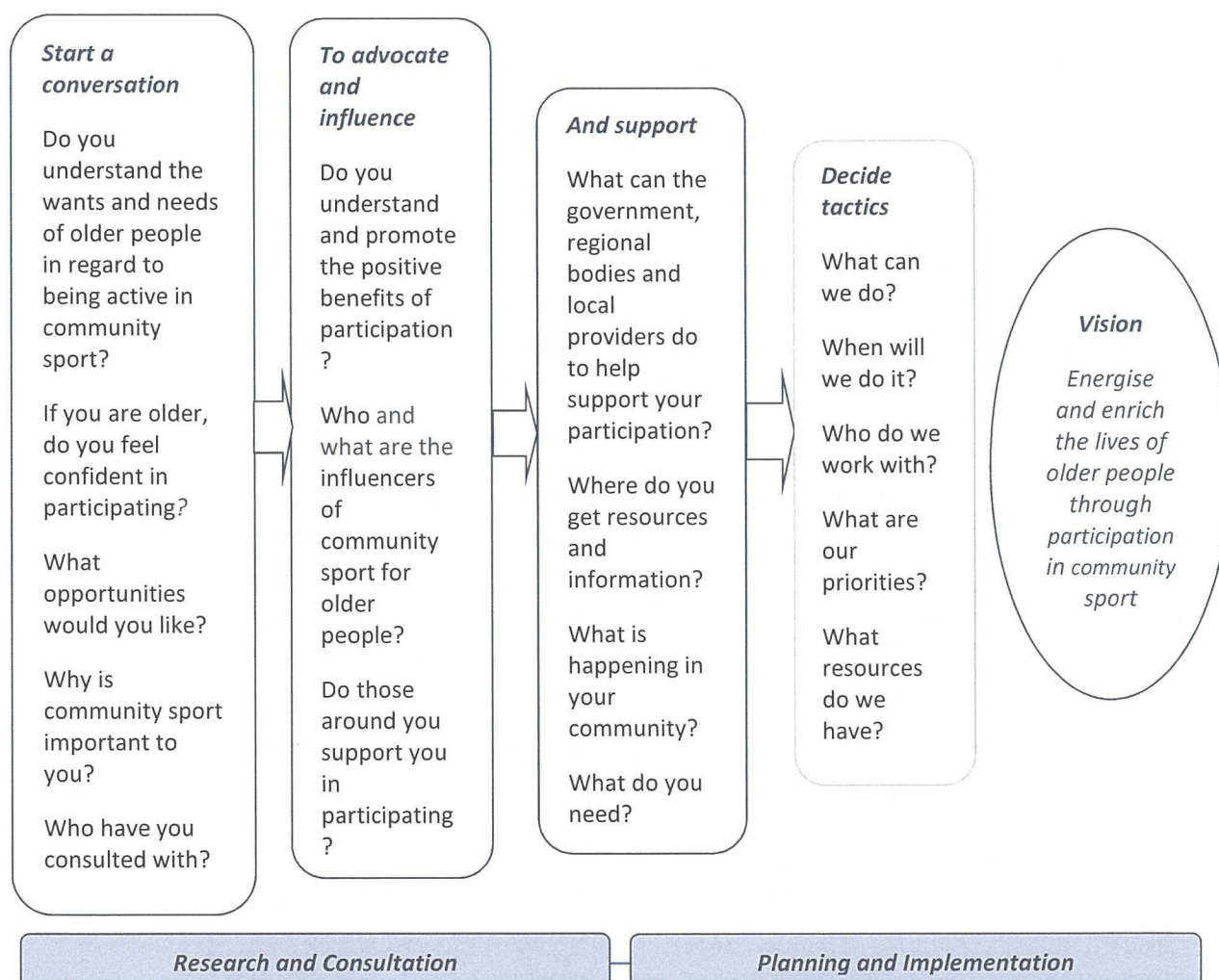
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## A snapshot of this Plan

This Plan includes some thoughts about the changing face of ageing, and offers a range of ideas for organisations to consider when supporting older adults embracing an active lifestyle, and seeks to stimulate discussion about 'where to from here'.

The purpose of this Plan is to

- *start a conversation* on the needs, wants and aspirations of older people in relation to participation in community sport
- *to advocate and influence* across government and non-government organisations for recognition of the positive outcomes for older people through participation in community sport, and
- *to support* those who want to encourage/provide quality community sport for older people, including those working within the sport and recreation sector and agencies/organisations supporting older people in physical activity settings.

Each community and organisation will approach this differently. Figure 1 outlines some ideas to assist in the planning process.

**FIGURE 1:** *Planning for Older People and Community Sport*

*Start a conversation*

Do you understand the wants and needs of older people in regard to being active in community sport?

If you are older, do you feel confident in participating?

What opportunities would you like?

Why is community sport important to you?

Who have you consulted with?

*To advocate and influence*

Do you understand and promote the positive benefits of participation?

Who and what are the influencers of community sport for older people?

Do those around you support you in participating?

*And support*

What can the government, regional bodies and local providers do to help support your participation?

Where do you get resources and information?

What is happening in your community?

What do you need?

*Decide tactics*

What can we do?

When will we do it?

Who do we work with?

What are our priorities?

What resources do we have?

*Vision*

*Energise and enrich the lives of older people through participation in community sport*

| Research and Consultation | Planning and Implementation |
|---|---|

5

## First, some quick stats

As for all developed countries, the proportion of older people in New Zealand is predicted to increase dramatically during the next two decades.

How large is this increase?  The number of people aged 65 years and over is projected to increase to *1 million* in the late 2020s, when that group will outnumber children, and is expected to reach 21 per cent of the population by 2031.[7]  That's a significant increase.

How active is this demographic currently?  In Appendix 1 we provide some more detail on participation, but in brief, the good news is that while choosing to be physically active does decline with age, older New Zealanders are relatively active – with those aged 50-64 and 65-74 just as physically active as 'all adults'.[8]

> What kind of activities are older people doing?  Based on Sport NZ's Active New Zealand Survey favoured sports and activities for older people are:
>
> - *Walking*
> - *Swimming*
> - *Fishing*
> - *Equipment-based exercise*
> - *Cycling*
> - *Bowls*
> - *Golf*
> - *Dance*
> - *Callisthenics.*

The number of activities done per person, does decline with age, however, especially for those aged 75+. Club membership and participation in natural settings also declines as people get older.

Volunteering by older adults has increased overall, by 7% from 2008 to 2014.

In 2014, 24% of 65-74 year olds and 12% of 75+ year olds volunteered for sport and recreation. That's an amazing contribution.

From the Active NZ[9] survey, we have overall picture of participation at each age-stage:

> ➢ *50-64 year olds* enjoy walking, cycling, swimming and fishing, with greater diversity of interests, more in line with 'all adults'.  They prefer free and outdoor activities that are convenient.  Connected walkways and cycleways, aquatic centres and local waterways, where they can participate in their own time and at no or low cost, are important.

> ➢ *65- 74 year olds* do fewer activities, yet do their favourites more often.  Level of interest in new or more activities is lower, with fitness and health and enjoyment dominating reasons for participating. Customised multi-purpose indoor facilities, situated locally are required for this age group.

> ➢ *Adults over 75* participate less in all activities, with accompanying lower interest and involvement. Health issues tend to determine levels of sport and physical activity, and increasingly a clinical or therapeutic approach is required.

The current participation rates may seem to be relatively good, but the question is, are we *adequately* encouraging and supporting older people to be active – could their participation rates be

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[7] Ministry of Social Development. https://www.msd.govt.nz/what-we-can-do/seniorcitizens/positive-ageing/trends/ageing-population.html

[8] Sport NZ. 2015. Sport and active recreation in the lives of New Zealanders. http://www.srknowledge.org.nz/research-completed/sport-and-active-recreation-in-the-lives-of-new-zealand-adults-2/

[9] Ibid.

6

higher? What about those who aren't participating at all – why not? And as the population ages, what else do we need to do? Are we 'future-proofing' community sport provision?

Behind the statistics and the summaries, there are a variety of experiences. Older people are not a homogenous population group. They are diverse in terms of their health status and mental/physical ability. The interviews undertaken by *Connect* shed some light on how diverse those over 65 years can be. This helps us to understand that planning for this group needs to be diverse and responsive.

The key characteristics from the interviewees are summarised below.[10]

a)  *Health and physical/mental ability*: A commonly shared experience of older age – and one that is very important in terms of community sport participation is the gradual decline in health status and mental / physical competence. However, as with other transitions, changes may be sudden and abrupt, or slow and steady. When compared with other age groups, the diversity in older people's health status and physical ability is huge. The interviewees excluded older people who defined themselves as 'frail' or 'very frail', so most participants had reasonable health, strength and mobility. However, at least half of them had experienced (or were currently experiencing) serious health/physical issues, with the most commonly mentioned including knee/ankle/hip replacements, heart problems, joint pain/weakness, and mobility issues.

b)  *Work status:* Later life is characterised by significant diversity in terms of work status. The interviewees included a substantial proportion of over-65s who are still working full-time or part-time in paid positions. Many are undertaking voluntary work for a variety of organisations and roles. Some – particularly over-75s – are doing neither paid nor voluntary work at present. Those still in paid work have mixed feelings about this: some would prefer to be retired but continue to work for financial reasons; others enjoy the stimulation and satisfaction provided by their job, and plan to continue working as long as they are physically able. Voluntary work includes leadership roles in clubs and committees (e.g. Rotary, community sports clubs), providing hands-on support to others in the community (e.g. driving for the Red Cross, being a Community Constable), and working in charitable organisations and social agencies.

c)  *Family status / caregiving obligations:* Living arrangements, relationships and family commitments vary tremendously, with the interviewees including people living alone, as a couple, with flatmates, and with family/extended family. Some live in their own homes, some are renting; some are living in retirement villages. A considerable number have caregiving obligations – usually to their spouse/partner, and/or for grandchildren.

d)  *Socio-economic status:* Older people traverse this life-stage with varying levels of financial resources and this has implications for how they can engage in activities like community sport. Some are financially secure, and subsequently have few concerns about money and the ability to enjoy activities. Others have very little income or savings, and are under considerable financial stress. Some may have financial obligations to support other family members, including children and grandchildren.

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[10] "It's not about staying alive...It's about loving life"- Connect Research Final Report, pg.9-10

7

e) *Culture and ethnicity:* The interviewees included older people from a range of cultural backgrounds, including those from Pakeha and Māori families, and immigrants to New Zealand from Pacific, Asian, Indian and European cultures. Some of those who have immigrated to New Zealand are very connected to, and involved with, their culture through family, social and church networks, other immigrants report feeling isolated in New Zealand and never really 'fitting in'.

f) *Local environment:* The interviewees included older people living in urban, provincial and rural locations. Their location has a huge impact on the type of life they lead, and the opportunities and restraints afforded to them. For example, those living in densely populated areas may have relatively good public transport and many opportunities to take part in arts and cultural offerings, but they may report feeling unsafe in large crowds. Those in rural areas find their environment tranquil and peaceful, but may be isolated from friends and family.

Reflecting the diversity of the characteristics of older people, *Connect* found that:

> "*Older people's experiences of later life may be positive or negative, or a mixture of both. Some are having 'the time of their lives', with wide-ranging opportunities to lead a happy and productive life. Others may be feeling sad, depressed and frustrated. The journey through later life is not a gradual, linear progression downwards, but rather a series of transitions – changes in personal circumstances which cause older people to readjust, recalibrate, and at times, redefine their entire lives.*" [11]

So, when planning for community sport for older people, the clearest message is, **don't stereotype.**

> "*It is easy to slip into stereotypical notions of what older people can, could and should be doing, in relation to community sport. It is also easy to make assumptions about the types of community sports older people want to do...*" [12]

The following statements from older people help to illustrate why stereotypes aren't helpful, and why we need to be more open-minded about the ways in which older people think about and participate in community sport.

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[11] "It's not about staying alive...It's about loving life"- *Connect* Research Final Report, pg. 2
[12] Ibid, pg.46

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> *"I'd love to go roller blading. I used to do roller skating."*
>
> *"Tai chi is something I'm thinking about.... I've watched them doing it, being in South East Asia and you see it on TV. ...So it's group participation and you're breathing, you know, you're doing something."*
>
> *I'd like to do horse riding. Even now I still want to go on a horse. Back in Samoa we used to ride into the plantation."*
>
> *"I've got parachuting on my bucket list."*
>
> *"I'd love to try some gliding … I've seen films of people gliding, listened to commentaries on flights and just the freedom to go out and use the natural currents. I think that's a marvellous idea, why can't I do that?"*
>
> *Connect*, Research Final Report pg.46

## Starting the conversation – why is community sport important?

In New Zealand we already recognise the huge potential of our population ageing well, and are working to better understand and support that potential.

Work is being done in government by the Ministries of Health[13], Social Development[14], Business, Innovation and Employment[15] and the Accident Compensation Corporation[16] to name a few. There is a wealth of knowledge available, and we need to keep sharing this knowledge at regional and community level as we build a better picture of what being older in New Zealand is like.

Community sport has the potential to contribute so much to this work.

The most obvious is attaining and maintaining good health through engaging in self-fulfilling activities. The World Health Organisation (WHO) recommends that older people should participate in physical activity on a regular basis, and that we, as a society, have a responsibility to advocate broad-based participation in physical activity.

> **"**Years have been added to life, now we must add life to years."
>
> *World Health Organisation*

The WHO also, however, sees the benefits as not just health ones, but

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[13] Ministry of Health: http://www.health.govt.nz/our-work/life-stages/health-older-people
[14] Ministry of Social Development http://www.msd.govt.nz/what-we-can-do/seniorcitizens/positive-ageing/trends/
[15] Ministry of Business, Innovation and Employment http://www.mbie.govt.nz/info-services/science-innovation/national-science-challenges/ageing-well
[16] Accident Compensation Corporation: http://www.acc.co.nz/preventing-injuries/falls/older-people/

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broader benefits like empowerment, enhanced social and cultural integration, reduced health and social care costs, and enhanced productivity.[17]

New Zealand's National Science Challenge, '*Ageing Well*' recognises the challenge and potential of our ageing population.[18]  It has five goals that participating in community sport can contribute to:

- *Enabling independence and autonomy* of older individuals and their whānau and families
- Ensuring a meaningful life through *social integration and engagement*
- Recognising the value of ongoing *contributions of knowledge and experience* of older people
- *Reducing disability*
- Developing *age-friendly environments*

We know that community sport brings many positive aspects into people's lives.  It has the ability to bring people together from diverse backgrounds for a common positive purpose. By participating together, people are exposed to different perspectives, new friendships and wider networks. It provides opportunities for families to play together, contributing to stronger family connections.  It generates productivity and revenue gained through provision of activities and events, and can decrease healthcare costs.

Mental capacity, good health, social connectedness, a role in the labour market (if wanted or needed) are all important parts of the jigsaw of wellbeing in our older years.  Community sport, both participating in and volunteering, is important contributor to that jigsaw.

*"For older people, community sport can be linked to the 'best parts' of the older life-stage: connections, freedom, discovery, relaxation, new identity, contributing and pursuing passions."*[19]

Yet older people are not always encouraged to be active. Some view the path to old age as a steady reduction in activity, 'taking it easy' after years of work. Being told to slow down, you're too old or stop participating by well-meaning friends and family can be quite de-motivating and dismissive.

> *"Participants would often visibly light up when talking about their community sports. With further exploration, it was clear that community sports have a powerful, positive impact on older people at a deep-seated, personal level. The more frequently older people participate in community sport, the more they reap the benefits".*
>
> *Connect*, Research Final Report pg.15

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[17] WHO calls this its 'schema' (or model). Under the WHO schema, individual benefits can be summarised into three general areas: physiological benefits, psychological benefits, and social benefits, as well as benefits for society. There is good discussion of this in: Chodzko-Zajko, Wojtek J.  2014.  ACSM's Exercise for Older Adults.  American College of Sports Medicine.  USA. pp9-11

[18] https://www.ageingwellchallenge.co.nz/  Ministry of Business, Innovation and Employment.

[19] "It's not about staying alive...It's about loving life"- *Connect* Research Final Report, pg. 2

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## Why do older people think community sport is important?

The following is a summary of what older people told us.[20]

**_Connections_**: The social aspect of community sport is a key reason many older people enjoy participating.Those taking part in regular, group and club-based activities enjoy feeling part of a community, and the opportunity to get to know new people. Even seemingly solitary activities – such as walking – are valued as an opportunity to connect with other people.

**_Freedom_**: For many older people, participating in community sport is a way of *maintaining* their precious freedom and independence. They are not focused on simply 'keeping fit', or 'keeping active', but 'staying upright', 'staying alive' and 'staying out of a rest home as long as I can'. For others, taking part in community sport provides 'freedom' in terms of delivering *relief and respite* from some of the more challenging aspects of their daily lives. Some community sports provide a *physical* sense of freedom because they are exhilarating and exciting (e.g. motorbike riding, cycling).

**_Discovery_**: When older people take up a new community sport, there is often a huge thrill involved with trying something new. People often find the learning process very stimulating mentally, and it gives them something new to talk about with family and friends. Outdoor sports (such as walking, tramping, fishing, and biking) provide many obvious opportunities for discovery, and these appear to be a key reason for their popularity amongst older people.

**_Relaxation_**: Many community sport activities are valued by older people because they provide a sense of peace, relaxation, and rejuvenation. Often these activities are outside – in the bush, at the beach, by a river or lake – providing the chance to breathe fresh air, get in touch with nature and quite literally, to 'smell the roses'. Indoor activities such as yoga may also provide a deep sense of relaxation.

**_New identity_**: Older people who try new community sports, or take on new roles within clubs/groups, may derive a new identity as a result. Many find this quite satisfying and stimulating – having something new to talk about, feeling part of a club, wearing the uniform, owning the gear.

**_Contributing_**: Some older people derive great pleasure from community sport that gives them the chance to contribute and/or 'give back'. For example, fishing, collecting shellfish and hunting are all ways that people can provide food for their families and friends. Many older people have voluntary roles at community sports clubs and groups they belong to – coaching, being on committees, organising social events – and this enhances the overall experience for them.

**_Pursuing passions_**: Some older people are incredibly passionate about certain community sports. As well as taking part in the community sport, they love watching television programmes about it, reading magazines, going online to learn more, talking to others who share their passion, and so on. The community sport is not just 'something they do', but a deeply fulfilling and abiding passion.

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[20] Ibid, pg.22

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## What are motivators to taking part?

The research behind this Plan provides some insights into motivation. This is not an exhaustive list, but some interesting snippets about why older people take part in community sport and how we like to engage in it. The following is from the interviews and focus groups.[21]

*Maintaining their sport* – **"we tend to do what we've always liked to do"**

In many cases, the community sports older people gravitate towards, and most enjoy are the same ones they've always preferred.  When older people lose the ability, competency or desire to participate in those activities which have been their favoured options, they switch to less physically demanding activities which contain some of the same elements.  For example, people who always enjoyed the competitive aspects of sport will still prefer activities that include a competitive element.

*Attracted to those of 'like mind'* – **"we like being with people we relate to"**

When trying something new or joining a new group, older people report that they usually look for some sort of familiarity to those already participating.  This could be that they go along with a friend, they join in with others of their own culture or beliefs or they remain part of a sports organisation that they have been involved with while they are younger.

*Volunteering* – **"it's not just about participating, it's about community"**

The experiences people are looking for are positive people connections, contributing back to the community, opportunities to use skills and experience and pursuing passions.   People over 60 years of age are more likely to be motivated by the opportunity to help a cause such as a sport programme that they may feel is important for children and for the community as a whole.

*Motivations* – **"it's not just about health"**

Despite there being great health benefits as a result of activity, motivation is not usually related to an older person's desire to decrease the possibility of health related illnesses or by following the recommended amount of activity minutes each day/week.   A health concern might be a catalyst to get started, but it's the ability to have a choice in what they do and the fun, social experiences that make older people leave the house to participate regularly.

The range of needs, wants and possibilities within this age population is extensive. Some older people need strength and balance 'falls prevention' programmes, others seek easier access to facilities, many just like to have a gentle walk if the environment is appealing, and a few extremely active older people participate competitively in Master's sport.

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[21] It's not about staying alive…It's about loving life"- *Connect* Research Final Report, pg. 21-26

## What are de-motivators?

As well as what influences older people, we need to also understand what challenges older people face in participating.

**Perceptions and attitudes can be the first stumbling blocks**

**I'm too old!**

*'Old Body'* - each *older* person has strong views about what the older body *can* and/or *should* do at a certain age with regards to physical activity and just being *too old* is a strong deterrent even amongst the *"young old"*.[22]

**It's too hard and competitive**

*Perceptions* – The word 'sport' is primarily perceived as being for younger people, very strenuous and too competitive.  So with age; sport and many other forms of physical activity become less appealing, except that of being a spectator.

**I wouldn't fit in**

*Not Belonging* – participating in any form of exercise for most people is more pleasurable with others but many older people feel unsure about taking the first step to being involved with a new group.

**I don't need to**

*Healthy enough* – irrespective of age, older adults are informed about the health benefits of being physically active via sport and other forms of activity but the majority already claim to be *healthy* enough.

**I don't know if this is ok for me**

*Health Issues* – these become more prolific with age and a lack of knowledge with regards to the benefits and risks associated with physical activity are not fully understood so the safest option becomes to withdraw from placing any form of undue stress on the body.

**And there are practical considerations that can put up barriers**

**I get hurt easy now**

*Fear of injury* – people are more risk adverse as they age and it takes longer to recover from any injury.

**I really don't have time**

*Time* –the assumption that people have more time when they retire is not always true, many have time pressures and commitments to other family roles and activities, such as volunteering.

*Physical* some time it even longer

**I actually don't know how to do this**

*Competence* – if one has not been involved in an activity for takes more effort to rekindle the skills once accomplished and to learn new skills to ensure a satisfactory level of success.

**Too many obstacles**

*Difficult to access* – places that are considered not so user-friendly such as inconvenient car parking, steep steps to enter a facility or restricted options for participating.

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[22] Younger older people were described as those age 65-74 in "It's not about staying alive...It's about loving life"- *Connect Research Final Report*, pg. 8

13

| Too far away | *Distance to exercise* –having to travel any considerable distance to an activity, particularly if there is limited public transport is off-putting. |

| It is really off-putting | *Uninviting environment* – this includes a range of factors including the weather, noise levels, uncomfortable mixing with other age groups, too busy and crowded, not clean, inadequate changing facilities, feeling unsafe or threatened, and designed more for younger people. |

| I can't afford it | *Cost* – those reliant on superannuation or saving for retirement have limited budgets.  This impacts the amount people may be willing to pay for participating in any activity or programme or purchasing clothing or equipment. |

## So what can we practically do to help?

Addressing issues that are partly perception and partly realistic means thinking about how we discuss, promote, plan and deliver community sport to older people.  The following are some ideas and some thoughts on what we can all do to support participation.

1.  *Start with engaging older people*

 If we don't know what the older people in our community are doing, are interested in doing and what their motivations are, how can we support their participation?

**What can Sport NZ and their partners do?** Whether you work at local, regional or government level, there are many ways you can utilise the experience and expertise of older people to guide your decision making. Use organisations in the community that represent older people, talk to older people already participating in clubs, use all kinds of media to seek input.  Find and approach age-concern groups. Talk to people at church, clubs, in cafes, social events and community events.

**What can older people do?** If you are older – make your voice heard. Find out whom to talk to in your area e.g. your General Practitioner, Regional Sports Trust, age-groups, community newspaper, online sites.

2.  *Challenge the stereotypes and advocate*

We need to challenge what being 'old' means, and what 'sport' is.

How do we position the promotion of community sport to older people currently?   Visual promotion of older people's participation should associate community sport with having fun, social cohesion and having successful experiences. This includes use of resources such as community billboards and community documents (e.g. annual plans, websites, newspapers), so activity within this population group is viewed as the norm.

**What can Sport NZ and their partners do?** As part of this, we need to work with the Health Sector to maximise the options for older people. Health Professionals are a significant influence in encouraging older people to begin or remain active.

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Marketing needs to move from 'just a health' message, to one that recognises the whole person and their enjoyment. Marketing needs to be clear that there are a range of options, and physical ability doesn't always have to be a barrier, that individual circumstances and abilities can be accommodated.

But also, it is family and friends that are key in influencing participation. Market to them, to share the information and support the older people in their lives to take part.

3.   *Make sure information about opportunities is always available and helpful – inform*

Older people are online, watch TV, read newspapers, listen to radio, pick up pamphlets, get information from friends and family, go to the doctor's office, socialise at events, go to church and marae. Are we using all these channels?  Are we providing information that is helpful?

**What can Sport NZ and their partners do?** Ensure resources and information about activities and options are easily accessible. Up to date, consistent information needs to be available, that answers obvious questions (what does it cost, do I have to join, how do I get there, how much ability do I need, can I bring a friend?).

4.   *Recognise the broader value of old people participating- advocate for community sport!*

We need to tell people how important community sport is. We need to tell people what this brings to communities, and what older people can bring to community sport and society.

**What can Sport NZ and their partners do?** Older people should be encouraged and supported to become 'community connectors' (leaders and volunteers in community sport). Use this valuable, experienced and connected group.

Older volunteers in community sport should be supported through adequate training and ongoing support. The benefits of volunteering in community sport as a way to contribute to a community needs to be promoted more.

5.   *Help sport providers understand their market – bridge the gap between generations*

**What can Sport NZ do?** Providers sometimes need support and training to work effectively with this age group. The capabilities of sport and recreation clubs and organisations need to be supported, so that older volunteers are provided with adequate inductions, resources, regular support and appropriate incentives and recognition. Providers need to understand activity components and consider modified activity options that will best meet the needs of this population.

Good communication is key; in all mediums (user friendly websites, phone manner, face-to-face connections) providers can offer a welcome, friendliness and empathy in a non-judgemental, non-ageist, approachable and responsive manner.

6.   *Provide the knowledge and data to support change – information flow*

**What can Sport NZ and their partners do?** At government level, share the knowledge, work more closely together to advocate for this age group and ageing well. Find and disseminate resources. Track and monitor this group, share the data.  At regional level, share resources, share knowledge, work with older people in your community to mine that knowledge.

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7. *Address the practical problems*

Practical issues must be looked at to ensure facilities, transport, affordability and access is appropriate for older people.

**What can Sport NZ and their partners do?** This is about infrastructure and cost. Safe, enabling infrastructure has huge implications for participation by older people in community sport. Local bodies can help with this, as can providers of sport.

What are some practical examples?
- Does the local pool have rails to hold onto?
- Is there good lighting on the walkway in the park?
- Wider footpaths with shaded seating facilities (to enable people to safely share with other users and to walk short sections with breaks in between) and regular toilets.
- Destination walking paths being close to public transport and to have opportunities to complete walks in stages if needed.
- Ensure accessible facilities and transport is available, and appropriate for those with reduced mobility or in wheelchairs.
- More off road cycle ways to encourage cycling as a mode of transport.
- Ensure the cost of activity is as affordable as possible.
- Adapt activities and reassure client to reduce fear of injury – e.g. GP approval, progress level of activity, and possible modified equipment.

8. *Be welcoming – so simple*

Have a welcoming face at the door. Communicate effectively.

Promote a social activity/interaction alongside your activity such as a cup of tea and time for informal catch-ups after the activity. Encourage people to bring a friend on their first visit to assist with confidence coming into a new environment.

Understand the need to offer flexibility in attendance schedules to allow for changing circumstances.

Commitment towards meeting the needs of different cultural groups to ensure activities and programmes adequately meet their needs and encourage increased participation. Think about a variety of appropriate offerings including modified options/programmes.

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## Where to next?

This Plan is just the start of a conversation about community sport and older New Zealanders.  Sport NZ will use this Plan, and the feedback we gather, to work with our regional and national partners to promote and advocate for quality community sport for older people.

Part of that process will be updating this Plan as your feedback comes in. We will then distribute the Plan and the background research, to help anyone interested in supporting older people and community sport to access information and ideas for how to do that.

Sport BOP will lead at a regional level, the conversation on supporting community sport; they will also be able to help other regional bodies understand how they went about this work, and how to engage with community to ensure older people are integral to planning.

However, it's important to go and speak with, and learn from, the older people in your own community. Age, ability, attitude, ethnicity, socio-economic status… all influences the older person's voice. The more we work together, the better we can ensure that the 'joie de vivre; the joy of living' through community sport continues at whatever age we are.

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## Appendix 1 – Participation Rates

> Sport and regular physical activity decline with age.
>
> Inactivity (<30 minutes per week) rises markedly from age 65.
>
> Women are less active and more inactive than Men.

**Figure 1: Regular physical activity for adults (2011/12)**
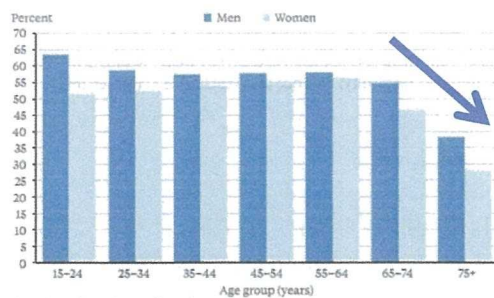
Note: Prevalence is unadjusted.
Source: Ministry of Health 2012b

**Figure 2: Proportion of physically inactive men and women (2011/12)**
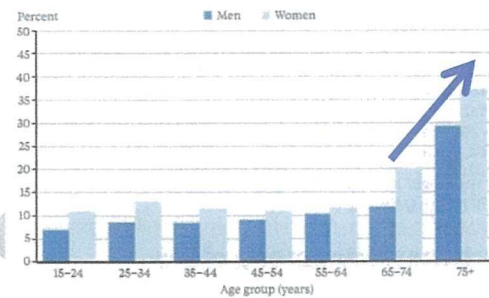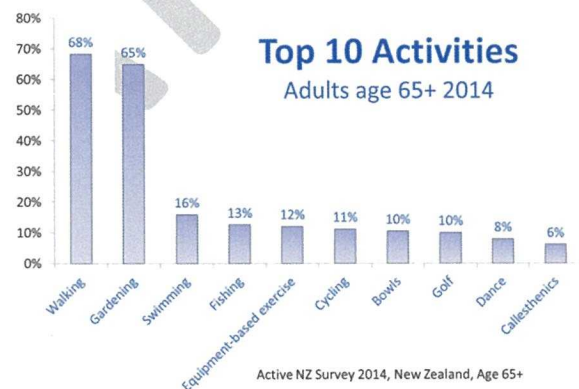
Note: Prevalence is unadjusted.
Source: Ministry of Health 2012b

> Walking and Gardening dominate activities of physically active older people.
>
> When they are excluded, participation drops significantly.

**Figure 3: Activities of physically active older New Zealanders (2008)**
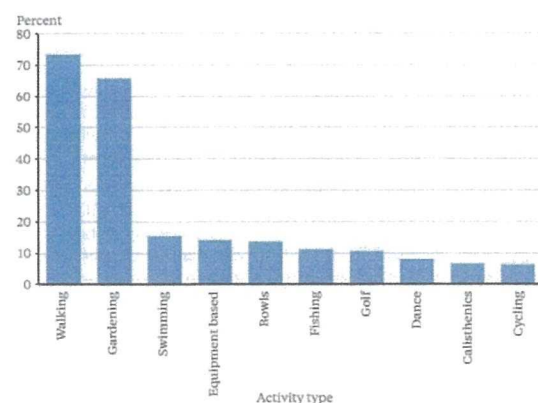
Note: Total activities do not add up to 100 percent as some individuals may participate in more than one activity.
Source: SPARC 2008

**Top 10 Activities**
Adults age 65+ 2014

Walking 68%, Gardening 65%, Swimming 16%, Fishing 13%, Equipment-based exercise 12%, Cycling 11%, Bowls 10%, Golf 10%, Dance 8%, Callisthenics 6%

Active NZ Survey 2014, New Zealand, Age 65+

> Other favoured sports and activities for older people are Swimming, Fishing,
> Equipment-based exercise, Cycling, Bowls, Golf, Dance, and Callisthenics.
>
> Number of activities declines with age, especially 75+, as does club membership and participation in natural settings. 97% prefer participating casually.
>
> People in residential care are more likely to be sedentary.

*Sport New Zealand. 2015. Active New Zealand Survey. http://www.srknowledge.org.nz/research-completed/sport-and-active-recreation-in-the-lives-of-new-zealand-adults-2/*
*Ministry of Health. 2013. Guidelines on Physical Activity for Older People (aged 65 years and over)*

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When Gardening is excluded, Top 10 activities for older people are:

| 65-74 years | | | | 75+ years | | |
|---|---|---|---|---|---|---|
| 1 | Walking | 72.2 | 275,000 | Walking | 61.7 | 138,000 |
| 2 | Swimming | 20.5 | 78,000 | **Bowls** | **12.1** | **27,000** |
| 3 | Cycling | 15.8 | 60,000 | Equipment-based exercise | 10.4* | 23,000 |
| 4 | Fishing | 15.2 | 58,000 | Swimming | 8.1* | 18,000 |
| 5 | Equipment-based exercise | 13.0 | 50,000 | Fishing | 8.0* | 18,000 |
| 6 | Golf | 11.8 | 45,000 | Golf | 7.0* | 16,000 |
| 7 | **Bowls** | **9.5** | **36,000** | **Callisthenics** | **5.8*** | **13,000** |
| 8 | Dance | 9.4 | 36,000 | Dance | 5.3* | 12,000 |
| 9 | Pilates/yoga | 7.6 | 29,000 | **Exercising at home (other)** | **4.3*** | **10,000** |
| 10 | Tramping | 6.8 | 26,000 | Cycling | 3.4* | 8,000 |

97% participate casually, with 16-18% of older participants doing so in regular club competitions:

### Different ways participants take part over 12 months by age (years)

| | 16-24 | 25-34 | 23-49 | 50-64 | 65-74 | 75+ |
|---|---|---|---|---|---|---|
| | % | % | % | % | % | % |
| Casually, on their own or with others | 95.6 | 98.1 | 98.8 | 98.2 | 97.1 | 96.6 |
| In regular club competitions | 43.7 | 23.1 | 19.0 | 14.1 | 17.7 | 15.9 |
| In short-term organised competitions | 15.3 | 9.5 | 8.1 | 7.3 | 6.6* | 3.0* |
| In a one-off or series of events | 12.3 | 6.3 | 10.0 | 7.0 | 3.5* | 2.7* |
| In other ways | 17.8 | 13.8 | 12.8 | 12.2 | 13.0 | 8.7* |

89% participate in free activities, and 19-21% of older participants pay per visit, entry or hire.

23% of participants aged 65-74 pay by club membership, with 18% aged 75+ paying this way.

### Payment types for activities taken part in over 12 months by age (years)

| | 16-24 | 25-34 | 35-49 | 50-64 | 65-74 | 75+ |
|---|---|---|---|---|---|---|
| | % | % | % | % | % | % |
| Could do the activity without paying – it was free | 90.7 | 90.7 | 94.0 | 95.1 | 89.5 | 89.4 |
| Paid per visit, entry or hire | 40.7 | 42.9 | 41.5 | 29.4 | 21.4 | 19.1 |
| Paid by way of my membership at a sport or physical activity club | 33.9 | 18.9 | 17.0 | 17.5 | 23.0 | 18.2 |
| Paid by way of membership at a gym, swimming pool or recreation centre | 26.2 | 26.3 | 20.2 | 10.8 | 7.5 | 8.2 |
| Paid entry costs for a competition or event (as an individual or team member) | 16.3 | 8.5 | 11.2 | 9.3 | 7.2 | 3.6 |
| Paid for a concession card | 6.7 | 8.9 | 6.6 | 7.4 | 5.3 | 4.8 |

34-37% of older adults belong to any club/centre. 27% of 65-74 year olds are members of a sport or physical activity club, dropping to 20% aged 75+. 75+ have much higher membership of a community leisure or recreation centre at 11%, compared to 4% for age 65-74.

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## Membership of clubs, gyms and recreation centres over 12 months by age (years)

| | 16-24 | 25-34 | 35-49 | 50-64 | 65-74 | 75+ |
|---|---|---|---|---|---|---|
| | % | % | % | % | % | % |
| Member of any club/centre | 61.2 | 49.9 | 42.6 | 37.0 | 36.9 | 34.2 |
| Sport or physical activity club | 44.9 | 26.2 | 24.3 | 21.5 | 27.4 | 20.2 |
| Gym or fitness centre | 30.8 | 27.7 | 20.5 | 14.4 | 6.2* | 5.0* |
| Community leisure or recreation centre | 10.9 | 7.9 | 5.9 | 5.9 | 4.0* | 10.7* |

27% of 65-74 year old participants and 20% of 75+ participants receive coaching or instruction.

78% of 65-74 year old participants and 52% of 75+ participate in a manmade or natural setting.

50% of 65-74 year old participants and 37% of 75+ are interested in trying new or doing more.

Volunteering by older adults has increased by 7% from 2008 to 2014.

24% of 65-74 year olds and 12% of 75+ volunteer for sport and recreation.

| | 2007/08 (%) | 2013/14 (%) | Difference* (%) |
|---|---|---|---|
| All adults 16+ years | 24.9 | 27.7 | 2.7 |
| **Gender** | | | |
| Men | 24.0 | 29.0 | 5.0 |
| Women | 25.8 | 26.4 | 0.6 |
| **Age (years)** | | | |
| 16-24 | 29.2 | 29.4 | 0.2 |
| 25-34 | 24.9 | 22.1 | -2.9 |
| 35-49 | 33.3 | 36.7 | 3.4 |
| 50-64 | 19.4 | 24.1 | 4.7 |
| 65 and over** | 14.0 | 20.7 | 6.7 |

*Sport New Zealand. 2015. Active New Zealand Survey. http://www.srknowledge.org.nz/research-completed/sport-and-active-recreation-in-the-lives-of-new-zealand-adults-2/*

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# Attachment  9

| Central Hawke's Bay District Council | POLICY MANUAL | |
| --- | --- | --- |
| | Document # | 1.6 |
| COMPLAINTS AND COMPLIMENTS POLICY | Approved by: | Council |
| | Adoption Date: | 27-03-2014 |
| | Last Amended: | 18-12-2008 |
| | Review Date: | February 2017 |
| | Page: | Page 1 of 12 |

## 1.  INTRODUCTION

The Central Hawke's Bay District Council recognises the importance of citizen feedback about its services.  Council welcomes this feedback and is committed to using the information it receives to help drive improvements to its service delivery.

This policy outlines the aims of Council in dealing with citizen feedback and sets out what citizens can expect when contributing feedback regarding Council services or staff.

This policy and the procedures contained within apply to services that Council provides both directly and indirectly, for example where the service is provided through an outside contractor.

## 2.  PURPOSE OF POLICY

2.1   To provide all staff with a consistent definition and approach to dealing with requests for service, queries, complaints and compliments.

2.2   To ensure all citizens of Council are confident that their request, complaint or compliment will be handled efficiently and impartially and that they are aware of their right to express their opinion of Council services.

2.3   To improve the quality of Council services by providing a reliable system of performance measurement and continuous improvement.

2.4   To improve Council's relationship with our citizens.

2.5   To provide elected representatives with confidence that complaints will be responded to and problems raised by citizens are addressed.

## 3.  Definitions

Council welcomes feedback and in many cases the eyes and ears of the community are crucial to identifying problems.

Council has analysed the feedback received by Council and have identified three general types of feedback as detailed below:

3.1   **Request for Service (RFS)**:  a RFS is defined as a contact with Council that results in the generation of an instruction for work and one that a citizen does not intend to be an expression of complaint or grievance.

3.2   **Complaint**:   a complaint is defined as feedback that includes an expression of dissatisfaction and which requires a response.

A complaint may be about any matter including the following:

- delays
- a lack of response
- discourtesy, rudeness or uncooperativeness
- a failure to consult
- the standard of service received
- costs or charges
- the quality of a repair

All written letters of complaint (expressing any form of dissatisfaction) will be referred in the first instance to the Chief Executive (see Section 6).

Sometimes there are reasons why Council is unable to deal with certain complaints under this procedure. See Section 9 for further information.

**3.3 Compliment**: A compliment is defined as feedback that includes an expression of satisfaction.

## 4. RECEIVING FEEDBACK

Requests for service, complaints and compliments may be made either in person at any Council Office, by telephone, fax, email or using Council's online feedback form on the Council website.

Feedback will only be recorded when it can not be settled at the first point of contact with a Council officer. A citizen can contact an officer to have a particular problem corrected without this communication having to be recorded, provided that the problem is dealt with as part of the regular activities of the officer, and without the citizen having to file a formal complaint. Feedback will only be recorded as such when it cannot be settled at this first informal level of contact with the officer.

Some basic information is required from the citizen. This includes a name, address, contact telephone number, details of the issue or problem concerned and its location if appropriate.

To ensure the best outcome and response to their feedback, each citizen should:

- keep their complaint brief
- explain their problem calmly and clearly
- avoid being angry or threatening
- make sure they give their full contact details
- keep a record of their efforts to resolve their problem
- supply copies, not originals, if sending a written complaint
- keep a note of important dates, discussions, what was agreed, and the next steps
- be prepared for some negotiation before their problem is resolved.

Frontline staff must forward the feedback to the appropriate staff member and the staff member must inform the citizen of the relevant response time for resolution of the request for service or complaint.

### 4.1 Anonymous Complaints

Where callers refuse to leave their contact details, or are otherwise unable to be identified, their feedback will still be received and actioned but the outcome can not be reported back to the complainant. Council views anonymous complaints as valid means of identifying opportunities for improvement.

## 5. RESPONSE TIMES

### 5.1 Request for Service

The timeframe for the resolution of a request for service will differ according to the type of request. These timeframes are specified in Appendix Two of the policy.

### 5.2 Complaint

The receipt of complaints will be acknowledged within three (3) working days. The timeframe for responding to a complaint is ten (10) working days.

### 5.3 Compliments

The receipt of compliments will be acknowledged within three (3) working days. No further action is required.

## 6. COMPLAINTS PROCEDURE

All queries, requests for service, complaints and compliments will be directed to the relevant officers/managers or those with designated responsibility to receive them.

The staff member who receives the contact will determine what type of feedback is being received. If the contact is determined to be a complaint using the definitions provided above, the following process will be followed.

All complaints must be either escalated or delegated in the first instance to the appropriate service manager.

*NB: The service manager in receipt of any complaint must continue to own it until it is resolved - even if it is escalated or delegated - which means that they must always follow-up and check on progress and resolution.*

The service manager will acknowledge receipt of the complaint within three (3) working days. This acknowledgement to the citizen will contain as a minimum the following information:
1. How long before a reply will be given.
2. The contact details of the officer/manager dealing with the complaint.

The service manager will then investigate the complaint and reply to the citizen within ten (10) working days from the date of receipt. If unable to reply within the agreed ten (10) days, i.e. for very complex matters, the citizen will be informed, and the appropriate timescales for reply set out.

### 6.1 Written Complaints

Written complaints will be referred in the first instance to the Chief Executive who will acknowledge receipt within three (3) working days. The Chief Executive may delegate the investigation to the appropriate service manager or officer, but will retain ownership of the complaint. A full response in writing from the Chief Executive is to be provided within ten (10) working days.

## 7. REPORTING AND CONTINUOUS IMPROVEMENT

Council will use requests for service and complaints received as a method of monitoring performance and improving our services. Council will be monitoring all requests for service, complaints and compliments received. By analysing complaints Council aims to highlight specific areas of Council service provision where improvement is needed.

A report covering each month will be prepared and submitted to both the Staff Management Team and Council, which will include:

1. The total number of RFSs received broken down by activity.
2. The number of RFSs completed on time.
3. The number of RFSs that are currently overdue. Those requests that are overdue will be broken down into those overdue within a month, two months, three months and greater.
4. The number of complaints and compliments received and actioned.

In addition, a quarterly report will be prepared and submitted to Council on the achievement of performance targets outlined in the Central Hawke's Bay District Long Term Plan. This information will illustrate how well Council is managing and responding to complaints.

## 8. MISCONDUCT BY COUNCIL STAFF OR ELECTED MEMBERS

Any complaints relating to the misconduct of staff may be investigated using Council's Human Resources Procedures. If this is the case Council is not obliged to share the outcome of the investigation with the citizen in view of Council's obligations to maintain confidentiality.

Any complaints relating to the misconduct of elected members may be dealt with under the Code of Conduct.

## 9. SPECIAL CASES

Council intends, where possible, to allow a complaint to be dealt with under this procedure. Sometimes Council cannot or is not allowed to do so. These exceptions relate to some statutory and legal limitations such as:

- an Environment Court appeal against refusal of planning permission
- other cases where there is a separate right of appeal (e.g. disputes over parking tickets and resource consents)
- a request received from the Office of the Ombudsmen
- a complaint where the citizen or Council has commenced legal proceedings or has taken court action (but not cases where a citizen has simply threatened to start legal proceedings against Council)

- a complaint that has already been heard by a court or tribunal
- a staff complaint about a personnel matter, including appointments, dismissals, pay, pensions and discipline (but not from staff as service users)
- a complaint about the issue of an infringement notice (except administrative issues) and the recovery process thereafter
- where special procedures apply by law (e.g. release of Official Information)

*Please note this list is not exhaustive.*

## 10. FURTHER REMEDIES - INTERNAL

If the citizen is unhappy with the outcome of their complaint or the way in which the complaint has been investigated, there are other avenues available. Within Council, a citizen may apply for review by the Chief Executive, and if necessary then review by Council (elected members) as detailed below:

### 10.1 Chief Executive Review

If the citizen is unhappy with the response that has been provided under the procedure described in Section 6, they may ask Council's Chief Executive to review the action taken in respect of their complaint.

On receipt of a request for a review, the Chief Executive will acknowledge the complaint within three (3) working days. A full response within ten (10) working days, although if the matter is complex and interviews/site visits need to be undertaken, this may be extended after consultation with the citizen.

The Chief Executive will inform the citizen of the result of his review together with any further action that the citizen might be able to take in respect of their complaint.

### 10.2 Council Review

Citizens that are unhappy with the outcome of complaints managed by staff may wish to apply for Council review. This review will take place at the next appropriate meeting of Council, the date and time of which will be communicated directly to the citizen. Please note that depending on the nature of the complaint, the matter may be discussed ina public excluded session.

## 11. FURTHER REMEDIES - EXTERNAL

If the citizen is still unhappy with the outcome of their complaint or the way their complaint has been investigated within Council, there are numerous external opportunities to take the matter further. Attached in Appendix One of this policy are a number of ways of taking a complaint further. Please note these may be specific to particular issues and this list is not exhaustive.

# APPENDIX ONE

## A1.1 OMBUDSMAN

The Office of the Ombudsmen may be able to help citizens who think they have been treated unfairly by Council. The Ombudsmen normally require complainants to have tried to resolve the matter with Council prior to requesting an Ombudsman investigation or review.

Ombudsmen investigate complaints from individuals and organisations about administrative acts and decisions of central, regional and local government agencies. Ombudsmen also review decisions where a government agency has declined to release official information which they hold.

To make a complaint, citizens should write a letter stating:
- what they think has been done wrong or incorrectly
- what has happened to them as a result
- what they think should be done to fix it
- the name of the department or organisation concerned
- their name and address

To contact the Office of the Ombudsmen:

Telephone:     0800 802 602
Mail:          PO Box 10152
               The Terrace
               **WELLINGTON 6143**
Email:         office@ombudsmen.govt.nz
Website:       http://www.ombudsmen.govt.nz

Council welcomes helpful criticism by the Office of the Ombudsman and Council will endeavour to respond to Ombudsmen enquiries within ten (10) working days.


## A1.2 THE DEPARTMENT OF BUILDING & HOUSING

The DBH is the New Zealand Crown agency that manages the building control system. One of the functions of the Department of Building & Housing is to determine certain matters of doubt or dispute in relation to building control.

Such matters might include Council's decision in relation to the issuing, refusal or amendment of a building consent, notice to rectify, code compliance certificate or compliance schedule or Council's granting or refusal of any waiver or modification.

A 'determination' is a binding decision on technical matters of doubt or dispute about compliance with the New Zealand Building Code made by the DBH. An application for a determination can be made only by one of the parties concerned.

To contact the Department of Building & Housing:

Telephone:     0800 242 243
Mail:          PO Box 10-729
               The Terrace
               **WELLINGTON 6143**
Email:         info@dbh.govt.nz
Website:       http://www.dbh.govt.nz

## A1.3 OFFICE OF THE AUDITOR GENERAL

The Auditor-General has responsibilities under the Local Authorities (Members' Interests) Act 1968, which applies to local authorities. The Act regulates financial dealings between members and their authority and precludes members from participating at meetings in matters in which they have a pecuniary interest.

Under the Public Audit Act 2001, the Auditor-General can carry out inquiries (either on request or on the Auditor-General's own initiative) into any matter concerning a public entity's use of its resources.

In general, an inquiry can involve looking into a matter of concern raised with the Auditor-General by a member of the public, a Member of Parliament, or another organisation about a financial, accountability, or governance issue in a public entity. In conducting an inquiry it is not the Auditor-General's role to question the applicable local authority policy.

To contact the Office of the Auditor General:

| | |
|---|---|
| Telephone: | 04 917 1500 |
| Mail: | Private Box 3928 |
| | **WELLINGTON 6140** |
| Email: | information@oag.govt.nz |
| Website: | www.oag.govt.nz |

## A1.4 Environment Court

The Environment Court, formerly called the Planning Tribunal, is constituted by the Resource Management Amendment Act 1996. The Court is not bound by the rules of evidence and the proceedings are often less formal than the general courts. Most of the Court's work involves public interest questions.

The Environment Court covers the following jurisdictions:

- Resource Management Act - the contents of regional and district statements and plans and appeals arising out of applications for resource consent.
- Public Works Act - objections to compulsory taking of land.
- Historic Places Act - Appeals about archaeological sites.
- Local Government Act - Objections to road stopping proposals.
- Transit NZ Act - Objections regarding access to limited access roads.

To contact the Environment Court:

| | |
|---|---|
| Telephone: | 04 918 8480 |
| Mail: | Wellington Registry |
| | PO Box 5027 |
| | Lambton Quay |
| | **WELLINGTON 6145** |
| Website: | www.courts.govt.nz/environment/ |

## A1.5 OFFICE OF THE PRIVACY COMMISSIONER

If a citizen believes Council has caused them some harm by releasing information about them without their permission, they can complain to the Office of the Privacy Commissioner. A complaint needs to be put in writing.

To contact the Office of the Privacy Commissioner:

Telephone:     0800 803 909
Mail:          PO Box 10094
               The Terrace
               **WELLINGTON 6143**
Email:         information@privacy.org.nz (Please include a contact address and phone number because investigating officers do not respond by email in case of security risks)
Website:       www.privacy.org.nz


## A1.6 Disputes Tribunal

From 8 July 2003, the Consumer Guarantees Act 1993 applied to the supply of water and the removal of wastewater. Under the terms of the Act, these services must meet the following guarantees:

- Services must be provided with reasonable skill and care
- Services must be fit for purpose
- Services must be provided within a reasonable time
- Services must be provided for a reasonable price

If a complaint regarding these services, or any associated consequential loss, can not be resolved with Council following negotiation, it may be appropriate to make a claim in the Disputes Tribunal.

To make a claim in the Disputes Tribunal, obtain a 'Notice of Claim' form from the local District Court. Fill in the form giving details of the dispute. Give it to the court staff and pay the hearing fee. Each party will be told the date, time and place of the hearing. A hearing is usually held within six weeks of making a claim, although it could take longer dependent on the number of current claims. The claim will be heard in the Disputes Tribunal nearest to where the claim is made.

# APPENDIX TWO

## Request for Service Timeframes

Department Referred To: SERVICES
Officer Assigned:  FM Contractor, GHD, Solid Waste

| TYPE OF REQUEST | TIME ALLOWANCE |
|---|---|
| General Information | 10 days |
| Water | 3 days |
| Stormwater/Drainage | 3 days |
| Parks/Reserves | 3 days |
| Public Toilets/Restrooms | 3 days |
| Long grass along roads/boundaries | 3 days |
| Waipukurau Oxidation Pond | 3 days |
| Debtors | 3 days |
| Other Financial Enquiries | 3 days |
| Rates | 3 days |
| Porangahau Oxidation Pond | 3 days |
| Obtain Lim Info | 3 days |
| Compliment | 3 days |
| Complaint | 3 days |

Department Referred to:  COUNCIL PROPERTIES
Officer Assigned:  FM Contractor, GHD, Solid Waste

| TYPE OF REQUEST | TIME ALLOWANCE |
|---|---|
| General Information | 10 days |
| Woodlot/Plantations | 20 days |
| Roadside Trees | 20 days |
| Waipukurau Cemetery | 3 days |
| Waipawa Cemetery | 3 days |
| Otane Cemetery | 3 days |
| Forestgate/Tikokino Cemetery | 3 days |
| Elsthorpe Cemetery | 3 days |
| Porangahau Cemetery | 3 days |
| Takapau/Ashley Clinton/Makaretu Cemetery | 3 days |
| Cenotaphs | 3 days |
| Town Hall | 3 days |
| Porangahau Hall | 5 days |
| Waipawa Pool | 3 days |
| Pensioner Flats | 4 days |
| Council Office | 2 days |
| Waipukurau Library/Service Centre | 3 days |
| Waipawa Library | 3 days |
| Civic Theatre | 3 days |
| Community Rooms | 3 days |

| | |
|---|---|
| Debtors | 3 days |
| Other Cemeteries | 3 days |
| Other Financial Enquiries | 3 days |
| Parks/Reserves | 3 days |
| Patangata Building | 3 days |
| Public Toilets/Restrooms | 1 days |
| Rates | 3 days |
| Takapau Hall | 3 days |
| Compliments | 3 days |
| Complaint | 3 days |

**Note**:  Cemeteries - dates are changed to whatever day a burial is required

Department Referred To: FARM ROAD LANDFILL

Officer Assigned:  GHD, Solid Waste

| TYPE OF REQUEST | TIME ALLOWANCE |
|---|---|
| General Information | 10 days |
| Operations | 5 days |
| Report Required | 5 days |
| Sampling/Testing | 5 days |
| Compliment | 3 days |
| Complaint | 3 days |

Department Referred To: CLOSED LANDFILL

Officer Assigned:  GHD, Solid Waste

| TYPE OF REQUEST | TIME ALLOWANCE |
|---|---|
| Debtors | 3 days |
| General Information | 10 days |
| Other Financial Enquiries | 3 days |
| Sampling/Testing | 5 days |
| Report Required | 5 days |
| Rates | 3 days |
| Compliment | 3 days |
| Complaint | 3 days |

Department Referred To: ROADING

Officer Assigned:  GHD, Solid Waste, Department Manager

| TYPE OF REQUEST | TIME ALLOWANCE |
|---|---|
| General Information | 10 day |
| Traffic Safety/Accidents | 20 days |
| Surfaces | 5 days |
| Slips/Dropouts | 5 days |
| Flooding | 5 days |
| Parking | 20 days |
| Paths | 20 days |

| | |
|---|---|
| Roads | 20 days |
| Signs Directional | 1 day |
| Signs Informational | 1 day |
| Signs Regulatory | 2 days |
| Drainage/Flooding | 30 days |
| Pot Holes | 20 days |
| Edge Breaks | 20 days |
| Vegetation/Trees | 3 days |
| Pavement Marking | 3 days |
| Bitument Flushing | 3 days |
| Street Lighting | 5 days |
| Overhanging Trees on Roads/Paths | 5 day |
| Tree fallen across roads | 5 day |
| Roads Cracking | 2 days |
| Potholes | 2 days |
| Dropouts | 5 days |
| Edge Breaks | 5 days |
| Potholes Maintenance | 5 days |
| Slips | 5 days |
| Compliment | 3 days |
| Complaint | 3 days |

Department Referred To: RUBBISH COLLECTION
Officer Assigned:  Solid Waste

| TYPE OF REQUEST | TIME ALLOWANCE |
|---|---|
| Debtors | 3 days |
| General Information | 10 days |
| Missed Collection | 1 day |
| Loose Rubbish | 1 day |
| Rates | 3 days |
| Rubbish Bags | 5 days |
| Report Required | 5 days |
| Compliment | 3 days |
| Complaint | 3 days |

Department Referred To: RECYCLING
Officer Assigned:  Solid Waste Services, Department Manager

| TYPE OF REQUEST | TIME ALLOWANCE |
|---|---|
| General Information | 10 days |
| Recycling Bins | 5 days |
| Missed Collection | 1 day |
| Loose Recycling | 1 day |
| Report Required | 5 days |
| Education | 2 days |

| | |
|---|---|
| Information | 2 days |
| Compliment | 3 days |
| Complaint | 3 days |

Department Referred To: TRANSFER STATIONS

Officer Assigned:  Department Manager

| TYPE OF REQUEST | TIME ALLOWANCE |
|---|---|
| Debtors | 3 days |
| General Information | 10 days |
| Other Financial Enquiries | 3 days |
| Overflowing | 1 day |
| Wind blown rubbish | 1 day |
| Untidy | 1 day |
| Repairs Required | 5 days |
| Report Required | 5 days |
| Compliment | 3 days |
| Complaint | 3 days |

Department Referred To:GREENWASTE

Officer Assigned: Department Manager, Solid Waste Services

| TYPE OF REQUEST | TIME ALLOWANCE |
|---|---|
| General Information | 10 day |
| Debtors | 3 days |
| Education | 2 days |
| Overflowing | 1 day |
| Report Required | 5 days |
| Rates | 3 days |
| Other Financial Enquiries | 3 days |
| Untidy | 1 day |
| Complaint | 3 day |
| Compliment | 3 day |

Department Referred To: DROP OFF CENTRE

Officer Assigned: Solid Waste Services

| TYPE OF REQUEST | TIME ALLOWANCE |
|---|---|
| General Information | 10 days |
| Repairs Required | 5 days |
| Report Required | 5 days |
| Untidy | 1 day |
| Other Financial Enquiries | 3 days |
| Debtors | 3 days |
| Rates | 3 days |
| Overflowing | 1 day |
| Compliment | 3 day |
| Complaint | 3 day |

**Auckland Council**
*Te Kaunihera o Tāmaki Makaurau*

## Contact us

# Complaints

We are committed to resolving issues and delivering a timely, professional and courteous service. When we work to resolve issues, we enter into a relationship with our complainants, based on mutual honesty and respect.

If you require a service, such as noise control, animal control or litter collection, please contact us.

If you have done this and feel dissatisfied with our service, we encourage you to let us know through our complaints process.

A complaint is an expression of dissatisfaction by one or more of our customers, citizens, ratepayers or visitors about:

- our action or lack of action
- our decision
- the standard of service received from our staff or contractors.

## How we manage complaints

Our complaints policy sets out guiding principles for our staff to follow when handling complaints. If you would like further information on this policy, please feel free to contact us.

Depending on your issue, we will either manage this through one of our central teams or work alongside the particular business area involved to seek a resolution.

Our standard response timeframe is an acknowledgement within three working days and a response in 10 working days. However, if the issue needs more time we will let you know and keep you updated.

There may be situations where we can't help, but we will try to suggest alternative options, such as the Citizen's Advice Bureau for civil matters, independent legal advice where appropriate, or other government agencies that might be able to assist.

## Our team

We have a dedicated Complaints and Issues Resolution Team, including relationship managers, who:

- coordinate a response
- oversee any issues.

They also assist business units manage issues relating to services they provide.

## Let us know

If you feel that we have let you down in some way, please tell us what has happened, what you expected and what you think we can do about it.

| | | |
|---|---|---|
| @ | Online | Online complaint form |
| ☎ | Phone | 09 301 0101 |
| | | 24 hours, 7 days a week, toll free for residential landlines within Auckland Council boundaries (toll free calls are not allowed by all service providers). |
| 👤 | Visit us | Your nearest customer service centre |
| ✉ | Mail | Complaints and Issues Resolution Team Auckland Council Private Bag 92300 Victoria Street West Auckland 1142 |

We appreciate your feedback and view it as an opportunity to learn and improve our services.

If you are following up on an earlier complaint please have your reference number on hand.

## Still have concerns?

If you are not satisfied with our response to your complaint, contact us and we will consider your concerns and carry out a fair review.

Please provide the reference number of your initial complaint and a brief description of what has happened to date.

http://www.aucklandcouncil.govt.nz/EN/ContactUs/complaints/Pages/home.aspx

5/08/2016

**If we can't resolve the issue together**

If after working together to resolve the issue you are still not happy with the outcome, you can contact the Office of the Ombudsman.

They will consider an impartial review of the processes we have applied when dealing with your complaint.

http://www.aucklandcouncil.govt.nz/EN/ContactUs/complaints/Pages/home.aspx                5/08/2016

The Department of Internal Affairs

# The Department of Internal Affairs
Te Tari Taiwhenua

## Building a safe, prosperous and respected nation

# Legal › Complaints Procedure

If you wish to make a complaint to the Department of Internal Affairs, please contact one of our offices, (see Contact us) or send an Email to complaints@dia.govt.nz. The following is our Customer Service Complaints Policy:

**Customer Service complaints policy**

The purpose of this policy is to promote commonsense resolution of customer service complaints.

Often the quickest and most satisfactory way of dealing with complaints is for the customer to deal directly with the business unit which provided the service. This gives the business unit and the customer the opportunity to discuss the matter to come to a quick resolution. It also enables both parties to understand the issues and assists in ensuring that mistakes are not repeated.

Customer service complaints will be acknowledged within five (5) working days of receipt.

Within ten (10) working days of receiving a complaint, the business unit manager will determine whether the complaint requires further investigation, will start an investigation if one is needed, and decide how much, if any, additional time is required to resolve the complaint.

The customer will immediately be informed of the action taken, and the expected time before resolution.

If the complaint cannot be resolved to the satisfaction of both parties, the complaint will be referred to the Department's chief executive for resolution.

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## www.realme.govt.nz

Your secure online ID.

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www.govt.nz

# Attachment 10

# Memorandum

**To:** Policy/Planning Committee

**From:** Michael Hodder

**Date:** 4 August 2016

**Subject:** **Investigation of a policy on feral cats**

**File:** 3-PY-1

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At its meeting on 28 July 2016, Council considered the recommendation from the Marton Community Committee to investigate/develop a policy on feral cats.

Regional councils typically have information about feral cats, and how to control them. While pests, and very destructive of birds and native lizards, fish and frogs, control is voluntary. Because of this, having a stricter policy within the Rangitikei is unlikely to be supported by Horizons. That council's information on feral cats, together with that from the Bay of Plenty Regional Council, Greater Wellington and Environmental Southland is attached as <u>Appendix 1.</u>

Feral cats typically avoid humans, so complaints about 'feral cats' in urban areas are really about unwanted, stray cats. Wellington City is currently considering mandatory micro-chipping as a way of distinguishing between domestic and stray cats.

Further investigation and developing a policy would be best founded on knowing what outcome(s) the Committee wished to achieve.

**Recommendation**

That the memorandum 'Investigation of a policy on feral cats' be received.

Michael Hodder
Community & Regulatory Services Group Manager

# Appendix 1

# Feral Cats

## *Felis Catus*

**Feral cats are domestic cats that have gone wild. They often look scruffy and may be very wary of people. Wild cats are widespread throughout New Zealand, including most offshore islands. In many cases, populations have been established by people dumping unwanted pets. They are very territorial animals which have a home range from 30 to 80 hectares. Feral cats are mainly active at night.**

### Why are Feral Cats a pest?

- It is estimated that wild and pet cats kill up to 100 million birds in New Zealand each year. Many of the victims are natives such as tuis and pigeons.
- Cats also eat lizards and frogs.
- Feral cats can carry tuberculosis with the potential to infect cattle.
- They also carry parasites and toxoplasmosis which causes abortions in sheep and illness in humans.
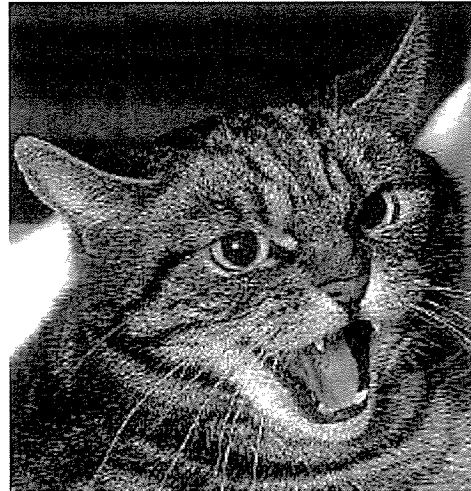
*Unless otherwise stated, the photos used in this publication have been sourced from the world wide web. Copyright approval has been sought where possible and appropriate.*

### Control

Trapping is the best control method for feral cats. They can be difficult to trap as they are naturally cautious and a previous bad experience will make them shy. Because care must be taken to avoid trapping domestic cats, live capture boxes are preferred. Horizons supports the neutering of pet cats to reduce the breeding of cats in the wild should pets later be abandoned.

Horizons provide advice and information to assist the control of these troublesome cats. We also have cage traps available for loan.

Live cage traps or leg hold traps can be used. Both can be purchased from stock and station agents. The main advantage of live capture traps is that if you catch a pet it can be released unharmed. We remind you that the animal should be euthanized in a quick and humane manner. Your local vet may be able to dispose of the animal for you if you are unable to euthanize it yourself.

The Feral Cat is identified in Horizons Animal Pest Management Strategy as a 'Non- Strategy problem animal'. This means that it is an animal which is undesirable, but has not met all the criteria for inclusion as an animal pest. Where values in High Value Conservation Areas (HVCA) are at risk and in other exceptional circumstances these animals may be controlled by Horizons. HVCA's are important areas of native bush and wildlife habitat in the Region.

**horizons**
regional council

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Private Bag 11 025
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www.horizons.govt.nz

2011/535

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08/2011

Cats were brought to New Zealand by the early European explorers from 1769 onwards, as ships were heavily infested with rats and they were used to help control them. Later, farmers took them from the cities to release them on rabbit-infested farmland which assisted their dispersal into the wild.

Adult feral cats range between 2-5 kg and have a head and body length between 440-514 mm.

## Diet

On the mainland, the regular diet of feral cats consists of small mammals (young rabbits) rodents, hares and possums. Common bird species included in the feral cat's diet consist of California quail, starling, yellowhammer, silvereye, fantail and New Zealand pigeon. Along coastal areas cats prey on chicks and eggs of Pied Stilts and Black Stilts. Lizards and invertebrates make up a smaller portion of their diet.

On island situations, birds form a larger part of their diet. Seabirds are a large proportion of birds eaten. Parakeets disappeared from Here Kopare Island soon after cats became established and Kakapo were eaten on Stewart Island. In all areas studied, birds and insects were both present in feral cats diet, depending on available food sources.

## Where are they found?

Feral cats are widely distributed throughout all three main islands of New Zealand. Some are fully feral, while others visit human settlements for food and shelter.

They are also present, or have been present, on at least 25 islands ranging from small (50 ha) to large biologically important reserves such as Raoul, Campbell and Auckland Islands.

Feral cats live in most terrestrial habitats in New Zealand, including sand dune, pasture, tussock, scrub, exotic plantations and native forests from sea level to 3000 metres. In the North and South Islands feral cats generally inhabit areas that harbour rabbits or are close to human habitation.

## Status as a pest animal in the Bay of Plenty

Feral cats are a Restricted Pest Animal (refer to the Bay of Plenty Regional Council Regional Pest Management Plan).

Landowners are not required to control feral cats on their property but are encouraged to do so.

## Field sign

The most characteristic and obvious signs are scats (droppings). Domestic cats usually bury their scats, but feral cats often deposit them in conspicuous places on tracks or clumps of grass.

The scat usually consists of about 3-6 cm round to elongated segments, which contain matted fur, feathers and bones and is dark in colour. Food remains are not specifically diagnostic as field sign of cats. Small birds are eaten
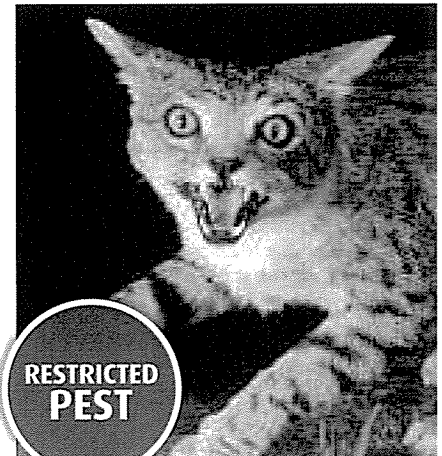


entirely, except for some body, wing or tail feathers being left. Rodents and young rabbits are usually completely eaten, except sometimes the tail and pieces of skin. Remains of older rabbits often include the stomach and the skin turned inside out over the rabbits head.

## Behaviour

Cats are often considered to be solitary animals, but their social organisation is complex. Domestic cats maintain a small core area of their home range as exclusive property, but tolerate other cats in the rest of their areas. Groups of cats usually comprise of several related adult females, their young of both sexes and an adult male whose range includes other groups of females. Young females usually remain in the group and breed there, or leave to establish a new colony elsewhere, they rarely, if ever, join another group. Young males are either driven out or leave from the group at 1-3 years old, as they reach sexual maturity.

## Reproduction

Gestation period of a domestic cat averages 65 days with most kittens being born between spring and autumn. Cats may produce two, sometimes three litters per year with litter sizes between 1-10 kittens (the average size is approximately 4). In farmland in the Hawkes Bay region for example, litters consist of 2-5 kittens, of which only 1-2 usually survive. New born kittens remain in dens where born until they weigh about 500 grams (5-6 weeks old), and are usually moved by the mother to a series of temporary sites, staying a few days in each. Growth rate is similar to domestic cats until they reach 500 grams, thereafter the feral kitten growth rate slows.

## Significance to the New Zealand environment

Cats have both harmful and beneficial effects on native fauna. On the mainland these are difficult to separate from the effects of other predators (rats, mustelids, man), diseases, destruction and degradation of natural habitat. On islands the effects of cats are more evident. For instance there are historical records of species disappearing from islands after cats were introduced.

When cats have been eradicated from islands, the subsequent changes in the population of surviving species and the successful reintroduction of species that disappeared are indirect evidence of the effects of cats. The beneficial role that cats play is the effect they have on vermin such as rabbits and rodents. A 10-year study of an enclosed population of rabbits proved that cats (and ferrets) reduced rabbits to very low numbers; and take all young rabbits before, or as soon as, they appeared above ground. Rodent populations have also shown significant changes due to the significance of cat numbers

in mainland forests, for example as cat numbers fall, rat numbers increase.

## Control in rural areas

### Trapping

The use of a Timms possum kill trap is an effective method of controlling feral cats. The entrance to the Timms trap must be modified to accommodate the length of the cat's whiskers. A cat won't put its head through an entrance that its whiskers won't fit through, as this is the width of a cat's body. Modification is a simple matter and requires approximately 25 mm to be removed around the entire opening. By baiting with fish, rabbit or other suitable food that attracts cats, trapping of this nature should be successful. Kill traps are capable of killing domestic as well as feral cats, if using in a rural setting with other houses in close proximity talk to neighbours about your intentions. One options is to set the traps only during night while domestic cats are safely locked inside.

Cage traps can be used in rural areas, especially close to houses. This trap can also be used for possums and when cats are the target, the bait needs to be changed to suit, for example meat or fish. If a domestic cat is caught, it can be released unharmed.

### Shooting

The use of a .22 rimfire with telescopic sights is an effective measure against feral cats. Centre-fire calibres (for example .22 Hornet, .223 Rem) could be used in areas where long shots are required. Shotguns can be utilised around areas of heavy cover where shots are generally close and moving. Cats can be hunted in day light as well as night. Cat's eyes shine a brilliant green at night in a spotlight beam. Hunting feral cats during day or night should be

concentrated in areas of available food sources, such as rabbit populations. See rabbit control options handbook for guidance on effective night shooting techniques.

## Control in urban areas

### Cage or live capture traps

This is the only safe method to catch unwanted cats in an urban environment. The traps must be set in areas frequented by the cats and baited with suitable food. Once a cat is caught it should be disposed of in a suitable manner. Veterinary practitioners, RSPCA officers are all able to humanely put down captured cats and may be able to offer this service.

*For more information contact a Bay of Plenty Regional Council Land Management Officer.*
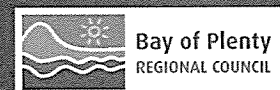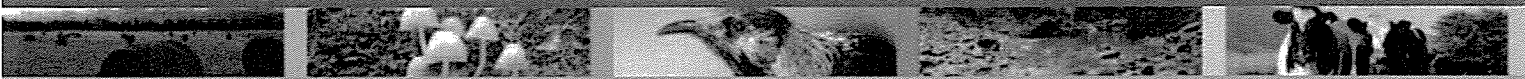
# Feral and unwanted cats

PEST ANIMALS
EVERYONE'S RESPONSIBILITY

*Felis catus*

## Why are feral and unwanted cats a problem?

Feral cats have been branded as 'the ultimate predators' in New Zealand and have been nominated as among 100 of the "World's Worst" invaders. New Zealand's unique native wildlife is particularly vulnerable to predation by cats. Having evolved without predators, many of our bird species nest on the ground, and are flightless or poor flyers.

## Threat to our wildlife

Feral cats:

*   kill young and adult birds and occasionally take eggs

*   prey on native lizards, fish, frogs and large invertebrates.

Cats are highly efficient predators, and have been known to cause local extinctions of seabird species on islands around the world. Both sea and land birds are at risk, particularly those that nest or feed on or near to the ground. Killing behaviour is independent of hunger. Feral cats will, if the opportunity arises, kill any suitable prey they can, and store the surplus for future use.

## Threat to stock, pets and humans

Feral cats are implicated in a small way in the spread of Bovine Tuberculosis, with the potential to infect cattle. They also carry parasites and toxoplasmosis that causes abortions in sheep and illness in humans.

Feral and stray cats can be aggressive towards pet cats. Through fighting they cause severe injuries sometimes resulting in the pet cat having to be put down. Stray cats are likely to interbreed with the un-neutered domestic cat population and may spread infectious diseases.

Cat preying on a tui

## How do I know if I have feral or unwanted cats?

The most characteristic and obvious signs are scats (droppings). Domestic cats usually bury their scats, but feral cats often deposit them in conspicuous places on tracks or clumps of grass. The scat usually consists of about 3-6 cm round to elongated segments, which contain matted fur, feathers and bones and is dark in colour.

Feral and unwanted cats are always timid around humans. They are usually short haired, slightly built, with a large head and have very sharp features. Once caught in a cage they will act aggressively, hissing, growling and spraying. Feral and unwanted cats do not meow or purr. This is a trait of contented domestic cats only.



Feral cat in dense bush

## How do I control them?

There are two options available for control of feral or unwanted cats, trapping and shooting.

Before you undertake control talk to your neighbours and advise them to keep pets inside or well identified.

## Trapping

There are two types of traps, live capture cage traps and kill traps.

**Do not use kill traps near residential areas or if there is any risk of catching a domestic pet or farm cat.**

Live capture cage traps are the only safe method to catch unwanted cats in an urban environment. Cage traps provide a safety measure, as pets can be released unharmed.

How to use a capture cage trap:

* set the traps in areas frequented by the cats

* bait traps with cat food, fish, rabbit or other meat products.



Traps are best set in areas where cats frequent i.e. near food sources

Feral cats can be difficult to trap as they are naturally cautious. When using cage traps, it is best to fix the door open for two or three nights until the cat is comfortable entering the trap. Then set the trap. Ensure the traps are set between dawn and dusk as cats are more active at night.

Do not attempt to remove a captured feral or unwanted cat from the cage trap alive. They are very aggressive especially once trapped. Do not attempt to touch or pick up a feral or unwanted cat or kitten. They bite and scratch and can spread disease. See a doctor if you get bitten by a feral or unwanted cat.

Captured feral or unwanted cats will need to be humanely put down. Contact your local veterinarian or RSPCA officer. They may be able to offer this service. Check that they will be able to offer this before you begin trapping.

**Once trapped, a feral cat must be humanely disposed of. Under the Animal Welfare Act 1999 all traps must be checked at least once every 24 hours.**

Traps are available from hardware and farm supply stores. In some areas, Greater Wellington and the Cats Protection League may loan or hire cage traps.

## Shooting

Shooting is an effective method of control in rural areas only. Feral cats can be hunted during the day as well as at night. Cat's eyes shine bright green at night in a spotlight beam. For effective hunting of feral and unwanted cats, concentrate in areas where suitable food and shelter is available for them, such as rabbit-prone land and farm sheds.

## Categories of cats

While all cats are the one species, *Felis catus*, they fall into different categories. Greater Wellington has assistance or management programmes for each category.

**Domestic cats** live entirely with humans as 'companion' cats. They rely on humans to provide food, shelter and veterinary care. Their opportunities to breed are largely controlled by humans.

**Stray or unwanted cats** are un-owned but have some of their basic needs indirectly supplied by humans. Stray cats rely on human populations for some of their food and shelter i.e. farm sheds. Stray cat populations often breed with abandoned domestic cats.

**Feral cats** are wild animals that have none of their needs provided by humans. They live far from human populations, and survive through hunting their food. Their population size fluctuates independently of humans.

## Greater Wellington's assistance and control programmes

Greater Wellington:

- provides financial assistance to domestic cat de-sexing programmes run by the RSPCA and some veterinary clinics

- will work with communities to remove populations of stray or unwanted cats

- carries out feral cat control in areas with high biodiversity value.

## Responsible cat ownership

Cats have been domesticated for over 3,000 years. They are spread throughout the world. Their role as a companion animal has long been recognised. In New Zealand, cats are the most popular domestic pets with nearly 50% of households owning at least one cat. Our cat per human ratio is one of the highest in the world.

Domestic cats that are cared for according to 'best practice' are welcome human companions. If these cats become unwanted or feral they develop into a major threat to New Zealand's native bird and reptile species. By following the principles of responsible ownership, the impact of domestic cats on native wildlife can be minimised.

## Always spay or neuter your cat

To minimise the number of unwanted or feral cats, all domestic cats should be neutered, even if they are farm cats. De-sexing of both male and female cats is essential. A single un-spayed female cat can produce three litters per year, with an average of four to six kittens per litter.

De-sexing:

- avoids unwanted behaviour such as spraying, yowling and roaming

- is better for the cat's health; males have less chance of being injured in fights and females will have a reduced chance of mammary cancer

- avoids unwanted litters of kittens.

Check with your local vet or SPCA for discounted services.

## Never abandon or dump a cat

If you don't want a pet any more or if it has kittens you can't keep, do not abandon them – contact the SPCA or take them to the vet to have them re-homed or put to sleep.

Abandoned cats suffer in the wild; most of them lead a miserable existence. They do not know how to fend for themselves and often starve to death. They also contribute to the stray and feral cat problem.

**It is illegal to abandon a cat under Section 29 (g) of the Animal Welfare Act.**

## Take responsibility – care for your cat

A pet cat is an ongoing commitment. They are likely to live for 12 years or longer. You need to provide appropriate food, shelter and water and ensure regular vaccination and de-worming.

In spite of being fed by humans, cats can range up to a kilometre from their 'homes' and will prey on wildlife, including native species if available. The predatory instinct is present in all cats. Even well fed domestic animals will hunt if given the oppourtunity. However, when cats are responsibly owned their negative impacts can be minimised.

You can help:

- do not give cats or kittens as gifts. It is a commitment that the new owner needs to make

- keep your cat inside from dusk till dawn

- identify your cat with a collar

- feed your cat indoors and do not leave food out for stray or feral cats.
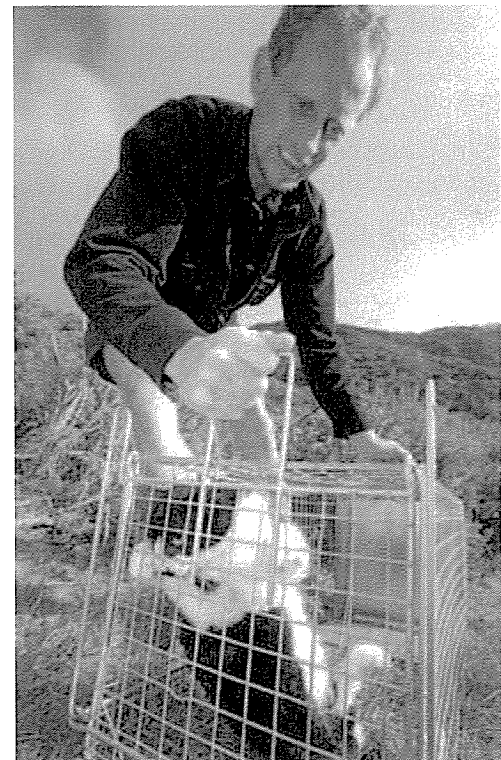
Biosecurity officer with cat captured in live capture cage trap

# Where did feral cats come from?

The house cat, *Felis catus*, was domesticated in the eastern Mediterranean c. 3000 years ago. Cats were introduced to New Zealand in 1770 by ships carrying the early European explorers. Ships were infested with rats and so carried cats to control them. Despite this early introduction, cats did not become feral until at least 50 years later. They were established in the North Island by the 1830s and in the South Island, by the 1860s. When rabbits became a major problem, the feral cat spread increased because cats were bought in from the cities and released to control rabbit infested farmland.


Unwanted cat in cage trap

## Description

Feral cats resemble domestic cats in both size and colouration. Coat colours vary from pure black to orange tabby and some resemble the striped dark and pale grey of the true European wild cat. Feral cats commonly revert to black, tabby or tortoiseshell with varying extents of white starting from the belly and breast.

Adult male cats are generally larger than the females. Wild cats can weigh up to five kg. Domesticated cats may be considerably heavier.

Feral cats tend to be solitary and territorial while stray or unwanted cats tend to form colonies. Territory is marked by scent secreted from anal glands and by spraying urine. Feral cats are mainly active at night. Their vision and hearing are acute.

## Habitat

Feral cats live in most terrestrial habitats from sea level to the snowline. Habitats include agricultural areas, coast land, tussock, scrub, wetlands, exotic plantations and native forests. They are also present, or have been present, on at least 25 islands ranging from small (50 ha) to large biologically important reserves such as Raoul, Campbell and Auckland Islands.

## Food

Their prey includes fish, mice, rats, birds, lizards and rabbits. They prefer live vertebrate prey but animal carcasses may be scavenged and large insects taken occasionally.


Stomach contents of a feral cat showing 13 undigested lizards

## Breeding

Cats are sexually mature at one year old. Females usually come on heat in July or August when the males are noisy and wander extensively. Gestation normally takes 65 days. If conditions are favourable they can have three litters per year. Average litters are four to six kittens.

# Feral cats

Feral cats live independently of humans, and are widely distributed throughout Southland. On Stewart Island, feral cats are the only introduced predator and can have a major impact on native bird populations.

## What is it?

Feral cats tend to avoid contact with people and are solitary, nocturnal hunters. They can be found in a wide range of habitats including sand dunes, pastures, scrubland and forests from sea level up to alpine areas.



## What is the problem?

Feral cats impact the biodiversity of Southland by preying on native species of birds, reptiles and insects. The predation of native birds can reduce pollination of some native forest species and impact forest regeneration. Feral cats can also spread parasites and diseases including toxoplasmosis and tuberculosis.

## How to control it

| Control Method | Example |
| --- | --- |
| Trapping | Live capture traps (cages and leghold traps), kill traps (timms trap). |
| Shooting | For rural landowners only a with firearms licence. Most effective at night using a .22 rifle or shotgun. |

For more details on control methods, read the feral cats factsheet.

## Classification

Feral cats are a suppression animal on mainland Southland. They are too well established to eradicate from the mainland and Stewart Island/Rakiura, so our aim is to suppress their numbers to minimise impacts on the community and the environment. Feral cats are an exclusion animal on all other offshore and inland islands.

# Rules

Any public control of feral cats is voluntary. Cage traps should be used to capture feral cats if domestic cats are also on or near the property.

# Attachment 11

# Memorandum

**To:**        Policy/Planning Committee

**From:**      Michael Hodder

**Date:**      4 August 2016

**Subject:**   **Review of delivery of regulatory services under section 17A of the Local Government Act 2002 – update August 2016**

**File:**      5-FR-1-2

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At its last meeting, the Committee agreed that there should be further analysis done on animal control (including a formalised arrangement with one or more councils and contracting out) and planning control (considering an expert provider, wholly in-house staff, or a mixed provision).

*Animal Control*

This service is under consideration for collaboration across the territorial authorities within the Horizons region, the timing for which will be set by agreement between the chief executives. For the time being, therefore, further analysis of collaboration beyond that with Manawatu is put on hold.

*Planning control*

Information has been obtained about costs of using an expert provider. However, one of the advantages of this – not dependent on a single person – is reduced when the in-house resource is two people, both half-time policy and half-time planner. That is a feasible arrangement with the different circumstances at Whanganui District Council which makes seconding a half-time person much less feasible. However, there is still a need to have access to expert advice (particularly with resource consents) and so the mixed provision is the most practical and cost-effective option.

**Recommendation**

That the memorandum 'Review of delivery of regulatory services under section 17A of the Local Government Act 2002 – update August 2016' be received.

Michael Hodder
Community & Regulatory Services Group Manager

# Attachment 12

# MEMORANDUM

| | |
|---|---|
| TO: | Policy/Planning Committee |
| FROM: | Samantha Whitcombe |
| DATE: | 27 July 2016 |
| SUBJECT: | **Update on the Path to Well-Being initiative and other community development programmes – August 2016** |
| FILE: | 1-CO-4 |

## 1 Background

1.1 This report identifies meetings that have taken place involving members of the Policy Team through the Community Partnerships activity, focussing on the Path to Well-being initiatives. Added commentary is provided where necessary.

1.2 This report also covers applications for external funding as required by the Policy on external grant applications made by Council.

## 2 Meetings

| What? | When/Where? | Why? |
|---|---|---|
| Treasured Natural Environment Theme Group meeting | 6 July<br>Marton | Quarterly meeting – networking, local issues, newsletter. Interesting topics included seed gathering activities. |
| Marton Community Charter Board meeting | 6 July<br>Marton | Bi-monthly meeting |
| About Us breakfast meeting | 18 July<br>Bulls | Part of #Get Digital Roadshow |
| Southern Rangitikei Health Networking Group | 18 July<br>Marton | Regular netowkring meeting – info about funding schemes distributed |
| About Us BA5 meeting | 18 July<br>Marton | Part of #Get Digital Roadshow |
| About Us breakfast meeting | 19 July<br>Taihape | Part of #Get Digital Roadshow |
| ELITR | 20 July<br>Hunterville | Quarterly meeting – planning attendance at the COVI super motor home show in March |

| What? | When/Where? | Why? |
|---|---|---|
| Samoan Community Support Committee | 20 July<br><br>Marton | Afternoon tea with the Mayor and two representatives from local churches |
| Farani Vaa, Samoan Methodist Church Minister | 25 July<br><br>Marton | To provide advice on fundraising |

## 3  Water Safety Education

3.1  Sport Whanganui and Enjyoing Life in the Rangitikei Group requested Council's support to implement an Open Water Safety Strategy for the Rangitikei District (see submission as Appendix 1). Council resolved to ask the Enjoying Life in the Rangitikei Theme Group to investigate how such a programme could be supported by Council. The Group is planning on meeting in September. During the Annual Plan process Council resolved to

## 4  Youth Development

4.1  The transition phase is underway and being managed through HYPE Academy. A report will be presented to the Committee in September.

## 5  Funding

5.1  A further application was submitted to Lottery Community Fund for support for community development to align with the youth development programme and a first stage application was prepared for the Todd Foundation.

5.2  Further applications will be prepared

- The Sargood Bequest, closing date 31 December
- Ethnic Community Development Fund, closing date 27 September
- Working Together More Fund, closing date 21 october 2016

5.3  An update on all funding applications is summarised in Appendix 2.

## 6  Recommendations

6.1  That the memorandum 'Update on the Path to Well-Being initiative and other community development programmes – July 2016' be received.

Samantha Whitcombe
Governance Administrator

# Appendix 1

**SUBMISSION:** Rangitikei District Open water (rivers/ beaches/lakes) Safety Strategy

13<sup>th</sup> May 2016

Enquiries to:

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## EXECUTIVE SUMMARY

This is a submission to the Rangitikei District Council by Marie Kinloch on behalf of Sport Whanganui and Enjoying Life in the Rangitikei – Sport, Leisure and recreation. This submission requests council implement an Open Water Safety Strategy for the Rangitikei District.

It outlines the reasons why such a strategy would be of benefit to the people in our District. In short, we believe such a strategy would help to raise awareness of the risks for open water in our district, reduce and prevent the fatalities in our Region and provide a more educative and supportive environment for those wishing to protect and understand our open waters. Entering onto rivers is a pastime enjoyed by many, whether it is for rafting, tubing, kayaking swimming or crossing a river when tramping. Associated with these enjoyable activities is an inherent danger. A basic understanding of rivers and a healthy respect for the power of moving water can help to eliminate some of this danger. An open water Safety Strategy would contribute to a number of the community outcomes aligned in the Rangitikei District Council long term plan.

## ABOUT THOSE MAKING THIS SUBMISSION

Sport Whanganui is a Governed by a board of trustees and managed by a CEO, it is one of several regional sports trusts (RST) nationwide and is funded through regional contracts with Sport New Zealand, sponsorship and funding applications. Sport Whanganui is a charitable trust working to develop, build and promote sport in the Whanganui, Rangitikei and Ruapehu districts

The Path to Well-being programme was introduced by the Council in 2010, with the aim to provide better services to ratepayers. In order to do this, working together with other agencies is essential. The programme broadly aligns to the Council's community outcomes which are:

- Good Access to Health Services
- A Safe and Caring Community
- Lifelong Education Opportunities
- A Treasured Natural Environment
- A Buoyant District Economy
- Enjoying Life in the Rangitikei – sub group Sport, recreation and leisure

Sport Whanganui and Enjoying life in the Rangitikei aim is to reduce the rates of fatalities and to educate the Rangitikei District on understanding and gaining knowledge for Open Water Safety strategy for leisure and recreation activities on and in open waters throughout our district

REASONS FOR AN OPEN WATER SAFETY STRATEGY

**Statistics in New Zealand**
2014 – 71 drowning fatalities (as a result of both recreational activity and non recreational Activity) where the victim had no intention of being in the water. The majority of fatalities (60-80%) occurred in the natural environment (as opposed to home or pool)

16 River Fatalities
13 Occurred off shore fatalities
9 Beach Fatalities

As at 19th February 2016 a total of 19 fatalities occurred
Under Fives: 1
5 – 13 years: 1
Males: 18
Rivers / Beaches / Tidal Waters: 15
Maori: 7
(Reference: http://www.drownbase.org.nz/annual-statistics/)

**Statistics in Rangitikei River**
2005 – Rafting (Male)
2007 - 24 year old (Male)
2007 – Survivor (Male)
2010 - 19 year old (Male)
(Reference: http://emigratetonewzealand.blogspot.co.nz/2010/01/rangitikei-river-drownings.html)

- Most fatalities are considered to be caused by lack of knowledge of the open water, currents, depth and other influences and are therefore potentially largely preventable.
- People are particularly at risk from the dangers of Open Waters throughout the year as recreation and non recreation activities occur all year round
- The encouragement of Open Water safety behaviour is the most effective measure to reduce the incidence of fatalities in our districts open waters.
- Appropriately placed signs provides knowledge and gains an understanding to those who need protection from the dangers of open waters and can reduce fatalities if available as a choice for individuals

**WHAT BENEFITS IS THERE TO THE RANGITIKEI DISTRICT COUNCIL IN HAVING AN OPEN WATER SAFETY STRATEGY?**

An open water safety strategy gives the council an opportunity to promote a knowledgeable community and shows it believes safety is paramount for those using our rivers, lakes and beaches. It creates a supportive environment in the districts recreation areas and gives the Rangitikei District Council the chance to play a large part in educating people on how to stay safe while in our open waters.

An increasing number of organisations are recognising the need to provide a safe environment around our open waters and as the community's knowledge about open water safety improves so does its demand for public facilities with adequate information made visible and education programmes installed into schools and to our communities. Open Water safety practices also further a number of community outcomes relating to wellbeing, recreation and the environment.

Open water Fatalities has a number of impacts on the wellbeing of communities. Rangitikei District Council will be investing in reducing fatalities and hospitalisation to save both human suffering and health expenditure. The Rangitikei District offers a range of fantastic open water areas. Wouldn't it be great to ensure residents and visitors can enjoy these areas in the safest possible environment.

We believe that an open water safety strategy covering all relevant council activities will help further the following community outcomes listed in the Rangitikei District long Term Plan (LTP)

- Long Term Plan Community Outcome: Enjoying life in the Rangitikei
  This community outcome reflects the "quality of life" aspects of the District with a distinct identity and a reputation as a viable and attractive place to live work and play. Key factors revolve around of a full range of local facilities and services, an active and inclusive community and availability.

- Long Term plan Community Outcome: A treasured natural environment. The District's major natural and cultural resource is its rivers and waterways, particularly the magnificent Rangitikei River.

- LTP community outcome: Lifelong educational opportunities. Captures the aspirations of residents to participate in lifelong learning opportunities. It is important that the District develops a strategic and coordinated approach to lifelong learning that meets the needs of all members of the community.

- LTP Community Resilience:  promoting the District as a place to retire in or to, and as a great place to raise a family.

- LTP Community outcome Recreation Policy: To increase access to recreation opportunities and to maximise the number of residents participating in recreation activities in the Rangitikei. This policy sits under the key strategic intent "to support recreation, creative and cultural pursuits". Council will provide and maintain sports and recreational facilities and events.

**WHAT HAS BEEN DONE ELSEWHERE**

1. Waitakere – Wai Wise education programmes have  been running in Waitakere, where a three-year pilot has just concluded and been evaluated, showing that it has directly benefitted 228 people, and while it was targeting specific groups it also achieved positive outcomes across the wider community.  As well as significant improvements in personal water safety skills the evaluation has highlighted increased self-esteem, leadership skills, social connectedness and community wellbeing, as well as career and employment pathways.

## RECOMMENDATIONS

The Introduction of an Open Water Safety Strategy is its core aim of reducing and preventing the number of fatality cases in the Rangitikei by raising awareness of the issue in the Rangitikei district and offering the best possible opportunities for people to practise safe open water safety behaviours.

We recommend that:

1. The council develops and implements an open water safety strategy by taking action in the following areas.

### Strategy development
- Develop and implement a Rangitikei District open water safety strategy
- Promote this to all community groups using our District open waters
- Make the public aware of the risks and encourage making use of any open water safety resources made available to the District.
- Use publicity to inform the public of the open water safety provisions and encourage use of these provisions
- Provide information, appropriately placed at all information Centres, all water users businesses, schools and communities

2. Form collaborative group external and internal sources by taking action in the following areas.

### Schools
- Develop a collaborative steering group to create an Open Water safety education programme which would complement the swim for all initiative.
- Create open water safety learning and resource materials and made available through all schools

### Communities
- Develop an open water safety programme to support families and communities
- Create open water safety learning and resource materials and made available through all communities

We thank you for your time and wish to be heard in support of this submission.

Marie Kinloch
On behalf of Sport Whanganui and Enjoying life in the Rangitikei

*Appendix 2*

## Appendix 2

| Fund | Project description | How much | Desired outcomes and milestones | Lead Agency | Council role | Policy Team Role | Final report due |
|------|---------------------|----------|-------------------------------|-------------|--------------|------------------|------------------|
| MSD - Quality Services and Innovation Fund | Taihape Community Connections; to develop better collaborative and referral practices amongst local health and social service providers, collation and provision of information about services within Taihape. | $120,000 | Central information resource, improved access to services | Taihape Community Development Trust | Support Agency | Prepared application, project steering group: no reporting resonsibilities | Dec-13 |
| Whanganui DHB, Whanganui RHN, Work and Income, Pasific Health Trust, Creative Communities NZ | Samoan Independence Day | $918 | Delivery of Samoan Independence Day | Samoan Community Support Committee | Fundholder | Prepared application, holds funds, reports back to funder | Carried forward |
| KiwiSport | Swim 4 All | $10,000 | Swimming lessons for Primary School aged children in the Rangitikei District | RDC | Lead agency, fund holder | Prepared application, holds funds, manages project, reports back to funder | Unspent: carried forward to 2016/17 |
| MPI Irrigation Assessment Fund | Pre-feasibility study for Tutaenui Community irrigation/Stockwater Scheme | $75,000 | Part of strategic water assessment programme | RDC | Lead agency, fundholder | Prepared application, holds funds, manages project, reports back to funder | Jul-17 |
| Whanganui Community Foundation | Transitional phase for youth development | $8,000 | To transition the youth services programme | RDC | Lead agency, fundholder | Prepared application, holds funds, manages project, reports back to funder | Successful |

| Fund | Project description | How much | Desired outcomes and milestones | Lead Agency | Council role | Policy Team Role | Final report due |
|------|---------------------|----------|--------------------------------|-------------|--------------|------------------|------------------|
| DIA Support For Volunteers Fund | Extension of above programme to Samoan migrants, support for Samoan Community Support Committee | $9,056 | Conversion of Samoan drivers licenses to NZ full licences, monthly information sessions with Samoan interpreters | RDC | Lead agency, fundholder | Prepared application, holds funds, manages project, reports back to funder | Unsuccessful |
| DIA Community Development Scheme | Youth development programme in the District | $240,000 | To implement Council's youth development proposals | RDC | Lead agency, fundholder | Prepared application, holds funds, manages project, reports back to funder | Submitted - outcome unknown |
| COGS | Swim-4-All 29016/17 | $10,000 | For the swim programme in the coming season | RDC | Lead agency, fundholder | Prepared application, holds funds, manages project, reports back to funder | Submitted - outcome unknown |
| JBS Dudding trust | Capital contribution to the Bulls multi-purpose community centre Contribution towards community libraries | $199,000 | As above + ongoing support to libraries | RDC | Lead agency, fundholder | Prepared application, holds funds, manages project, reports back to funder | Submitted - outcome unknown |
| The Tindall Foundation | Youth development programme in the District | $70,000 | To implement Council's youth development proposals | RDC | Lead agency, fundholder | Prepared application, holds funds, manages project, reports back to funder | Unsuccessful |
| The Todd Foundation | Youth development programme in the District | tbc | To implement Council's youth development proposals | RDC | Lead agency, fundholder | Prepared application, holds funds, manages project, reports back to funder | First stage application submitted |

2 - 6

| Fund | Project description | How much | Desired outcomes and milestones | Lead Agency | Council role | Policy Team Role | Final report due |
|---|---|---|---|---|---|---|---|
| Community Facilities Fund, Lottery | Capital contribution to the Bulls multi-purpose community centre | $700,000 | To develop the centre in Bulls | RDC | Lead agency, fundholder | Prepared application, holds funds, manages project, reports back to funder | Unsuccessful - to be resubmitted in August 2016 |
| Lottery Community Fund | Samoan community development programme in Marton/Bulls | 90,000 ($30,000 per annum for three years) | To implement Council's youth development proposals | RDC | Lead agency, fundholder | Prepared application, holds funds, manages project, reports back to funder | Submitted - outcome unknown |
| 27/07/2016 | Confirmed | $213,918 | | | | | |