

Notice of Meeting:

I hereby give notice that an ordinary Meeting of the Community Committee will be held on:

Date: Tuesday 12 October 2021
Time: 9.30am
Meeting Room: Council Chamber and Audio Visual Link
Venue: Municipal Building, Garden Place, Hamilton

Richard Briggs
Chief Executive

Community Committee

Komiti Hapori

OPEN AGENDA

Membership

Chairperson Cr M Bunting
Heamana

Deputy Chairperson Cr K Naidoo-Rauf
Heamana Tuarua

Members

Mayor P Southgate	Cr S Thomson
Deputy Mayor G Taylor	Cr M van Oosten
Cr M Gallagher	Cr E Wilson
Cr R Hamilton	Cr M Donovan
Cr D Macpherson	Maangai T P Thompson-Evans
Cr A O'Leary	Maangai O Te Ua
Cr R Pascoe	

Quorum: A majority of members (including vacancies)

Meeting Frequency: Six weekly

Becca Brooke
Governance Manager
Menetia Mana Whakahaere

4 October 2021

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Purpose

The Community Committee is responsible for:

1. Guiding and monitoring the provision of strategic community infrastructure and services to meet the current and future needs of the city and the enhanced wellbeing of its communities.
2. Governance of recreational, community facilities, amenities, and events.
3. Facilitating community and stakeholder involvement and discussion on community infrastructure, community safety and community wellbeing matters.
4. Ensuring Hamilton is performing to the highest standard in the area of civil defence and emergency management.
5. Funding to benefit the social, cultural, physical and arts wellbeing of communities in Hamilton.

In addition to the common delegations, the Community Committee is delegated the following Terms of Reference and powers:

Terms of Reference:

1. To provide direction on strategic priorities and resourcing for community infrastructure aligned to city's overall development and oversight of strategic projects associated with those activities.
2. To develop policy, approve community-related strategies and plans, and monitor their implementation.
3. To receive and consider presentations and reports from stakeholders, government departments, organisations and interest groups on community development and wellbeing issues and opportunities.
4. To provide input on the allocation of Events Sponsorship funding to the Economic Development Committee.
5. To monitor Hamilton's social demographics and social climate to assess current and future impacts on the Council and Hamilton communities.
6. To monitor the performance of Hamilton's civil defence and emergency management response against Council's requirements under the Civil Defence Emergency Management Act including:
 - a. implementation of Government requirements;
 - b. contractual service delivery arrangements with the Waikato Regional Group Emergency Management Office
7. To determine the funding priorities for the Community Grants Allocation Committees, in line with the Community Assistance Policy, Long Term Plan and Annual Plan.
8. To determine the priority of Council projects suitable for contestable and philanthropic funding, excluding NZTA funding.
9. To coordinate and make decisions on proposals, applications for external funding, and the distribution of Council funding and funding provided to Council for public art, recreational and community facilities and amenity.
10. To monitor and oversee the delivery of Council's non-financial performance and non-financial key projects against the Long Term Plan, excluding key performance indicator reporting which is the responsibility of the Finance Committee.
11. To develop policy, approve and monitor implementation of plans and strategies in relation to the performance of Council's investments in the Domain Endowment Fund and strategic property.

The Committee is delegated the following powers to act:

- Approval of Reserve Management Plans.
- Performing the Council's functions, powers and duties (excluding those matters reserved to the Council by law, by resolution of the Council or as otherwise delegated by Council) under the Burial and Cremation Act 1964 and the Reserves Act 1977.
- Approval of purchase or disposal of land for parks and reserves required for designated works or other purposes within the Committee's area of responsibility which exceeds the Chief Executive's delegations and is in accordance with the Annual Plan or Long Term Plan.
- Approval of applications for Council projects suitable for contestable and philanthropic funding.
- Approval of funding for recreational and community facilities and amenities in accordance with the Long Term Plan.
- Approval of public art proposals put forward by the community and/or Council in accordance with the Public Art Development Process and approved budget.

The Committee is delegated the following recommendatory powers:

- Approval of acquisition or sale or lease of properties owned by the Domain Endowment Fund consistent with the Domain Endowment Fund Investment Policy, for any endowment properties.
- The Committee may make recommendations to Council.
- The Committee may make recommendations to other Committees.

Recommendatory Oversight of Policies and Bylaws:

- *Alcohol Control Bylaw 2015*
- *Animal Nuisance Bylaw 2013*
- *Citizens Initiated Referenda Policy*
- *City Honours Policy*
- *Class 4 Gambling Venue Policy*
- *Community Assistance Policy*
- *Community Occupancy Policy*
- *Cultural and Recreational Facilities Bylaw 2012*
- *Disability Policy*
- *Dog Control Bylaw 2015*
- *Dog Control Policy*
- *External Funding Applications Policy*
- *Hamilton City Smoke-Free Environment Policy*
- *Naming of Roads, Open Spaces and Council Facilities Policy*
- *International Relations Policy*
- *Provisional Local Alcohol Policy*
- *Psychoactive Substances (Local Approved Products) Policy*
- *Prostitution Bylaw 2019*
- *Public Places Bylaw 2016*
- *Public Places Policy*
- *Safety in Public Places Bylaw 2014*
- *TAB Board Venue Policy*

ITEM	TABLE OF CONTENTS	PAGE
1	Apologies – <i>Tono aroha</i>	5
2	Confirmation of Agenda – <i>Whakatau raarangi take</i>	5
3	Declarations of Interest – <i>Tauaakii whaipaanga</i>	5
4	Public Forum – <i>Aatea koorero</i>	5
5	Confirmation of the Open Community Committee Minutes - 31 August 2021	6
6	Chair's Report	13
7	Deliberations Report: Draft Permanent Public Art Policy and Draft Monuments and Memorials Policy (<i>Recommendation to the Council</i>)	15
8	Review of the Naming of Roads, Open Spaces and Council Facilities Policy	57
9	Rototuna Village Design	93
10	Social Housing Sector update report 2021	113
11	Disability Policy and Action Plan 2021 update	123
12	Hamilton City Libraries Update	134
13	Update on National I-site Review	148
14	General Managers Report	195
15	Resolution to Exclude the Public	201

1 Apologies – *Tono aroha*

2 Confirmation of Agenda – *Whakatau raarangi take*

The Committee to confirm the agenda.

3 Declaration of Interest – *Tauaakii whaipanga*

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

4 Public Forum – *Aatea koorero*

As per Hamilton City Council's Standing Orders, a period of up to 30 minutes has been set aside for a public forum. Each speaker during the public forum section of this meeting may speak for five minutes or longer at the discretion of the Chair.

Please note that the public forum is to be confined to those items falling within the terms of the reference of this meeting.

Speakers will be put on a Public Forum speaking list on a first come first served basis in the Council Chamber prior to the start of the Meeting. A member of the Council Governance Team will be available to co-ordinate this. As many speakers as possible will be heard within the allocated time.

If you have any questions regarding Public Forum please contact Governance by telephoning 07 838 6727.

Council Report

Item 5

Committee: Community Committee
Author: Carmen Fortin
Position: Governance Advisor
Report Name: Confirmation of the Open Community Committee Minutes - 31 August 2021

Date: 12 October 2021
Authoriser: Becca Brooke
Position: Governance Manager

Report Status
Open

Staff Recommendation - *Tuutohu-aa-kaimahi*

That the Community Committee confirm the Open Minutes of the Community Committee Meeting held on 31 August 2021 as a true and correct record.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Community Committee Open Unconfirmed Minutes - 31 August 2021

Community Committee

Komiti Hapori

OPEN MINUTES

Minutes of a meeting of the Community Committee held via Audio Visual Link, Hamilton on Tuesday 31 August 2021 at 9.33am.

PRESENT

Chairperson	Cr M Bunting
<i>Heamana</i>	
Deputy Chairperson	Cr K Naidoo-Rauf
<i>Heamana Tuarua</i>	
Members	Mayor P Southgate Deputy Mayor G Taylor Cr M Gallagher Cr R Hamilton Cr D Macpherson Cr A O'Leary Cr R Pascoe Cr S Thomson Cr M van Oosten Cr E Wilson Cr M Donovan Maangai T P Thompson-Evans Maangai O Te Ua

In Attendance:	Lance Vervoort – General Manager Community Rebecca Whitehead – Unit Director Business and Planning Maria Barrie – Unit Director Parks and Recreation Helen Paki – Unit Director Community Services Stephen Pennruscoe – Libraries Director Kelvin Powell – City Safe Unit Manager Andy Mannering – Ratonga Hapori Muna Wharawhara – Amorangi Maaori Karen Kwok – Senior Community Facilities and Recreation Advisor Param Kaur – Survey and Insight Analyst Nick Chester – Social Development Advisor Damian Puddle – Play Advocate Shane Brodie - Sport Waikato Dame Peggy Koopman-Boyden - Age Friendly Steering Group Mark Bang - CDEM Team Leader- Genesis
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Governance Staff:	Becca Brooke – Governance Manager Carmen Fortin and Narelle Waite – Governance Advisors
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The meeting was opened with a prayer from Waikato Interfaith Council.

1. Apologies - *Tono aroha*

Resolved: (Cr Bunting/Cr Wilson)

That the apologies for partial attendance from Mayor Southgate (Council Business), Cr Naidoo-Rauf, and Maangai Te Pora are accepted.

2. Confirmation of Agenda - *Whakatau raarangi take*

Resolved: (Cr Bunting/Cr Naidoo-Rauf)

That the agenda is confirmed, noting Item 9 (Hamilton Central City Safety Strategy – 2021 Update) will be taken after item 12 (General Manager's Report) to accommodate availability.

3. Declarations of Interest - *Tauaakii whaipanga*

No members of the Council declared a Conflict of Interest.

4. Public Forum - *Aatea koorero*

No members of the public wished to speak.

5. Confirmation of the Open Community Committee Minutes - 22 June 2021

Resolved: (Cr Thomson/Cr Naidoo-Rauf)

That the Community Committee confirm the Open Minutes of the Community Committee Meeting held on 22 June 2021 as a true and correct record.

6. Chair's Report

The Chair spoke to the report in particular the cemetery works and the November Community Committee to be held in the community, and acknowledged the work of staff in the Covid-19 lockdown.

Resolved: (Mayor Southgate/Cr Bunting)

That the Community Committee:

- a) receives the report; and
- b) requests staff report back to Council with a proposal, to provide a higher standard of maintenance in the Maple, Beech, Cherry and Magnolia Lawns parts of the Hamilton Park Cemetery at Newstead, with costs and options on how those costs may be met, in time for consideration as part of the 2022/23 Annual Plan development process.

7. Hamilton Age Friendly Plan 2021-24

The Chair introduced the report and Dame Koopman-Boyden. The Social Development Advisor explained that the purpose of the report was to endorse the Age Friendly Plan and noted that the Plan is community led, reviewed by the Age Friendly Steering Group and was supported by a large number of communities and agencies. Dame Koopman-Boyden acknowledged the work of the Steering Group and spoke to the goals of increasing awareness and improving the lives of Hamilton's older population and the new, enhanced, and ongoing projects which support these goals. They responded to questions from Members concerning Steering Group interest in accessibility plan, printing engagement materials for groups, financial and budgeting support for older persons, engagement with mana whenua and iwi, partnerships, mobility parking review, and terminology for older persons.

Resolved: (Cr Bunting/Maangai Thompson-Evans)

That the Community Committee:

- a) receives the report;
- b) endorses the Hamilton Age Friendly Plan 2021-24; and
- c) notes that progress on the plan will be reported to the Community Committee annually, beginning in August 2022.

8. Access to School Sports Fields and Facilities Update

The Social Development Advisor and the Play Advocate outlined the report noting that there had been a survey undertaken with schools in Hamilton to better understand interest in opening up schoolgrounds to the public and that the report noting it was in response to the request from Members at the June 2021 committee meeting. Staff responded to questions from Members concerning mapping, strategies used to ensure school understanding of support and community engagement, public communication of open schoolgrounds, booking management, collaboration with community groups for use of facilities, mitigating vandalism risks, reporting of trial findings, analysis of areas with limited greenspaces, partnership responsibility of Council, consideration of Covid-19 response, and Ministry of Education inclusion.

Staff Action: Staff undertook to circulate a map of the schoolgrounds with community access via the minutes of the meeting as **Appendix 1**.

Staff Action: Staff undertook to report back to a future meeting of the committee regarding collaboration with community groups and schools to meet community facility needs.

Resolved: (Cr Gallagher/Cr van Oosten)

That the Community Committee:

- a) receives the report; and
- b) notes that future updates will be provided through the General Manager's report.

The meeting was adjourned from 10.54am to 11.15am.

10. Civil Defence Emergency Management (CDEM) Quarterly Update

The City Safe Unit Manager introduced the CDEM Team Leader, Mark Bang. They spoke to the report and the collaboration with the DHB meant that 77 members of staff were prioritised as essential workers in order to assist in the case of a civil defence emergency. They noted that since the report had been written, there had been 2 notable events occur which was the flooding in Westport and the Covid-19 response, these would be included in the next quarterly reports. Staff responded to questions from Members concerning perceived boundaries of Hamilton, Pou Aarahi role development, involvement and engagement with Tangata Whenua, awarding of Matariki award.

Resolved: (Cr Hamilton/Cr Bunting)

That the Community Committee receives the report.

11. Community Facilities on Parks update

The Unit Director Parks and Recreation spoke to the report noting that work was ongoing and was separated into three parts – a survey of existing organisations in order to understand the use and

capacity of the current facilities, an analysis of parks which could have community facilities built on them, and the draft process. Staff responded to questions from Members concerning best use of facilities, short lease issues and impacts, Annual Plan and Long Term Plan considerations, alleviation of pressure through coordination of school facility bookings, maps of available facilities, current policy, genuine partnerships, funding agreement impacts, community occupancy impacts, inclusion in town belt plans, renaming of facilities, inclusion of domain endowment fund in reserve management plan policy review, ammunition store heritage classification, and staff resource.

Resolved: (Cr Bunting/Cr Wilson)

That the Community Committee receives the report.

12. General Managers Report

The General Manager Community introduced the report, noting that other members of staff would be speaking to individual items within the General Manager's report.

The Libraries Director spoke to the customer survey undertaken regarding library hours, noting that results suggest current hours do not support the community needs, that the proposal to redistribute staff resources was in response to these findings and that the new hours would not require additional funding. He responded to questions from Members concerning increasing libraries' weekend hours, libraries' workforce, response from staff, and feedback from public regarding visiting locations.

The General Manager Community provided the update regarding the trading in public places policy review, noting that there was not enough information to provide a full report to the committee at this time and requested that the report be deferred.

The Ratonga Hapori provided an update regarding the Citizens Advice Bureau presence in the Municipal Building, noting that they did not currently see a need to permanently reside in the Municipal Building but would be interested in providing mobile services around the city and were looking to work with Council to better serve the community need. He responded to questions from Members concerning service level agreements and multi-year grants.

Resolved: (Cr Bunting/Cr Thomson)

That the Community Committee

- a) receives the report;
- b) approves the changes to Libraries operating hours as outlined in paragraph 14, with the new hours coming into effect on Sunday 26 September 2021; and
- c) defers the Trading in Public Places Policy: Investigation into economic impacts reporting to December 2022.

Cr Nadioo-Rauf left the meeting (12.05am) during the above item. She was not present when the item was voted on.

9. Hamilton Central City Safety Strategy – 2021 Update

The Ratonga Hapori introduced the report, noting that the current Central City Safety Strategy has been completed and that the revised Central City Transformation includes actions regarding safety perceptions. Staff responded to questions from Members concerning City Safe operation in the Central City, impacts of free bus services on the Transport Centre, communication with community support groups, the inteno app, resourcing, analysis of crime statistics and perception, usefulness of perception study, and inclusion of suburbs in survey.

Staff Action: Staff undertook to organise a session with Cr Bunting, Mayor Southgate, and other interested Members to discuss the formation of an inter-agency working group to ensure the collaborative efforts in regard to city safety.

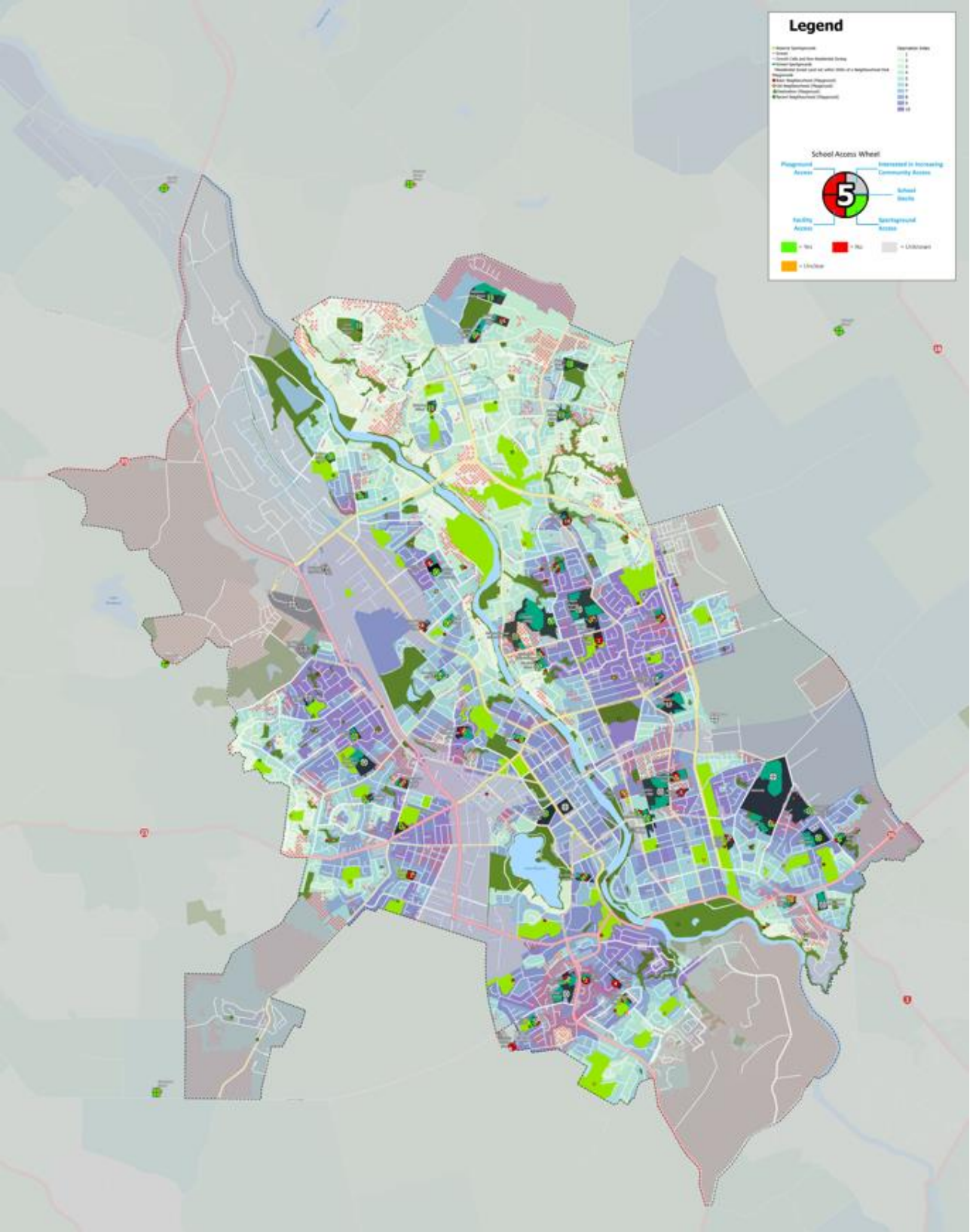
Resolved: (Cr Bunting/Mayor Southgate)

That the Community Committee:

- a) receives the report; and
- b) notes that the goals, objectives and ongoing monitoring of measures within the Central City Safety Strategy have been incorporated into the Central City Transformation Plan.

Cr Naidoo-Rauf re-joined the meeting (12.18pm) during the above item. She was present when the item was voted on.

The meeting was declared closed at 12.49pm.



Council Report

Committee: Community Committee

Date: 12 October 2021

Author: Carmen Fortin

Authoriser: Becca Brooke

Position: Governance Advisor

Position: Governance Manager

Report Name: Chair's Report

Item 6

Report Status	<i>Open</i>
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Recommendation - *Tuutohu-aa-kaimahi*

That the Community Committee receives the report.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Chair's Report



Chair's Report

Attachment 1

Kia ora tatou,

Thank you for your attendance today in whatever medium we find ourselves. I appreciate the collective experience, imagination and intelligence that this group brings as we work together today for the wellbeing of the Hamilton community.

Today is the end of an Era for this community committee, as our GM steps up to a higher level, this being his last Community Committee meeting as GM.

Lance Vervoort has been GM of this committee in its various iterations for over 10 years, having worked with 4 mayors, 3 CEO's Martin, Angela, Paula and me as chairs and I would hate to even try to count how many councillors. Lance, you have done great things for the community, the community team and for me.

There are 3 whakatauki that are worth sharing at this juncture.

Ko te kai a te rangatira he korero - The food of chiefs is dialogue. As has often been said, Lance is a plain speaker, something we've often enjoyed in these meetings, and those closed door meetings, quiet conversations and many, late night phonecalls have certainly helped many of the elected members. I very much enjoyed those massive laughs we've shared and please don't imagine for a minute that that's going to change!

Kia mau ki te aka mate, kei mau ki te aka tāepa - Hold the vine rooted in the ground, not the vine hanging from the heavens. Thank you Lance for that rare mix of calmness and creativity you have brought to this community, and we have really enjoyed how you have supported so many of our 'crazy' ideas. Your vast experience is a great filter for some of our more ambitious ideas, and I've come to know that once Lance is behind you, it happens.

Mahia I runga i te rangimarie me te ngākau māhaki - with a peaceful mind and respectful heart, we will always get the best results.

On behalf of this committee over the years and chairs, thank you Lance.

We're looking forward to Helen Paki assuming the mantle in the meantime and I'm sure the community will be super-served with her at the over the next wee while.

Chair's Recommendation

That the Community Committee receives the report.

Councillor Mark Bunting
Chair, Community Committee
Hamilton City Council

Item 6

Council Report

Item 7

Committee: Community Committee **Date:** 12 October 2021
Author: Joanna van Walraven **Authoriser:** Lance Vervoort
Position: Policy and Strategy Advisor **Position:** General Manager Community
Report Name: Deliberations Report: Draft Permanent Public Art Policy and Draft Monuments and Memorials Policy

Report Status	Open
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Purpose - *Take*

1. To inform the Community Committee on feedback from public consultation and 28 July hearings undertaken on the Draft Permanent Public Art Policy and Draft Monuments and Memorial Art Policy.

Staff Recommendation - *Tuutohu-aa-kaimahi* (Recommendation to the Council)

2. That the Community Committee:
 - a) receives the report;
 - b) deliberates on the issues raised through the public consultation process;
 - c) approves staff make changes to the draft Permanent Public Art Policy and Draft Monuments and Memorial Art Policy as outlined in the staff report and with reference to any further changes that respond to feedback received through the public consultation process as deemed appropriate by Committee members; and
 - d) recommends the Council approves the final Draft policies at the Council meeting on 11 November 2021.

Executive Summary - *Whakaraapopototanga matua*

3. Public consultation was carried out on the Draft Permanent Public Art Policy and Draft Monuments and Memorial Art Policy (the Draft Policies) between 7 June and 9 July 2021.
4. During the consultation a total of 106 submissions were received, and seven verbal submissions were heard at the 28 July 2021 Hearings and Engagement Committee.
5. In response to community feedback, amendments to the Policies proposed by staff are as follows:
 - A. Changes related to matters of fact and accuracy (e.g. amend the term “recognised artist” to “artist with requisite capability”) Minor editorial changes (changes to spelling, grammar etc)
 - B. Changes to wording to strengthen alignment to the policy with He Pou Manawa Ora, in particular:
 - i. References to Maaori representation in decision making, and

- ii. Hamilton's unique Maaori history and culture is shared, protected, and celebrated
- C. Wording to clarify the role of the taskforce and to include criteria for initiating a taskforce including:
 - i. Threat to public safety/significant threat of damage (e.g. car park)
 - ii. Persistent and prolonged public objections
 - iii. Potentially harmful to group of interest
- 6. Although some public art works have a high level of public interest, staff consider the matters contained in this report have low significance and that the recommendations comply with the Council's legal requirements.

Background - *Koorero whaimaarama*

- 7. Two new Draft Policies (the Permanent Public Art Policy and Monuments and Memorial Art Policy) were approved for consultation at the 18 May 2021 Community Committee meeting. The report from that meeting is available [here](#).
- 8. The two policies were developed to support outcomes HCC's Permanent Public Art Process was reviewed to help mitigate issues that had been identified since it was last adopted in 2016, and to ensure improved outcomes for future works. The purpose of the review was to:
 - i. Address problems relating to existing public art works
 - ii. Address previous gaps in consultation
 - iii. Improve outcomes for design and maintenance
 - iv. Create clear definitions of what is or isn't considered Permanent Public Art Public art, Monuments or Memorial Art
- 9. The Draft Permanent Public Policy is included as **Attachment 1** and the Draft Monuments and Memorials Policy is included as **Attachment 2**.
- 10. Public consultation on the Draft Policies was carried out between 7 June and 9 July 2021. During the consultation a total of 106 submissions were received, and seven verbal submissions were heard at the 28 July 2021 Hearings and Engagement Committee. The Hearings and Engagement agenda is [here](#) and minutes [here](#).
- 11. An insights and analysis report, which includes information about the communications and engagement approach, is included as **Attachment 3**.

Discussion - *Matapaki*

Major themes from Consultation and Hearings

- 12. Consultation was focussed on major two aspects of the draft Policies, the proposal to re-introduce a public art panel to support applications, and the option of a taskforce approach in managing public art works that have caused "significant community upset".

Public Art Panel

- 13. The purpose of the public art panel would be to support new public art applications to Council. The panel would be made up of experts from the arts community, construction experts and mana whenua. The panel would give ongoing advice to applicants and made recommendations to Council about new proposals.
- 14. The majority of submitters supported or partially supported the proposal to establish a public art panel. 51% of submitters (54) supported it, 23% (25) partially supported it, 22% (23) did not support it, and 2 were undecided.

15. A Draft Terms of Reference for the Public Art Panel is included as **Attachment 4**.

Taskforce approach

16. The Draft Policy specifies that in the case that a public artwork has caused “significant community upset” the General Manager- Community, could form a taskforce to makes recommendations to Council with regards to the artwork.
17. A slightly larger majority of submitters supported the approach of setting up a taskforce. 58% (62) supported the proposal of the taskforce approach, 13% (14) partially supported the approach, 22% (23) did not support the approach of adopting a taskforce, and 5% (5) were undecided or did not answer the question. (**Attachment 1**, page 11).
18. A Draft Terms of reference for the Taskforce is included as **Attachment 5**.

Other feedback

19. Some submitters gave feedback that were out of scope with the consultation. These included comments about parking, murals, or other temporary arts or infrastructure initiatives. These submitters were more likely to give negative feedback about the proposals.

Hearings and Engagement Committee Meeting

20. Seven submissions were heard at the 28 July 2021 Hearing and Engagement Committee.
21. At the conclusion of submissions Elected Members and Maangai raised issues for staff to follow up. Issues are addressed in Table 1 (below):

Request	Staff Response
Public Art Partnerships	
How the policies support applications from Maaori	Council staff will continue to support the production of public art (see Attachment 2) The polices propose mana whenua representation via the Public Art Panel while retaining current engagement with Te Ngaawhaa Whakatupu Ake
How HCC make partners comfortable with our process	Staff will continue to offer a range of support partners throughout the process The proposed Public Art Panel would provide additional support for applications Implementation of the policies could include templates and update of Public Art Development Guide
How to encourage private organisations to consider art in their buildings, landscaping, and architecture	To be addressed through the upcoming Arts and Culture Strategy
Alignment with HCC Policies and Strategies	
Aligning the policies with other HCC policies and strategies?	The polices were developed as part of the Cultural Significant workstream – policy outcomes are consistent with other workstream items The policies will be amended to ensure there is clearer alignment with He Pou Manawa Ora

Mapping and pre-identifying areas that are appropriate for Public Art Development	To be addressed through the development of the Arts and Culture Strategy
How policy supports emerging forms of art – ie digital and easy to follow process from newcomers	<p>The policies are not specifically aimed at emerging artists or technology; however, the Council will consider all appropriate applications</p> <p>New technology (such as digital) is not excluded if sustainable, long-term maintenance is possible</p>
Public Art Panel Membership	
Request for more information about who would be on the Public Art Panel	A draft term of reference for the Public Art Panel has been developed (Attachment 4)
Monuments and Memorials Policy	
How we ensure that monuments recognise the totality of our history	The Policy proposes a greater emphasis on consultation to ensure that monuments and memorial artworks reflect inclusive narratives
How to resolve concerns from THaWK regarding the proposed separation of monuments/memorials from and other art works	Each art proposal would be assessed through Te Ngaawhaa Whakatupu Ake at stage 1
Other	
An art register for master planning and maintenance	<p>Public art is currently managed through an asset register and maintenance is contracted to experts as required in accordance with maintenance plans as provided by the donor</p> <p>The new process will provide greater confidence in donor maintenance plans and requirements</p> <p>Master planning will be considered through the development of the Arts and Culture Strategy</p>
Story telling guidelines	Staff will consider the possibility of a Council wide interpretation plan
The integration of art in new developments and city growth planning	Staff will investigate opportunities for integrating arts projects through the Arts and Culture strategy and other relevant documents under development

Staff Recommendations

22. In response to community feedback, changes proposed by staff are as follows:
23. Changes related to matters of fact and accuracy (e.g. amend the term “recognised artist” to “artist with requisite capability”)

24. Minor editorial changes (changes to spelling, grammar etc):
- A. Changes to wording to strengthen alignment to the policy with He Pou Manawa Ora, in particular:
 - i. References to Maaori representation in decision making, and
 - ii. Hamilton's unique Maaori history and culture is shared, protected, and celebrated
 - B. Wording to clarify the role of the taskforce and to include criteria for initiating a taskforce including:
 - i. Threat to public safety/significant threat of damage (e.g. car park)
 - ii. Persistent and prolonged public objections
 - iii. Potentially harmful to group of interest

Options

25. Three main options have been identified.
- Option 1:** the policies are updated as per the staff recommendations in the report.
 - Option 2:** the policies are updated based on member feedback (which may include some, or all the staff recommendations).
 - Option 3:** the Committee does not recommend either form of the Draft Policies for adoption by the Council and the 2016 Public Art Process remains in place.
26. Any changes to the Draft Policies would be made once deliberations have taken place and at the direction of the Community Committee.
27. If the Community Committee approves changes to the Draft Plan these changes will be made by staff. If the Committee recommends the Council adopt the Draft Policies, the updated version of the Draft Policies will be presented to the Council at its meeting of 11 November 2021. Staff will provide both a version showing tracked changes from the original Draft Policies and draft versions without tracked changes.

Financial Considerations - *Whaiwhakaaro Puutea*

28. The Draft Policies do not bind the Council to any significant on-going funding. Any costs associated with the administration of the Policies would be met within existing budgets.
29. Staff time involved in the development of these Policies and the subsequent community engagement is a regular operating activity funded through the Long-Term Plan.

Legal and Policy Considerations - *Whaiwhakaaro-aa-ture*

30. Staff confirm that the staff recommendation complies with the Council's legal and policy requirements.

Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga*

31. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental, and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').
32. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
33. The recommendations set out in this report are consistent with that purpose.

Social

34. The social benefits of public art are well documented; as well as providing interest and entertainment, they tell stories that can reflect both the history and the aspirations of a community. As a placemaking tool, public art can enliven spaces, and create talking points, social connections, and foster a sense of belonging and social inclusion.

Economic

35. Permanent Art works become icons for city that contribute to Hamilton's reputation as a culturally sophisticated, desirable place to live and visit.

Environmental

36. Applications are assessed to ensure that any negative environmental impacts are mitigated.
37. Public art has the potential to highlight and complement the natural environment in certain situations. It may build a greater appreciation of the natural environment by the community and enhance environmental wellbeing as a result.

Cultural

38. The arts are integral to the cultural wellbeing of many in the community including Maaori.
39. The adoption of a public art policy has the potential to enhance cultural wellbeing by providing a greater framework to assess public art projects. There is currently a lack of guidance to decision makers on how to assess the cultural appropriateness of public art, both at the time of installation and as cultural contexts change over time. The adoption of a policy will allow for more structured conversations to occur amongst elected members and the community, leading to more informed decisions.

Risks - *Tuuraru*

40. Some public art works have a high level of public interest associated with them which may create an element of political risk. Risks have been managed through an open public engagement process.

Significance & Engagement Policy - *Kaupapa here whakahira/anganui*

Significance

41. Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the recommendation(s) in this report has/have a low level of significance.

Engagement

42. Community views and preferences are already known to the Council through the consultation and engagement process, including views expressed at the 28 July Hearings and Engagement meeting.
45. Given the low level of significance determined, the engagement level is low. No engagement is required.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Draft Pemanent Public Art Policy

Attachment 2 - Draft Monuments and Memorials Policy

Attachment 3 - Engagement Tactics and Insights Report

Attachment 4 - Draft Terms of Reference- Public Art Panel
Attachment 5 - Draft Terms of Reference- Public Art Taskforce

Item 7

DRAFT HAMILTON CITY COUNCIL PERMANENT PUBLIC ART POLICY

Hamilton City Council recognises the contribution that public art, and the donors that make public art available to the city, makes in developing a vibrant and creatively engaging city. Hamilton City Council will continue to support the development of permanent public art of a high artistic, cultural, and manufacturing value.

Public art positively contributes to the city in the following ways:

- Contributes to placemaking and builds local identity, pride and ownership
- Building a sense of interest, challenges and entertains
- Provides inspiration and promotes creativity

Purpose

1. The purpose of the Policy is to:
 - Ensure Council processes support and enable the best outcomes for public art
 - Ensure cultural wellbeing is adequately addressed through the development of public art
 - To provide clarity regarding the acquisition and maintenance of permanent public art
2. This policy should be read in conjunction with Hamilton City Council's Permanent Public Art Policy and Public Art Plan and Development Guide, and Memorials and Monuments Policy.

Scope

3. This Policy applies to large scale permanent works of art that are vested to Council for perpetuity on Council-owned land. The Policy applies to new and existing Permanent Public Art works.
4. This Policy does not apply to the following:
 - Public art of a non-permanent nature, such as short-term installations, or performances.
 - Public art that depicts a person (or persons) or specific event (see Memorials and Monuments Policy)
 - Creative treatments such as murals, decorations, integrated art or other embellishments
 - Public art installed as part of Council projects or part of Council facilities (i.e. H3, Art Museum, Library or Pools)
 - Landscaping features or other low-cost art in public spaces that does not generally require specialist care
 - Public art installed on private land

For public art definitions see Appendix 1.

Principles of Policy

5. The guiding principles for this Policy are that:

- Hamilton City Council supports the development of high quality, original public artwork with high artistic values
- Permanent public art works should be purpose built and structurally sound, using quality and enduring materials
- Permanent art works should contribute to placemaking in a way that builds local identity, pride and ownership
- That the Council represents the interests of the Hamilton community in decision making about public art.

The role of the Council

6. The Council supports the development of public art by providing:
 - Planning support and advice
 - Consultation and engagement
 - Site management
 - Long term maintenance
7. Some applications may qualify for limited funding to support the development of a detailed design.

Public Art, Monuments and Memorial Art Process

8. All applications should follow Hamilton City Council's Permanent Public Art, Monuments and Memorial Art Process.

Public Art Panel

9. A Public Art Panel provides support the application process and make recommendations to the Council about new proposals. The panel will consist of key Council staff, Iwi and Haapuu representation, and other art or construction specialists.
10. The panel's advice will be sought on artistic merit, cultural appropriateness, location, public engagement, engineering and construction, maintenance requirements and any other issues identified by Council.
11. Council staff or the panel may refer the proposal for specialist advice from external parties when necessary.

Acquisition and Maintenance

12. The donor must supply a maintenance guide with the detailed development plan
13. Once an artwork becomes part of the Hamilton City Council Public Art Collection it will be maintained by the Council as agreed per maintenance plan.

Relocation of Permanent Public Art

14. The Council has the right to remove public art from display at any time if:

- There is unrepairable damage to the artwork
- There is reason to think that the artwork could cause serious harm or injury to members of the public
- The location is required for another purpose.

15. In the case that the Council needs to permanently relocate an artwork for that or any other reason it will work in good faith with affected parties to achieve a positive resolution. This includes:

- referring the matter to the Public Art Panel for consideration
- Consulting with the donor/s and other affected parties.

16. In the case that an artwork is found to cause significant upset to members of the community, the General Manager Community may set up a taskforce that includes Elected members, Maaori representation (Iwi, Haapuu and Rangatira), Council staff, members of the Public Art Panel and any other subject matter experts (e.g. art historians, or historians as required).

17. The taskforce would report to the Community Committee for a decision about whether to permanently remove or relocate the item

Appendix 1. Definitions

Name	Detail	Role of Council	Example/s
Permanent Public Art	<ul style="list-style-type: none"> • A high value, unique and significant artwork made (or designed) by a recognised artist • Usually bespoke, site-specific works that have been created in response to an artists' brief • May be engineered by others <i>or</i> handcrafted, but has a high level of intellectual property • Has a sense of longevity; made with enduring materials to be maintained by the Council indefinitely 	<ul style="list-style-type: none"> • Support through Permanent Public Art Process • Support with infrastructure requirements/consents etc • Site management in conjunction with project team • Site management in partnership with project team to ensure safe and successful installation 	<i>Tongue of the Dog (Michael Parekowhai), The Farming Family (Margriet Winderhausen)</i>

	<ul style="list-style-type: none"> • Would be expected to appreciate in value- (however individual components of the work, such as pumps etc, may depreciate) • Usually donated to the city through an arts trust • Usually requires specialist care which is informed through a detailed maintenance schedule 	<ul style="list-style-type: none"> • Once vested to the Council maintenance is managed by Collections staff (Waikato Museum) 	
Monuments and Memorial Art	<ul style="list-style-type: none"> • A work of art that memorialises the life of an individual, a group or a significant event 	<ul style="list-style-type: none"> • As for Permanent Public art (above) • Assistance with Consultation 	<i>In the Line of Fire, War Horse (Matt Gauldie)</i>
Landscape feature	<ul style="list-style-type: none"> • A piece of art that sits on public land but is comparatively inexpensive compared with bespoke permanent public art, and does not require specialist care • Likely to have more simple maintenance requirements than large scale permanent public art works • Will usually (but not always) depreciates in value, depending on materials etc 	<ul style="list-style-type: none"> • Often installed as part of a project (e.g. playground development or park design) • Ensures quality control and public safety • The responsibility for the installation and ongoing care of the art is held by the asset manager (e.g. parks management) • Does not need to go to Council to be vested into the Council's Permanent Public Art collection 	Decorative treatments in Parana Park
Integrated Art	An artwork that is developed as a part of a larger piece of infrastructure. May include decorative features or design elements such as landscaping art	Often developed and delivered through HCC projects	
Temporary Public Art	Substantial (but not permanent) works of art that are displayed publicly for a limited time (i.e. months to more than year)	Potential Funding support, location	<i>Shrooms in Garden Place, (Amigo and Amigo)</i>

Community Art	Involves artistic input from community and non-artists. Often used as engagement tool	Enable and support through funding and Community Development staff	Community Murals, yarn bombing etc.
Street Art	High impact, reflective of contemporary urban context Often of a temporary nature, fresh and relevant	<ul style="list-style-type: none"> • Enable and support for appropriate projects • Most do not need to go through a formal Council process • Murals on public land that use Maaori imagery must be authorised by Te Ngaawhaa Whakatupu Ake 	Boon Street Art Murals
Donor	<ul style="list-style-type: none"> • A group or individual who has agreed to manufacture and install a work of public art on Council land per the Permanent Public Art and Memorials and Monument Art Process. 	Council staff liaise with project managers throughout agreed process	

DRAFT HAMILTON CITY COUNCIL MONUMENTS AND MEMORIAL ART POLICY

Hamilton City Council (the Council) recognises the contribution that has been made to the city through the donation of monuments and memorials. The Council will continue to support the development of memorial and monument art works of a high artistic, cultural, and manufacturing value.

High quality monuments and memorial art contributes to the city in the following ways:

- Contributes to placemaking and builds local identity, pride and ownership
- Building a sense of interest, challenges and entertains
- Provides inspiration and promotes creativity

Purpose

1. The purpose of the Policy is to:
 - Ensure Council processes support and enable the best possible outcomes for public art, monuments, and memorials
 - Ensure cultural wellbeing is adequately addressed through the development of public art
 - To provide clarity regarding the acquisition and maintenance of permanent public art.
2. This policy should be read in conjunction with Hamilton City Council's Permanent Public Art Policy and [Public Art Plan and Development Guide](#). For definitions about public art and monuments and memorial art, see Appendix 1.

Scope

3. This Policy applies to significant, permanent monuments or memorial art works that are vested to Council for perpetuity on Council owned land. The Policy applies to new and existing Monuments and Memorial Art works that have been vested to the Council.
4. This Policy does not apply to the following:
 - Any monuments and memorial art works in cemeteries, the Hamilton Gardens or the Waikato Museum
 - Any small-scale memorials such as trees, commemorative plaques, and street furniture
 - Memorial art of non-permanent nature, such as short-term installations, or services.
 - Non-permanent creative treatments such as murals, or other embellishments
 - Monuments and memorials installed on private land
 - The naming (or re-naming) of roads, open spaces, and Council facilities¹

Principles of Policy

¹ For naming refer to Hamilton City Council's *Naming of Roads, Open Spaces and Council Facilities Policy*

5. The guiding principles for this Policy are:

- Hamilton City Council supports the development of high-quality public art that tells the story of Hamilton/Kirikiroa
- That the Council represents the interests of the Hamilton/Kirikiroa community in ensuring the stories of the city are told in an inclusive and culturally sensitive manner
- That the Council will work in partnership with stakeholders to ensure positive outcomes for the community

The role of the Council

6. The Council supports the development of public art by providing:

- Planning support and advice
- Consultation and engagement
- Site management
- Long term maintenance

7. Some applications may qualify for limited funding to support the development of a detailed design.

Public Art, Monuments and Memorial Art Process

8. All applications should follow Hamilton City Council's Permanent Public Art, Monuments and Memorial Art Process.

Public Art Panel

9. A Public Art Panel will support the application process, provide advice and make recommendations to the Council about new proposals.

10. The panel will consist of key Council staff, Iwi and Hapuu representation, and art or construction specialists.

11. The panel's advice will be sought on artistic merit, cultural appropriateness, location, public engagement, engineering and construction, maintenance requirements and any other issues identified by Council.

12. Council staff or the panel may refer the proposal for specialist advice from external parties when necessary.

Criteria for acceptance of a proposal

13. For a proposal for monument or memorial to be successful it should meet the following criteria:

- Be an original, bespoke work with high artistic merit
- Be purpose built and structurally sound, using enduring materials
- Contribute to placemaking, and help build local identity

- Tell the stories of Hamilton/Kirikiroa in an inclusive manner
- Narratives around monuments and memorial art must be independently researched before approval to ensure that any depiction represents a fair and accurate account of that person or event
- Stories about monuments and memorial art should be communicated with the public through appropriate signage, public communications etc.

Consultation and Public Engagement

14. The Council must be satisfied that any proposal to install a monument or memorial has had an appropriate level of consultation. For acceptance by the Council,
 - Any depiction of an individual should consider the views of family members or descendants
 - Any commemoration of an event should take into the account the views of those affected (e.g. A monument to Christchurch mosque attacks or the Waikato Wars)

Acquisition and Maintenance

15. The donor must supply a maintenance guide and detailed development plan prior to acceptance by the Council.
16. Once an artwork becomes part of the Hamilton City Council Public Art Collection it will be maintained by the Council as agreed per maintenance plan

Relocation of a Monument or Memorial Art

17. The Council has the right to remove a Monument or Memorial from display at any time if:
 - There is unrepairable damage to the artwork
 - There is reason to think that the artwork could cause serious harm or injury to members of the public
 - The location is required for another purpose
18. In the case that the Council needs to permanently relocate a monument or memorial for that or any other reason it will work in good faith with affected parties to achieve a positive resolution. This includes:
 - referring the matter to the Public Art Panel for consideration
 - Consulting with the donor/s and other affected parties.
19. In the case that an artwork is found to cause significant upset to members of the community, the General Manager Community may set up a taskforce that includes Elected members, Maaori representation (Iwi, Haapuu and Rangatira), Council staff, members of the Public Art Panel and any other subject matter experts (e.g. art experts, or historians as required).

20. If required the taskforce will consider the appropriateness of an artwork and report to the Community Committee for a decision about whether to permanently remove or relocate the item.

Appendix 1: Definitions

Name	Detail	Role of Council	Example/s
Monuments and Memorial Art	<ul style="list-style-type: none"> A work of art that memorialises the life of an individual, a group or a significant event 	<ul style="list-style-type: none"> As for Permanent Public art (above) Assistance with Consultation 	<i>In the Line of Fire, War Horse (Matt Gauldie)</i>
Permanent Public Art	<ul style="list-style-type: none"> A high value, unique and significant artwork made (or designed) by a recognised artist Usually bespoke, site-specific works that have been created in response to an artists' brief May be engineered by others <i>or</i> handcrafted, but has a high level of intellectual property Has a sense of longevity; made with enduring materials to be maintained by the Council indefinitely Would be expected to appreciate in value- (however individual components of the work, such as pumps etc, may depreciate) Usually donated to the city through an arts trust Usually requires specialist care which is informed through a detailed maintenance schedule 	<ul style="list-style-type: none"> Support through Permanent Public Art Process Support with infrastructure requirements/ consents etc Site management in conjunction with project team Site management in partnership with project team to ensure safe and successful installation Once vested to the Council maintenance is managed by Collections staff (Waikato Museum) 	<i>Tongue of the Dog (Michael Parekowhai), The Farming Family (Margriet Winderhausen)</i>
Landscape feature	<ul style="list-style-type: none"> A piece of art that sits on public land but is comparatively inexpensive compared with bespoke permanent public art, and does not require specialist care Likely to have more simple maintenance requirements 	<ul style="list-style-type: none"> Often installed as part of a project (e.g. playground development or park design) Ensures quality control and public safety The responsibility for the installation 	Decorative treatments in Parana Park

	<p>than large scale permanent public art works</p> <ul style="list-style-type: none"> Will usually (but not always) depreciates in value, depending on materials etc 	<p>and ongoing care of the art is held by the asset manager (e.g. parks management)</p> <ul style="list-style-type: none"> Does not need to go to Council to be vested into the Council's Permanent Public Art collection 	
Integrated Art	An artwork that is developed as a part of a larger piece of infrastructure. May include decorative features or design elements such as landscaping art	Often developed and delivered through HCC projects	
Temporary Public Art	Substantial (but not permanent) works of art that are displayed publicly for a limited time (i.e. months to more than year)	Potential Funding support, location	<i>Shrooms in Garden Place, (Amigo and Amigo)</i>
Community Art	Involves artistic input from community and non-artists. Often used as engagement tool	Enable and support through funding and Community Development staff	Community Murals, yarn bombing etc.
Street Art	High impact, reflective of contemporary urban context Often of a temporary nature, fresh and relevant	<ul style="list-style-type: none"> Enable and support for appropriate projects Most do not need to go through a formal Council process Murals on public land that use Maaori imagery must be authorised by Te Ngaawhaa Whakatupu Ake 	Boon Street Art Murals
Donor	<ul style="list-style-type: none"> A group or individual who has agreed to manufacture and install a work of public art on Council land per the Permanent Public Art and Memorials and Monument Art Process. 	Council staff liaise with project managers throughout agreed process	



DRAFT PERMANENT PUBLIC ART POLICY
AND DRAFT MONUMENTS AND
MEMORIAL ART POLICY CONSULTATION
2021:
ENGAGEMENT TACTICS AND
SUBMISSIONS INSIGHTS REPORT

Report prepared by:
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Ruby Nyika, Communication and Engagement Advisor
July 2021.

Report reviewed by:
Nicole Nooyen, Team Leader, Communication and Engagement, Best in Business
Julie Clausen, Unit Manager, Strategy and Corporate Planning
July 2021.

D-3823533

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EXECUTIVE SUMMARY

Public art plays an important role in the development of our city, giving expressions and energy to public places, so it is important that Hamilton residents have an input on the decisions of future artworks and monuments displayed in Hamilton. We asked the community and stakeholders for their views on two draft policies that aim to guide decisions made around public artwork, monuments, and memorials. Both policies aim to provide more clarity around what public art is, along with a better process for accepting and installing artwork, including monuments and memorials.

What we asked

The questions we asked the community focussed on three key areas:

- Feedback on the formation of a public art panel made up of key Council staff, Iwi and Haapuu, and art and construction specialists to review and make recommendations around new artwork proposals.
- Feedback on the formation of a task force made up of Council staff, Elected Members, Maaori, and other topic related experts to manage artworks that have caused significant upset to the community.
- Any other comments on the draft policies.

How we engaged

The community could submit their responses by completing an online survey administered via Have Your Say (<https://haveyoursay.hamilton.govt.nz/parks-and-open-space/artspolicies/>) or filling in hardcopies of the survey available at the libraries and the Municipal building.

The consultation was open from 7 June to 9 July 2021. There were 106 submissions to the survey. There were 85 submissions from individuals, 12 from artists, 4 from art organisations, 2 from Mana Whenua, and 3 identified as 'Other' (Waikato-Tainui, Hamilton Central Business Association, and Friends of Waikato Museum).

We also reached over 28,000 people through social media, generating 213 comments and 153 reactions.

What people said

The key insights from all online and hard copy responses are outlined below. A more detailed view of all themes from all sources can be found from page 8 onwards.

Support for the proposal to establish an art panel

104 respondents provided an answer to this question, with 51% (54) supporting the proposal. 23% (25) of respondents partially support the proposal and 22% (23) did not support the proposal. 93 respondents (87%) provided a reason to explain their level of support.

The key themes gathered from responses of those who support the proposal are:

- *Suggestions about panel composition*
- *The panel should consider the social impacts of artwork on the community*
- *The panel will help to elevate the importance of art and artists*

The key themes gathered from responses by those who partially support the proposal are:

- *Suggestions about panel composition*

- *The panel need to be impartial and curate art carefully*
- *Processes should be transparent*

The main themes gathered from answers of those who do not support the proposal are:

- *A panel is unnecessary and not a good use of money*
- *Suggestions about panel composition*

Support for the proposal to establish a taskforce

103 respondents provided an answer to this question, with 58% (62) supporting the proposal. 22% (23) of respondents did not support the proposal and 13% (14) partially support the proposal. 74% (78) of respondents also provided a reason for their level of support.

The key reasons provided by those who support the proposal are:

- *The taskforce should consider the social impacts of artwork*
- *Suggestions about taskforce composition*

The key reasons provided by those who partially support the proposal are:

- *Suggestions about taskforce composition*
- *A taskforce is unnecessary or is not a good use of money*

The key reasons provided by those who do not support the proposal are:

- *A taskforce is unnecessary or is not a good use of money*
- *Suggestions about taskforce composition*

Other comments on the Council's Draft Permanent Public Art Policy and Draft Monuments and Memorial Art Policy

48 (46%) of respondents provided an answer to the question, "Do you have any other comments on the Council's Draft Permanent Public Art Policy and Draft Monuments and Memorial Art Policy?". 3 key themes were highlighted in these comments:

- *Ensure these policies reflects the diversity of Hamilton and its residents*
- *The processes and funding need to be transparent and effective*
- *These policies are not a good use of ratepayer's money*

Key themes from social media

There were 213 comments on our social media posts. 157 were found to be not relevant because discussion in the comments related to other topics, such as the Innovating Streets project. Analysis was undertaken on the remaining 56 relevant comments. There were 2 key themes gathered from these comments:

- *The proposals and policies are not necessary and not a good use of money*
- *Suggestions about panel/taskforce composition*

How this information will be used

The feedback on these policies will help to ensure that future public art, monuments, and memorials are consulted on and reviewed before installed. The feedback will also ensure that there is a process for dealing with existing public art that has caused signification upset to the community.

This report will be taken to the Hearings and Engagement Committee on 28 July 2021. Deliberations will take place at a Community Committee meeting on 31 August 2021. This will inform any amendments that may be made to the two draft policies.

ENGAGEMENT TACTICS

GOAL

To understand community and stakeholder views on two draft policies that aim to guide decisions made around public artwork, monuments, and memorials.

OBJECTIVES

- Key stakeholders are offered and take up the opportunity to engage with Council and provide feedback on the two policies
- We reach out to the wider community to gauge their feedback on the two policies
- Respondents feel that their views and opinions are taken on board, and appropriate changes are implemented as a result

ENGAGEMENT OUTCOME

The policies that allow Hamilton City Council to make decisions on public artwork, monuments, and memorials, are informed by stakeholders' and the community's opinion.

Hamilton City Council has a process for reviewing artworks that have caused significant upset, that has been informed by the views of stakeholders and community.

ENGAGEMENT CAMPAIGN REVIEW

The *Draft Permanent Public Art Policy and Draft Monuments and Memorial Art Policy* campaign opened on Monday 7 June and closed on Friday 9 July 2021. The campaign was promoted via 2 social media posts, and emails were sent directly to stakeholders from HCC staff. The social media posts and emails to stakeholders directed people to the Have Your Say online portal.

ENGAGEMENT RESULTS

We used a combination of digital and hardcopy communication and engagement tactics for this campaign. The following tactics were used:

1. Digital ads (Facebook, Instagram)
2. Brochures detailing key info such as FAQs, dates etc available at facilities (e.g., Museum, libraries etc)
3. Posters at Council facilities (e.g., Museum, libraries etc)
4. Newspaper ads (Waikato Times ad x1, Hamilton press ad x2)
5. Social media posts
6. Our Hamilton Story/media release

Some with the clothes in the under basket where he spends a night.
So I've begun to plan his life.
I'm pretty pragmatic when it comes to deciding when it's time for an animal to go.
Years of experience in both training and veterinary practice show that the best death is a death that happens before things that bad, before there's an emergency in the middle of the night, before there's an agony and a trauma.
Years ago on the farm, it was slow when suffering became unbearable.

All it took was a quick dash to the safe, a bunch of nerves, some low words of apology, and it was over.
But in urban life I've had too many nights trying to explain to something that doesn't speak human to hold on, to be brave, we're getting help.
It's hell, on everyone, and that's why I try to make the decision before that happens.
It's a wildly instinctive science when it comes to picking the right moment – the one where things are bad but not too bad; when it's all starting to slide

quickly and irreversibly towards the end. I reckon I've got it right so far: nation it with the last three dogs, cats, rabbit and rat.
As for the cat, he's incontinent; confused, and occasionally walks into bedrooms to scream at their inhabitants for no apparent reason. He terrifies small children.
We've taken to washing his face after he eats because he doesn't clean himself any more. Sometimes we dry him with a towel after he's fallen asleep in

the rain. We lift him to the kitchen bench he used to leap on to effortlessly.
Last year he started lying in the middle of the intersection by our house, and I began to wonder if it was some sort of sign.
Probably not, but I'd like one.
A few days ago I rang our veterinary clinic: "We've made up our minds," I told the nurse, who made sympathetic noises as she wrote in the appointment.
"We've changed our minds," I told her an hour later, and she

him do nothing a little longer.
These days it feels like I keep saying "it's the end of an era" about everything, and the cat's death really will be.
He's the last of the family pets who were there from the beginning, just doing nothing as our lives played out around him.
Maybe that's why it's so hard to make the decision this time.
Maybe it's because doing nothing means everything as long as you're there in the background.
Or maybe we're just all tired of goodbyes.
Poor old cat, poor old us.



Public art, monuments, and memorials

Have your say

Should a panel help decide which art we display publicly?

We want to hear what you think about two draft policies that could guide decisions around Hamilton's public art.

Draft feedback forms are also available at Council offices and at your local library.

Give us your feedback by Friday 9 July.

You can find out more and have your say at haveyoursay.hamilton.govt.nz



WARD ST is OPEN FOR BUSINESS

We're creating a central city where people love to be.

We've installed some temporary changes to Ward Street so it's more attractive and safer for people to shop and move around in. Make sure you check them out!

GET INVOLVED + FIND OUT MORE

hamilton.govt.nz/innovating-streets



working twice as fast as you as a heavy equipment operator at HBB Construction.
More hours meant more money to send home. Dumangan supported a lot of people. They relied on him. Fishing, therefore, was his weekend escape. His break from work. But last weekend he went out on a boat and didn't come back.
An Dumangan and a friend tried to cross the Bay of Plenty's most dangerous bar on Saturday morning – the Kaituma Cut – their small boat was hit by large waves and capsized.
Rescue services were called about 11.45am and a rescue mission was launched. When the Marine Coastguard arrived, they found the overturned hull of the boat about 200m offshore in the wave break. One person could be seen clinging to the hull. There was no sign of a second person.



Top left: Joseph Dumangan worked hard to support family back home in the Philippines. Top right: He was a hard worker. Above: Jeffrey Bayon and Samuel Gao say their good friend Dumangan was a happy, friendly guy with a passion for fishing. SCOTT REYNOLDS



Public art, monuments, and memorials

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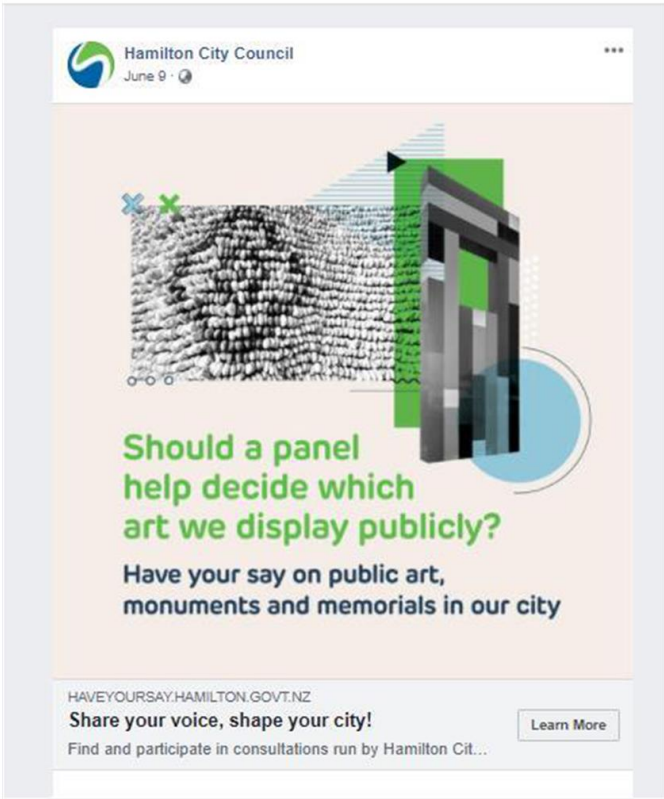
GET INVOLVED + FIND OUT MORE

hamilton.govt.nz/innovating-streets

Dumangan was eventually pulled from the water by rescuers, he was given first aid and CPR, but he died a short time later.
His friend made it to shore and was taken to hospital in a serious condition. He survived.
Neither man were wearing life jackets.
Tauranga has a large, close-knit Filipino community and news of Dumangan's death filtered out as many were attending a Philippines Independence Day celebrations on Saturday.
"It hurts, really. It's shocking," Samuel Gao, a friend of Dumangan, said this week.
When Dumangan first arrived in Tauranga, after spending a few years working in Christchurch, he moved in with Gao and his wife and lived with them for about two years. They became good friends.
To him, I just want to say thank you for everything," Gao, 31, said.
"And I'm really glad that I met him here. I'm sad as well, but I just want to say, 'bye for now'."
Another friend, Jeffrey Bayon, said he had "a lot of happy memories" with Dumangan.
"We feel so sad," he said.
Bayon, 31, also lived with Dumangan for a while in Tauranga. He

said he was one of those people you describe as "always happy".
He was always talking about fishing. Bayon said, and always looking to find a new area to fish – "the best spot".
Then, after he went fishing, he would talk about what happened. He would also make videos about his various fishing adventures and post them on YouTube.
He was friendly, "easy go lucky". He loved playing guitar in his room, singing, dancing. He kept people smiling, was a jokester. The life of the party.
Gao and Bayon aren't really into fishing themselves, but said they would still go along with Dumangan and have a good time. He would keep them interested and entertained.
Dumangan's plan, once the Covid-19 cloud lifted and the New Zealand border opened, was to bring his son over to join him, to study here. His two daughters and son live in Manila.
Josef Misa is a pastor at Living Grace Fellowship church in Tauranga, the congregation of which is largely Filipino.
Misa has been in contact with Dumangan's brother back in the Philippines.
"Of course they are saddened about what happened, but they would really like to get him back."
He said the Philippines embassy in New Zealand was now involved and plans were being made to hopefully repatriate Dumangan.
Misa said Dumangan's family wanted to make sure he was honoured. The Tauranga Filipino community is now banding together to help and plans are being made for a memorial service.
"Maybe one consolation is that what took him in the very thing he loved doing," Misa said. "At least he was out there doing what he wanted to do."

YESTERDAY'S SOLUTION
Across: 1 Forest, 4 Heart (for love), 8 Quota, 9 Druggist, 10 Rascal, 11 Upe, 12 For, 14 Mad, 15 Ship, 16 New, 21 Ache, 23 Aggravate, 25 Plunge, 26 Trace, 27 Tilt, 28 Adapt.
Down: 1 Figure, 2 Restless, 3 Smoothly, 4 Hoop, 5 Anger, 6 Ties, 7 Advice, 8 Assorted, 10 Organ, 12 Capricious, 19 Waived, 20 Object, 22 Squat, 24 Bala.
The solution to today's Telegraph crossword will appear with your next crossword.



SUBMISSION FORM (ONLINE & PAPER COPY)

We received a total of 103 submissions through the Have Your Say online portal. 3 submissions were received via email, and no hard copy submissions were received.

SOCIAL MEDIA

We reached over 28,000 people across 2 posts and 1 ad campaign via Facebook and Instagram. This generated 153 reactions, 213 comments and 12 shares. Our most popular demographic was women aged 55-64.

There were 221 link clicks through to the have your say page and 113 clicks through to the Our Hamilton Story.

EMAILS/ LETTERS

Staff emailed 15 stakeholders directly, to inform them that the consultation was live and to encourage their response. These emails also asked these groups to circulate within their own networks. Emails were sent 8 June with a 65.54% open rate.

The Community Development team also circulated the message to their community lists through their fortnightly email newsletter.

SUBMISSIONS INSIGHTS

FEEDBACK THROUGH SUBMISSION FORMS (ONLINE & PAPER COPY)

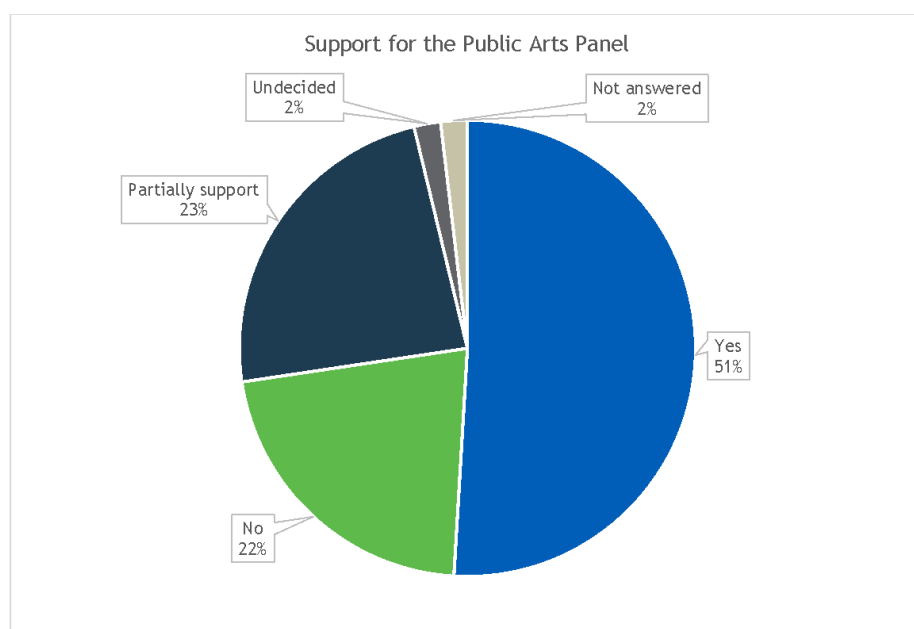
We received a total of 106 submissions via the Have Your Say online portal and email submissions.

There were 85 submissions from individuals, 12 from artists, 4 from art organisations, 2 from Mana Whenua, and 3 from groups identified as 'Other' (Waikato-Tainui, Hamilton Central Business Association, and Friends of Waikato Museum).

SUPPORT FOR THE PROPOSAL FOR A PUBLIC ARTS PANEL

51% (54 out of 106) respondents supported the proposal for a public arts panel. 23% (25 out of 106) partially supported it, 22% (23 out of 106) did not support it and 2% (2 out of 106) were undecided about their stance.

44% of artists and art organisations (7 out of 16) fully supported the proposal, 50% (8 out of 16) partially supported it and only 8% (1 out of 16) did not support it.¹



Key reasons for supporting the proposal

54 (51%) people supported the proposal and 43 provided comments for their answer. The main themes gathered from their answers are provided below, in decreasing order of popularity (based on the number of comments that represented this theme). Some examples of verbatim comments have been provided.

- a) *Suggestions about panel composition*
40% of comments, or 17 out of 43 comments.

¹ Cuts of the different groups and their level of support have not been provided due to the small sample size. Instead, some key indications from different groups have been noted.

“Shouldn't just be up to staff and EM's to make these decisions, would be good to widen the group involved in making recommendations and decisions.”

“A balanced group of culturally diverse art loving individuals should be asked to give their valued perspective. They need to be willing to volunteer their time and expertise to promote beautiful projects and question costs and relevance to Kirikiriroa and its peoples.”

“My only recommendation for any EOI of Panel membership would be 'artwork fabrication' rather than construction / maintenance specialists. I get the impression this is the intent anyway when referring to construction specialists, but I think it is important to have construction sector representatives that have a good understanding of what goes into artwork fabrication, and ideally has been through the process of artwork fabrication beforehand. There are a number of local engineering and construction firms that have been involved in several large-scale public art projects that would hopefully have representatives they could put forward for consideration.” (Truncated.)

- b) *The panel should consider the social impacts of artwork on the community*
21% of comments, or 9 out of 43 comments.

“Public art should add to the aesthetic appeal of a city, enhance community connection to a site, and when evoking narrative, tell appropriate narratives to connect community to each other and to the site. A public art panel, if the right range of people are included, will be able to advise on the suitability of a proposed work in relation to the perspectives signalled by me above. You could also include 'conservation' specialists as public art becomes community heritage if it is able to be conserved well.”

“A collective approach will reduce the risk of offending a culture or specific people.”

“Art that encourages discourse and debate should be encouraged; artwork that is offensive based on trauma caused in history should not be encouraged.” (Truncated.)

- c) *The panel will help to elevate the importance of art and artists*
21% of comments, or 9 out of 43 comments.

“Public art is critical to cities and public life. I think that public art is not given the respect or mana it deserves so I think establishing a panel would help to elevate the importance of art and it's practitioners in Kirikiriroa.” (Truncated.)

“This is a great opportunity to really showcase Hamilton. We have the room to really make our city stand out from the rest, listen to our community that are so proud of our city.”

“Art is important, but it needs to be appropriate and maintained”

Key reasons for partially supporting the proposal

25 (23%) respondents partially support the proposal for a public arts panel and all provided comments for their answer. The main themes gathered from their answers are shown below in decreasing order of popularity (based on the number of comments that represented this theme). Some examples of verbatim comments have been provided.

- a) *Suggestions about panel composition*
60% of comments, or 15 out of 25 comments.

“There is insufficient emphasis on the inclusion of expertise in the domains of public art and design history and practice (“art and construction specialists” is a bit vague) ... specialists in fine arts are not necessarily experts in public art and creative placemaking. Having more than 1 expert on the proposed panel is important to ensure success.”

“I would need a guarantee that the panel will be a true representation of the different people that is in this city. BIPOC LGBTQ+ communities first and foremost and Mana Whenua.”

“Excellent to include iwi and hapu representation. But the general public are missing here - where is the perspective of the everyday citizen whose life the art (presumably) is intended to enrich?”

- b) *The panel need to be impartial and curate art carefully*
12% of comments, or 3 out of 25 comments.

“I do not believe it should be the role of a PAP to consider artwork from an artistic perspective. I firmly believe the PAP should not be there to 'like' or 'dislike' certain works. This could cause serious issues.” (Truncated.)

“It clearly should not include politicians, as they are not experts and have their professional agendas in relation to public life that would create conflicts of interest at every turn.” (Truncated.)

- c) *Processes should be transparent*
12% of comments, or 3 out of 25 comments.

“Some transparency in the process would be good as I have no idea who decided on the current art or why.” (Truncated.)

“It would depend on the expertise of the panel to make judgements on art and ability to communicate this judgement”

“In turn, with a wider membership, it may be necessary for these policies to be clearer on how the Panel’s decision-making processes should be run.” (Truncated.)

Key reasons for not supporting the proposal

23 (22%) respondents did not support the proposal and 22 provided comments for their answer. The main themes gathered from their answers are outlined below, in decreasing order of popularity (based on the number of comments that represented this theme). Some examples of verbatim comments have been provided.

- a) *A panel is unnecessary and not a good use of money*
50% of comments, or 11 out of 22 comments.

“Such a committee could never reach a consensus. More waste of ratepayers money.”

“Stop wasting money. If you're going to throw away money on art, at least ask the community, not some panel that answers to no one.”

- b) *Suggestions about panel composition*
36% of comments, or 8 out of 22 comments.

“Exclude Iwi and Haapuu and get Artists”

“I don’t think that’s a good cross section of our community, you need representation from other cultural groups and maybe religious leaders and some youth and/or young adult voices too.”

“We need citizen representation on the panel.”

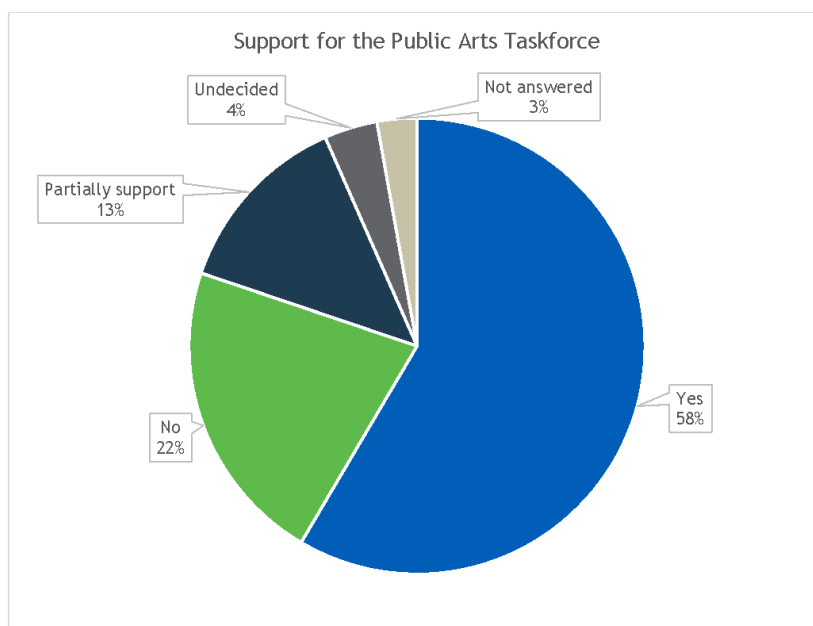
Key reasons for those who are undecided

2 (2%) respondents were undecided and only 1 respondent provided a comment for their answer. The main theme was that *a panel is unnecessary and not a good use of money.*

SUPPORT FOR THE PROPOSAL FOR A PUBLIC ARTS TASKFORCE

58% (62 out of 106) respondents supported the proposal for a public arts taskforce, 13% (14 out of 106) partially supported it, 22% (23 out of 106) did not support it and 4% (4 out of 106) were undecided about their stance.

56% (9 out of 16) artists and arts organisations fully supported the proposal, 31% (5 out of 16) partially supported it, none (0 out of 16) said they do not support it and 6% (1 out of 16) were undecided about it. All of those who did not support the proposal for a taskforce were individuals.²



Key reasons for supporting the proposal

There were 62 (58%) people who support the proposal and 41 provided comments for their answer. The main themes gathered from their answers are provided below, in decreasing order of popularity (based on the number of comments that represented this theme). Some examples of verbatim comments have been provided.

² Cuts of the different groups and their level of support have not been provided due to the small sample size. Instead, some key indications from different groups have been noted.

- a) *The taskforce should consider the social impacts of artwork*
27% of comments, or 11 out of 41 comments.

"Social awareness is important, so all people are considered beforehand and not just say sorry afterwards"

"Absolutely, we need to consider the social climate at the time of installation and the society we are or claim to be today."

"Times are changing, and people are now more mindful of things like the ongoing trauma of colonisation. Making informed decisions through a clear process is a good way to navigate this." (Truncated.)

- b) *Suggestions about taskforce composition*
22% of comments, or 9 out of 41 comments.

"It's important to have knowledgeable individuals to investigate into art installations which may have caused upset."

"Some expert assessment should help to both strengthen decision-making and de-politicise it. As with the Public Art Panel, a Taskforce needs to include both Tangata Whenua and Tangata Tiriti. The Taskforce should always include an historian or two as controversy is most likely to arise over differing interpretations and understandings of historical people and events." (Truncated.)

"The advice of historians and other experts is key. Disinformation can be affective. It needs to be countered. The loudest voice (be it dissenting or supportive) should not be the only one heard." (Truncated.)

Key reasons for partially supporting the proposal

14 (13%) respondents partially support the proposal, and 13 provided comments for their answer. The main themes gathered from their answers are outlined below, in decreasing order of popularity (based on the number of comments that represented this theme). Some examples of verbatim comments have been provided.

- a) *Suggestions about taskforce composition*
30% of comments, or 4 out of 13 comments.

"Where are the public art panel drawn from. They need to be members of the general public and residents of the location in which the art will be exhibited."

"Generally support, but think it is important to recognise that social mores change over time and therefore believe that there should be someone who provides ethical advice around public artworks."

"Like the Panel, the make-up and processes of the Taskforce should also be spelt out in greater detail in the policies than is currently the case, though it probably needs to be smaller group, so our specific proposals above need not all apply." (Truncated.)

- b) *A taskforce is unnecessary or is not a good use of money*
23% of comments, or 3 out of 13 comments.

"No need to spend thousands of ratepayer dollars pandering to the racists - it should be an efficient decision to get rid of colonisation art etc"

"Not really sure. I feel that having a separate task force from the previously proposed arts panel will just cause confusion and conflict. I would use the same panel for new art and any hideous art people want rid of."

"I agree with the principle of having a taskforce to deal with controversial monuments and memorials especially ones currently in existence. However, with new contemporary artworks I feel the art panel would be able to decide in the first instance if a contemporary artwork would be offensive."

Key reasons for not supporting the proposal

23 (22%) respondents did not support the proposal and 20 provided comments for their answer. The main themes gathered from their answers are outlined below, in decreasing order of popularity (based on the number of comments that represented this theme). Some examples of verbatim comments have been provided.

- a) *A taskforce is unnecessary or is not a good use of money*
30% of comments, or 6 out of 20 comments.

"Not needed, waste of money"

"Set up the Public Art Panel and get on with it. The process to create one requires expressions of interest and then advice from SLT for the elected wing to decide. You have enough taskforces; you don't need one for this."

"Status quo is fine with me"

- b) *Suggestions about taskforce composition*
17% of comments, or 4 out of 20 comments.

"We need citizen representation on this taskforce."

"There is no representation of the NZ European perspective in considering works, therefore the committee does not represent the bicultural nature of New Zealand. Care needs to be taken that in trying the right the wrongs of the past, when Maori culture was suppressed, we do not, in fact, repeat them by unfairly suppressing another culture."

"I don't think that's a good cross section of our community, you need representation from other cultural groups and maybe religious leaders and some youth and/or young adult voices too."

Key reasons for those who are undecided

4 (4%) respondents were undecided, and all provided comments for their answers. The main themes were that:

- *Suggestions about taskforce composition*
- *A taskforce is unnecessary and not a good use of money³*

Other comments on the Council's Draft Permanent Public Art Policy and Draft Monuments and Memorial Art Policy

³ Examples have not been provided due to the low number of comments.

48 (45%) of the 106 respondents provided an answer to the question, “Do you have any other comments on the Council’s Draft Permanent Public Art Policy and Draft Monuments and Memorial Art Policy?”. 12 of these comments (25%) were not relevant, so analysis was undertaken on the 36 relevant comments.

The main themes gathered from these 36 responses are shown below, with the themes presented in decreasing order of popularity (measured by the number of comments that exhibited that theme). Some examples of verbatim comments have been provided.

- a) *Ensure these policies reflect the diversity of Hamilton and its residents*
28% of comments, or 10 out of 36 comments.

“The Draft Permanent Public Art Policy should be updated with an additional guiding principle: Hamilton City Council supports the development of a collection of permanent public art which reflects the diverse communities living in Hamilton/Kirikiriroa. The Draft Monuments and Memorial Art Policy should also be updated with an additional guiding principle: Hamilton City Council supports the development of a collection of monuments and memorial art works which reflects the diverse communities living in Hamilton/Kirikiriroa.” (Truncated.)

“Having a variety of art works that represent the many cultures and peoples in Hamilton.”

- b) *The processes and funding need to be transparent and effective*
22% of comments, or 8 out of 36 comments.

“Keep the processes open and lean, with clear operating guidelines and published minutes/recorded meetings.”

“No point having these groups if elected representatives ignore their recommendations. The findings must have some weight requiring a greater proportion of Councillors to veto. For example, the groups finding is worth two votes.”

- c) *These policies are not a good use of ratepayer’s money*
22% of comments, or 8 out of 36 comments.

“Don’t waste MORE ratepayers money - the Council is financially irresponsible without this extra wastage”

“Spend your time and ratepayers’ money on things that are important and don't bow to a woke cancel culture few”

Responses by key stakeholders and partners

4 of the 106 responses were from arts organisations and 3 responses were from 'Other' key stakeholders and partners (Waikato-Tainui, Hamilton Central Business Association and Friends of the Waikato Museum). Below is a summary of what people responding on behalf of these key stakeholders and partners said.

Key stakeholder/partner	Summary of response
Waikato-Tainui	<p>The policies need to align with any strategies Council already has regarding culture and identity. The policies provide an opportunity to review all current public art, to ensure they are consistent with the city's identity and prevent further harm. The policies could also extend to street names and building developments.</p> <p>Supports the proposal of the taskforce and offers to support this.</p>
Laree Payne Gallery	<p>Supports the proposal of the public art panel, so long as this panel does not negatively impact or conflict with other arts organisations such as MESH. The panel members should be experts and their personal views should not affect decision-making.</p> <p>Supports the proposal of a taskforce.</p>
Creative Waikato	<p>Supports the proposal of the public art panel. Recognises the importance of including art professionals as they will provide expert insight and guidance.</p> <p>Partially supports the proposal of the taskforce, as it could limit the artworks that provoke helpful discussion. The taskforce should also include experts as members.</p> <p>Any future proposals for art should consider Council's existing strategic plans and policies. Council should look to the Waikato Arts Navigator framework for guidance.</p>
MESH Sculpture Hamilton	<p>Supports the proposal of a public arts panel, so long as this panel does not negatively impact the process for MESH to establish public art works. Council should outline the selection process for panel members and members must ensure that their personal views do not implicate decision-making.</p> <p>Supports the proposal of a taskforce.</p>

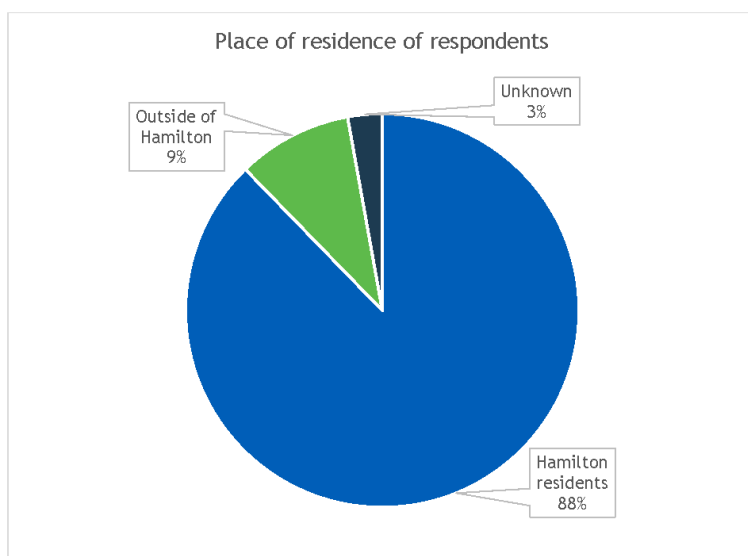
	Council should differentiate the process for monuments and memories from other public art, and MESH encourages discussion about who is commemorated and how (e.g., different forms and materials).
The Riff Raff Public Art Trust	<p>Partially supports the proposal for a public arts panel, however Council should be clearer on membership and ensure that this is balanced between experts and the community.</p> <p>Partially supports the proposal for a taskforce, however, considers their activation a last resort.</p> <p>Council should outline the processes of the panel and taskforce in greater detail and make these available to the community. Council should make it easy for people to participate in the public arts process.</p>
Hamilton Central Business Association	<p>Supports the proposal for a public arts panel and taskforce as they are fair and representative.</p> <p>The policies should clarify the cost of artworks to Council (if any) and have timeframes attached to decisions.</p>
Friends of Waikato Museum	<p>Partially supports the proposal for a public arts panel. The panel should include representation of the community and ensure independence from Council/Council staff. Council should look to others for guidance e.g., Wellington Sculpture Trust.</p> <p>Supports the proposal for a taskforce but recommends modifications over removal of artworks.</p> <p>The policy requires clarification around maintenance and maintenance costs, and what is meant by 'harm'.</p>

DEMOGRAPHIC COMPARISON OF RESPONSES FROM INDIVIDUALS

The demographics of respondents are shown below. Due to a low sample size (106 respondents), comparisons of responses with Hamilton city profile statistics would not yield meaningful insights.

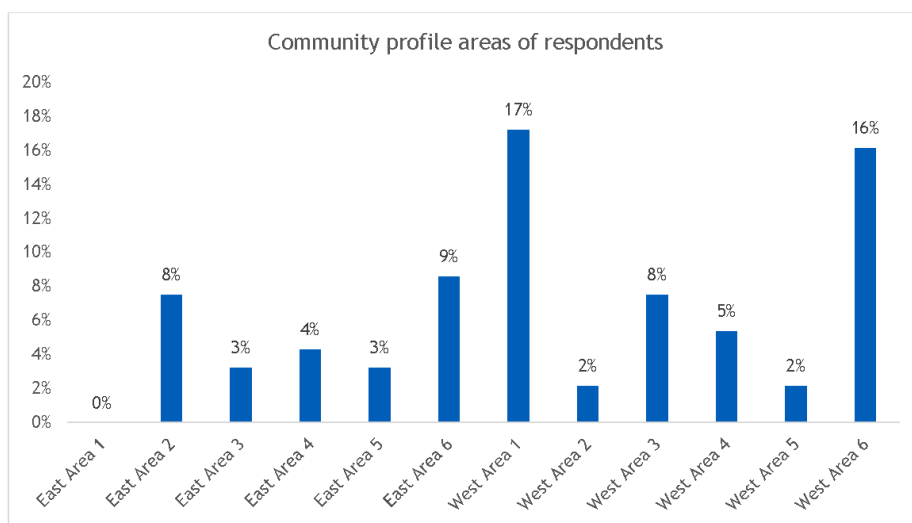
Place of residence

Hamilton residents constituted 88% (93) of the 106 respondents to our survey. 9% (10) were from outside of Hamilton (Waikato, Waipa, and elsewhere in New Zealand) and 3% (3) did not specify their location.



Community profile areas

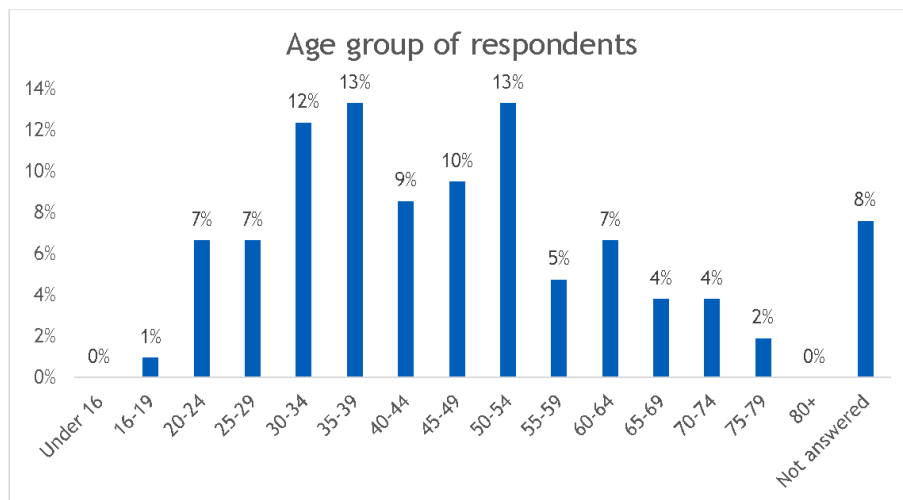
From the 93 Hamilton residents, we had a high representation from West Area 1 (Avalon, Beerescourt, Forest Lake, Northgate, Pukete, St Andrews, Te Rapa) and West Area 6 (Bader, Deanwell, Fitzroy, Glenview, Melville, Peacocke) with 16 (17%) and 15 (16%) Hamilton residents living in these areas. There was no representation from East Area 1. See table below for a list of suburbs in these community profile areas.



Community Profile Area	List of suburbs
East Area 1	Flagstaff
East Area 2	Callum Brae, Huntington, Rototuna, Rototuna North
East Area 3	Chartwell, Chedworth, Harrowfield, Queenwood
East Area 4	Enderley, Fairfield, Fairview Downs
East Area 5	Claudlands, Hamilton East, Peachgrove
East Area 6	Hillcrest, Ruakura, Riverlea, Silverdale
West Area 1	Avalon, Beerescourt, Forest Lake, Northgate, Pukete, St Andrews, Te Rapa
West Area 2	Crawshaw, Grandview Heights, Nawton, Rotokauri, Western Heights
West Area 3	Aberdeen, Dinsdale, Temple view
West Area 4	Frankton, Maeroa, Swarbrick
West Area 5	Hamilton Central, Hamilton Lake, Hospital, Whitiara
West Area 6	Bader, Deanwell, Fitzroy, Glenview, Melville, Peacocke

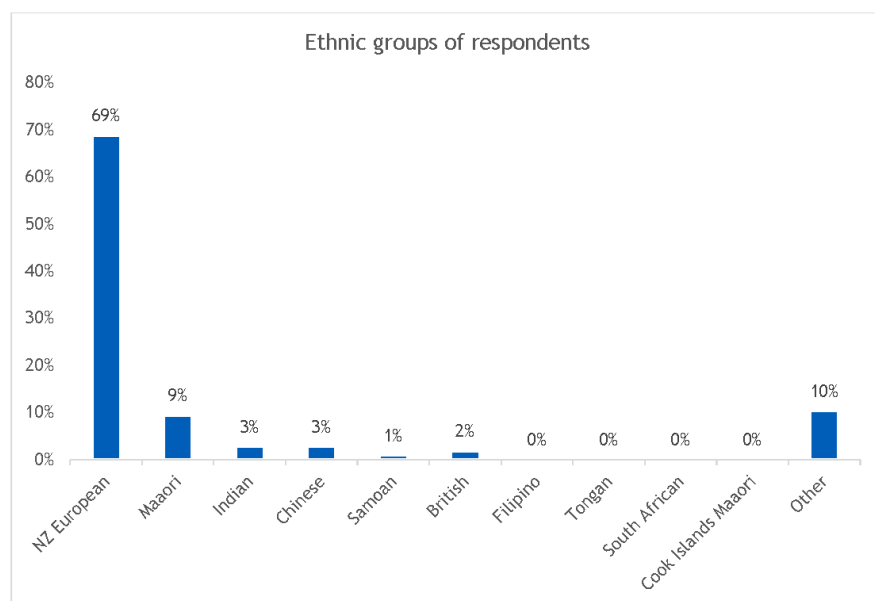
Age group

We had representation across most age groups except those under 16 years of age and those 80+. Those 30 – 54 years constituted 57% (60) of the respondents. 8% (9) of respondents did not provide their age.



Ethnic group

We had a high representation of NZ Europeans and Maaori with 69% of respondents identifying themselves as NZ European, and 9% as Maaori. There was no representation from the Filipino, Tongan, South African and Cook Island Maaori ethnic groups.



FEEDBACK FROM SOCIAL MEDIA

On our social media posts, there were 213 comments. Of the 213 comments, 157 were found to be not relevant to the Draft Permanent Public Art and Draft Monuments and Memorial Art policies. This is because discussion in the comments related to other irrelevant topics, such as the Innovating Streets project.

Analysis was undertaken on the remaining 56 relevant comments. There were 2 main themes gathered from these, as shown below. The themes are presented in decreasing order of popularity (measured by the number of comments that exhibited that theme). Some examples of verbatim comments have been provided.

- a) *The proposals and policies are not necessary and not a good use of money*
38% of comments, or 21 out of 56 comments.

“Don’t we have bigger issues? Waste of money at a time when honest kiwis need help”

“Take the public art budget and add it to the infrastructure update budget - and while you’re at it do the same with all other unnecessary spending - prioritise so we don’t get continual increases in rates/living costs”

“Definitely not. Leave as is, stop wasting money and focus on what you are meant to be doing.”

- b) *Suggestions about panel/taskforce composition*
30% of comments, or 17 out of 56 comments.

“A community and public panel would be advisable. I mean, art chosen by the people is art loved by the people.” (Truncated.)

“We also need Disability and Queer representation at all levels of city governance. And ... y’all better listen to and act positively upon your indigenous colleagues and peers’ advice!”

“A panel would be great. A small panel of experts in this field, who are passionate about art, history and Hamilton - not too many because then nothing gets done. Too many voices - too many choices.” (Truncated.)

FEEDBACK THROUGH EMAILS/LETTERS

We received 3 responses via email which have been included in the analysis above.

WHAT’S NEXT

This report will be taken to the Hearings and Engagement Committee on 28 July 2021. Deliberations will take place at a Community Committee meeting on 31 August 2021. This will inform any amendments that may be made to the two draft policies.

Terms of Reference Public Art Panel (PAP)

1. PURPOSE

- 1.1 The Public Art Panel (PAP) provides expert advice on public art projects and ensures Hamilton achieves high quality public art outcomes that align with:
- Art and Culture Strategy
 - Public Art Policy
 - Monument and Memorial Art Policy
 - He Pou Manawa Ora

2. ROLE OF THE PUBLIC ART PANEL

- 2.1 The role of the PAP is to:
- Provide expert advice to the Council on public art, public art projects and matters affecting public art to ensure the delivery of a high quality public art programme for Hamilton
 - Comply with the Permanent Public Art Policy and Monument and Memorial Art Policies
 - Provide expert advice to public art applicants, testing concepts and ideas
 - Ensure public art aligns with any other relevant strategies and policies
 - Maintain effective relationships with stakeholders and groups providing public art to the city
- 2.2 The PAP may provide advice on:
- Public art programme design (including ongoing collection management);
 - Public art project selection (including CAPEX development projects selected for a public art component)
 - Artist Brief development
 - Selection of sites
 - Selection of artists and/or curators
 - Developed concepts
 - Budget levels appropriate to specific briefs
 - Community consultation
 - Audience and marketing strategies
 - Commissioning methods
 - Risks
 - Opportunities for leveraging funds from others
 - Other opportunities for public art projects
 - Any other commentary on public art related issues or questions
- 2.3 The PAP is not authorised to make final decisions on public art for the city. Its role is to provide recommendations and advice to the Council. Therefore decisions are to be:
- Based on the policies and strategies approved by the Council
 - Based on robust information and debate ensuring that the different perspectives of the members are considered
 - Developed and presented as the PAP's view (*N.B. This does not mean there can be no difference of opinion. What it does mean is that members are expected to support publicly, and not undermine, recommendations made by the Panel even if their personal view differs from the collective view, and keep difference of opinion about*

the programming and implementation of public art works within the PAP. This does not prevent members from legitimately expressing their individual or representative organisations view on Council policy decisions.)

3. PUBLIC ART PANEL MEMBERSHIP

- 3.1 The PAP members are appointed by the Council for a four-year term and are eligible for reappointment for further terms.
- 3.2 The PAP will consist of 5 members appointed from the community through the process outlined in Section 4.
- 3.3 One current elected member, at least one Maaori representative appointed by THaWK will also be included on the panel.
- 3.4 Collectively, the panel will have:
 - Knowledge of Hamilton and Waikato creative sector and a desire to positively contribute to increased creativity through public art
 - Knowledge of public art and Hamilton's Public Art and Monument and Memorial Art Policy
 - An informed view of Hamilton's geography and an understanding of place-making potential of art and culture in the city
 - Commitment to upholding the principles of Te Tiriti o Waitangi and to working collectively working alongside Mana Whenua
 - A global perspective on the role creativity plays in creating a vibrant and liveable city
 - A robust and transparent approach to actual or perceived conflicts of interest.
- 3.5 The PAP may include on a project-by-project basis, external community members with appropriate expertise (art, architecture, cultural, and/or urban design expertise) to provide advice to the PAP.

4. NOMINATION PROCESS

- 4.1 The Council will call for nominations for membership of the PAP by publicly advertising for expressions of interest.
- 4.2 An appointment panel comprising the General Manager Community, the Mayor and Chairperson of the Community Committee will consider the nominations and recommend candidates to the Council for appointment.
- 4.3 Vacancies occurring during the term will be filled through this nomination process.
- 4.4 When appointing members to the PAP the following qualities will be considered:
 - Knowledge of the local arts community and Hamilton's Permanent Public Art and Monument and Memorial Art Policy
 - Passion and commitment to the development of Good Quality Public Art (see definition below) in Hamilton/Kirikiroa.
 - An up-to-date and broad understanding of local, national and international trends and issues in public art

- Knowledge of Maaori art and culture

- 4.5 Once convened, the PAP will elect a member to be the Chairperson. The Chairperson presides at each meeting and represents the PAP at Council meetings and, if appropriate, at external forums/events.

5. OPERATION AND PROCESS

- 5.1 The PAP follows the procedure set out in the Public Art Policy and Monument and Memorial Art Policy, approved by the Council.
- 5.2 The PAP will meet as required.
- 5.3 If appropriate skills, knowledge and/or expertise are not available through the PAP membership, the PAP may seek advice from external parties with the appropriate expertise to assist with a specific project.
- 5.4 The PAP will provide a summary report of their recommendations and reasons for each project to the Arts Forum and to the appropriate Council Committee.
- 5.5 Minutes from each PAP meeting will be included in the agenda for the following Arts Forum meeting and issues specifically relating to the Arts Agenda will be highlighted for discussion.
- 5.6 The PAP Chairperson will attend the Council or appropriate Council Committee meetings when specific projects are to be discussed, to provide the PAP's advice on those projects.
- 5.7 The Community Business and Planning unit provide secretarial support and will be the first point of contact (only in relation to administrative matters pertaining to meeting schedules, timing, paperwork, reimbursements, etc). The Business and Planning Unit will be responsible for setting up meetings, catering, paperwork, reimbursements, PAP presentations to Council or Council Committees, publicity, Council/PAP communications.

Definition of "Good Quality Public art"

- Quality design and build and finish, made with enduring materials
- Original, unique, responsive to place and community
- Insightful, creates a sense of emotional connection, interest, sense of place etc.

Public Art Taskforce: Draft Terms of Reference

PURPOSE OF THE PUBLIC ART TASKFORCE

1. The Public Art Taskforce provides expert advice on existing permanent public art installations that have caused “significant public upset” (see definition below)
2. The taskforce ensures any decisions relating to existing public art align with:
 - Permanent Public Art Policy
 - Monument and Memorial Art Policy
 - He Pou Manawa Ora
 - Other HCC policies and contractual obligations

ROLE OF THE TASKFORCE

3. The role of the taskforce is to:
 - Provide expert advice to the Council on any specific piece of existing permanent public art that has been deemed to have caused “significant public upset”.
 - Comply with the Public Art Policy and Monument and Memorial Art Policies determined by the Hamilton City Council
4. The taskforce is not authorised to make final decisions on public art for the city. Its role is to provide recommendations and advice to the Council. Therefore, decisions recommendations are to be:
 - Based on the policies and strategies approved by the Council
 - Based on expert knowledge and robust evidence
 - Developed and presented as a report to Council

ESTABLISHMENT OF THE TASKFORCE

5. A taskforce will be established at the discretion of the General Manager Community when a permanent public artwork has been deemed to have caused “significant public upset”.
6. Whether or not something has met the threshold of “significant upset” will be determined by the General Manager, however, matters to consider include:
 - The seriousness of the complaint
 - The number of people affected
 - Whether or not the Council has been made aware of similar cases
 - xxxx
7. The General Manager Community has the right to not respond to complaints that are deemed to be frivolous or vexatious in manner.

MEMBERSHIP

8. The taskforce will consist of members appointed (in consultation with Elected Members and Maana Whenua) through the process outlined in Section 4.

9. Taskforce members will be chosen on a case-by-case basis depending on the issue at hand. Generally, however, the members of the taskforce are expected to have:

- Knowledge of the local arts and cultural environment and an informed view of the relationship between public art and the social geography of Kirikiriroa/Hamilton
- A commitment to working in an open, collaborative, transparent way to enable positive outcomes for the city
- A commitment to upholding the principles of Te Tiriti o Waitangi and to working collectively working alongside Maana Whenua
- Expertise in cultural, social, historical matters or any other field pertaining to the issue at hand
- Experience working with local government or and communities on complex political issues

10. Taskforce members will be reimbursed for their time in accordance with the scope of works.

APPOINTMENT PROCESS

11. The General Manager Community will appoint members directly to the panel, in consultation with Elected Members, Mana Whenua, key organisations in the creative sector and council staff.
12. The General Manager Community will specify the end date of the taskforce, which will coincide with final decisions on the artwork being made by the Council or relevant committee.

ADMINISTRATIVE AND TECHNICAL SUPPORT

13. Council will provide staff support for both the administration and technical operations. Administration support will include:
- Meeting logistics and administration
 - Governance and policy advice
 - Procurement, invoicing, and payment

OPERATION AND PROCESS

14. The taskforce will be responsible for the development of a set of recommendations to the Council or relevant committee on the artwork in question.
15. Timeframes for a final report will be provided to the chair by the General Manager Community.
16. Representatives from the taskforce will attend the Council or appropriate Council Committee meetings when advice is presented and deliberated on.

Council Report

Item 8

Committee: Community Committee

Date: 12 October 2021

Author: Sandra Murray

Authoriser: Blair Bowcott

Position: Consultant

Position: General Manager Growth

Report Name: Review of the Naming of Roads, Open Spaces and Council Facilities Policy

Report Status	Open
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Purpose - *Take*

1. To inform the Community Committee on the review of the Naming of Roads, Open Spaces and Council Facilities Policy (the Policy).
2. To seek the Community Committee's approval to consult on the proposed Policy in compliance with the Local Government Act 2002 (the LGA) and Council's Significance and Engagement Policy.

Staff Recommendation - *Tuutohu-aa-kaimahi*

3. That the Community Committee:
 - a) receives the report, noting the inclusion of **Attachments 1 and 2** showing an annotated & clean version of the proposed policy based on staff recommendations; and
 - b) approves the following staff recommendations, as outlined in the staff report:
 - i. Option Two – policy principles; and
 - ii. Option Four – timing and the nature of information requested; and
 - iii. Option Six – number of proposed names on application form; and
 - iv. incidental amendments to the policy.
 - c) delegates the General Manager - Community to approve the final proposed Naming of Roads, Open Spaces and Council Facilities Policy and Statement of Proposal for consultation reflecting any decisions on policy content made at this Committee meeting; and
 - d) approves consultation to occur between 1 – 30 November 2021; and
 - e) requests that the public submissions on the proposed Naming of Roads, Open Spaces and Council Facilities Policy be heard by the Hearings and Engagement Committee prior to being referred to the Community Committee for deliberations; and
 - f) notes that process guidance relating to the bi-lingual naming and re-naming of open spaces and facilities will be developed and presented to Members at the February 2022 Community Committee.

Executive Summary - *Whakaraapopototanga matua*

4. The Naming of Roads, Open Spaces and Council Facilities Policy (the Policy) has been reviewed as part of the three yearly review cycle.
5. The Policy was first adopted in May 2012 and reviewed in 2016. The current review commenced in September 2019.
6. The review was paused in 2020 while *He Manawa Ora: Pillars of Wellbeing Strategy* was developed; it re-commenced in 2021.
7. Staff have considered whether the current Policy meets council's strategic objectives:
 - i. The Long Term Plan, *Our Vision for Hamilton Kirikiriroa*: a focus on wellbeing and creating a sense of 'place' and community identity;
 - ii. *Hamilton Heritage Plan*: an overall intent to celebrate Hamilton's heritage in all its forms;
 - iii. *He Pou Manawa Ora: Pillars of Wellbeing Strategy*: The pou (pillar) manawa korero includes an outcome of 'Te reo Maaori is seen, heard and celebrated throughout the city' and a monitoring measure: the "percentage of new streets that have te reo Maaori names".
8. Elected Members have been consulted during the development of the Policy at various stages through Elected Member Briefings, most recently at a Briefing on 15 September 2021, and via a Sharepoint update in 2020.
9. Feedback received from Waikato-Tainui, THaWK and property developers has been incorporated into the proposals.
10. The options are detailed in paragraphs 52 to 76 and are summarised in the following tables.
11. *Table 1: Options One and Two relate to the policy principles:*

PRINCIPLES	
Option One: Status Quo	Option Two: Proposed Amended Principles (recommended)
<ul style="list-style-type: none"> Council has a role in ensuring that the city's history, local identity and local culture is recognised and maintained. Council shall provide a consistent approach to determining appropriate names for roads, open spaces and Council facilities. 	<ul style="list-style-type: none"> Council ensures: <ul style="list-style-type: none"> that the city's history, local identity and local culture is recognised and maintained; and that decisions contribute to the outcomes of He Pou Manawa Ora. Council provides a consistent approach to determining appropriate names for roads, open spaces and council facilities.

12. *Table 2: Options Three and Four relate to timing and the nature of information requested for the naming of roads:*

TIMING AND THE NATURE OF INFORMATION REQUESTED	
Option Three: Status Quo	Option Four: Proposed Amended Timing and Nature of Information Requested (recommended)
Developer consults with mana whenua at a late stage in the resource consent process, after consent approval has	Developer consults with mana whenua prior to lodging a consent application (pre-app stage)

been given for road layout in a new development.	
mana whenua must respond within 10 working days	Mana whenua must respond within 12 calendar weeks.
Mana whenua provide suggestions for specific road names only.	Mana whenua provide a register ('pool') of names which could be used for the development itself, roads, open spaces or facilities within the development.

13. *Table 3: Options Five and Six relate to the number of names that may be proposed on the application form for the naming of roads:*

NUMBER OF PROPOSED NAMES ON APPLICATION FORM	
Option Five: Status Quo	Option Six: Proposed Amendment to the number of names that may be proposed on the application form <i>(recommended)</i>
Up to two names, with no obligation to include a name suggested by mana whenua	Up to three names, of which one must be selected from the register of names put forward by mana whenua
<p>Planning Guidance Manager determines road name:</p> <p>1) ensuring the name reflects the following range of factors:</p> <ul style="list-style-type: none"> • The identity of Hamilton and/or local identity. • The historical significance of the location. • The cultural significance of the area to mana whenua. • People important in the history of an area. • Events, people and places significant to a community or communities locally, nationally or internationally. • Flora and Fauna significant or important to the history of an area. <p style="text-align: center;">and</p> <p>2) ensuring that where there is a theme or grouping of names in an area, names submitted should have an appropriate association with other names in the area</p>	<p>Planning Guidance Manager determines road name:</p> <p>1) ensuring the name reflects the following range of factors:</p> <ul style="list-style-type: none"> • The identity of Hamilton and/or local identity. • The historical significance of the location. • The cultural significance of the area to Mana Whenua. • People important in the history of an area. • Events, people and places significant to a community or communities locally, nationally or internationally. • Flora and Fauna significant or important to the history of an area. <p style="text-align: center;">and</p> <p>2) ensuring that where there is a theme or grouping of names in an area, names submitted should have an appropriate association with other names in the area</p>

14. Several changes have been proposed to the presentation and arrangement of the Policy, to improve clarity and assist the reader to understand the processes set out in the Policy.

15. Where these changes do not alter the content (other than in an incidental manner), they are proposed as Incidental Amendments and include:
 - i. An update to the naming conventions to align with changes to AS/NZS 4819 – Types of roads;
 - ii. Minor changes to definitions e.g. to change from ‘tangata whenua’ to ‘mana whenua’ at the request of Waikato-Tainui;
 - iii. The inclusion of new flow diagrams to assist applicants to understand processes;
 - iv. A requirement for mana whenua consultation (consistent with processes outlined in the Joint Management Agreement (JMA)) for the naming of open spaces and council facilities to acknowledge existing practice;
 - v. Explicitly stating Council may, at their discretion, use a bi-lingual name for an open space or council facility;
 - vi. Moving sections to improve readability.
16. Staff recommend the following:
 - i. Option Two (Proposed Amended Principles) as this option best reflects the outcomes set out in *He Pou Manawa Ora: Pillars of Wellbeing*;
 - ii. Option Four (Proposed Amended Timing and Nature of Information Requested) as the change improves the process for participants; and feedback from Waikato-Tainui, THaWK and property developers was in support of these changes;
 - iii. Option Six (Proposed Amendment to the number of names that may be proposed on the application form) as this option will provide opportunity for council strategic outcomes to be reflected in the naming of roads in Hamilton City, by ensuring a Te Reo name, suggested by mana whenua, is included in the proposed names put forward on the road naming application form.
 - iv. That guidance relating to the bi-lingual naming and re-naming of open spaces and council facilities will be developed and presented to Elected Members at the February 2022 Community Committee Meeting. This is in response to feedback at the 15 September 2021 Parks Naming briefing where Elected Members requested greater detail and clarity for specific processes, such as heritage research, consultation and interpretive signage.
17. Staff consider the matters in this report have medium significance and that the recommendations comply with the Council’s legal requirements.
18. Staff recommend seeking the community’s views on this matter through public consultation.

Background - *Koorero whaimaarama*

19. The Naming of Roads, Open Spaces and Council Facilities Policy (the Policy) has been reviewed as part of the three-yearly review cycle.
20. The Policy was first adopted in May 2012 and reviewed in 2016. The current review commenced in September 2019.
21. Elected Members have been consulted during the development of the Policy at a briefing on 6 May 2019, via a Sharepoint process in November/December 2020, and at briefing on 4 August 2020.

Te Haa o te whenua o Kirikiriroa

22. Workshops with Te Haa o te whenua o Kirikiriroa (THaWK) indicated the current Policy does not provide for effective engagement and therefore their values and interests are not sufficiently taken into account during the current process.
23. THaWK considered the current policy timeframes did not provide for effective engagement and therefore their values and interests were not effectively considered. They proposed earlier engagement in the development process and advocated for greater use of te reo Maaori in road naming decisions.
24. These concerns have been considered during the development of the proposed Policy.

Waikato-Tainui

25. During communications, Waikato-Tainui queried whether the JMA with Waikato-Tainui, Te Tiriti o Waitangi / Treaty of Waitangi was adequately reflected in the decision-making processes in both the existing and proposed policies.
26. Waikato-Tainui also highlighted that the naming conventions set out in the Policy were English-centric and did not take account of Te Reo Maaori being an official language of Aotearoa, nor did it take account of tikanga or Ingoa Maaori naming conventions.
27. Waikato-Tainui made several recommendations to rectify this issue. These concerns and recommendations have been considered during the development of the proposed policy.

Property Developers

28. The Property Council was provided with an opportunity to consider the proposed changes to the Policy. They considered the policy review was currently outside of the scope of the branch's priorities and therefore did not provide any feedback on behalf of the membership.
29. The Property Council asked their Branch Executive members if they as individuals or their clients were interested in discussing the review. However, no members responded to the offer.
30. Staff contacted five developers who have frequent interactions with the consents team, requesting feedback during the development of the policy. Developers who responded provided minor suggestions that have been considered during the policy review.

Historical Report on Hamilton Street and City Names

31. A historical report (Historical Report on Hamilton Street and City Names by Dr Vincent O'Malley) was commissioned by Council, in association with Waikato-Tainui, to assist the Mayor and Elected Members to consider proposals regarding the renaming of Hamilton to Kirikiriroa and for Von Tempsky, Bryce, and Grey streets to also be renamed.
32. The report briefly examines the historical evidence concerning the naming of these streets and the settlement, before providing historical portraits of the individuals after whom these streets (and the city of Hamilton) are named, i.e. Gustavus Ferdinand von Tempsky, John Bryce, Sir George Grey, and Captain John Fane Charles Hamilton.
33. The consideration of the outcomes of the historic report have been incorporated into the proposed policy. This report is publicly available [online](#).

Discussion - Matapaki

34. Staff have considered whether the current policy meets Council's strategic objectives, particularly in relation to the Long Term Plan, Hamilton Heritage Plan and He Pou Manawa Ora: Pillars of Wellbeing Strategy.
35. The Long Term Plan, Our Vision for Hamilton Kirikiriroa has a focus on wellbeing and creating a sense of community identity.

36. While 'Our Vision' does not include specific outcomes or monitoring indicators directly related to the naming of roads, open spaces or Council facilities, the overall intent is transferrable to the policy in terms of recognising that names provide people with a sense of belonging and community identity.
37. The Hamilton Heritage Plan has a goal of "*Promotion: heritage is celebrated, and its importance and value promoted*". This goal is reflected in the policy through the requirement for a proposed name to reflect the following range of factors:
- The identity of Hamilton and/or local identity;
 - The historical significance of the location;
 - The cultural significance of the area to Mana Whenua;
 - People important in the history of an area;
 - Events, people and places significant to a community or communities locally, nationally or internationally;
 - Flora and fauna significant or important to the history of an area.
38. The Hamilton Heritage Plan does not include specific outcomes or monitoring indicators directly related to the naming of roads, open spaces or Council facilities. However, the overall intent – that an appreciation of the past contributes to a sense of identity and belonging for residents and visitors – is transferrable to the policy.
39. The strategy, He Pou Manawa Ora: Pillars of Wellbeing Strategy, includes several outcomes relevant to the Naming of Roads, Open Spaces and Council Facilities Policy summarised in the table below:

Table 4: He Pou Manawa Ora Outcomes

Pou	Pillar	Outcomes
He pou manawa koorero	History:	<ul style="list-style-type: none"> Maaori art and culture is a source of pride for all Hamiltonians. Kiingitanga is respected and celebrated as one of New Zealand's most enduring internationally recognised institutions. Te reo Maaori is seen, heard and celebrated throughout the city.
He pou toorangapuu maaori	Unity:	<ul style="list-style-type: none"> Increased role of Maatauranga Maaori (Maaori knowledge) to inform infrastructure, community and organisational development.
He pou manawa taurikura	Prosperity:	<ul style="list-style-type: none"> Increased wellbeing of Maaori in Kirikiriroa/Hamilton. Increased Maaori economic and business activity through procurement. Increased employment and career pathways through partnerships and projects we deliver.
He pou manawa taiao	Restoration:	<ul style="list-style-type: none"> Native flora and fauna species numbers are increased year on year. Increased application of Maatauranga Maaori (Maaori knowledge) to develop environmental enhancement solutions and mitigations to infrastructure growth challenges. Increased co-management arrangements with iwi and mana whenua to deliver best environmental practices and results.

40. The pou (pillar) manawa korero, includes an outcome of 'Te reo Maaori is seen, heard and celebrated throughout the city' with a monitoring measure of the "percentage of new streets that have te reo Maaori names".

Names – English vs te reo Maaori

41. Staff have assessed how many roads, open spaces and council facilities are currently named in English vs te reo Maaori as a baseline against the monitoring measure set out in He Pou Manawa Ora; and whether the current policy has suitable mechanisms to improve this measure.
42. Currently, 10% of roads in Hamilton City are in te reo Maaori, and 90% are in English.
43. The 2016 review of the policy included new provisions to encourage names in te reo Maaori. The percentage te reo Maaori road names has improved from 8.8% in August 2016 to 10.0% in August 2021.
44. Since the policy change, 52 of the 160 new road names (32.5%) have been in te reo Maaori and 108 new road names have been in English (67.5%).
45. One development, Rotokauri, has been responsible for 19.2% of the new te reo Maaori names since the 2016 policy change (10 roads). This was 6.3% of all names (te reo Maaori + English) since the change in policy.
46. *Table 5: Te reo Maaori names applied since the 2016 policy review*

Developer Name	Number of roads named in te reo Maaori, by developer, since 2016 policy change	Percentage of Maaori names per developer compared to total Maaori names, since 2016 policy change	Percentage of Maaori names per developer compared to all names (English + Maaori) since 2016 policy change
Rotokauri Development Limited	10	19.2%	6.3%
Korris Limited	5	9.6%	3.1%
Everton Heights Limited	4	7.7%	2.5%
BDL Land	3	5.8%	1.9%
Church of LDS	3	5.8%	1.9%
Hamilton City Council	3	5.8%	1.9%
Kirkdale Investments Limited	3	5.8%	1.9%
North City Park Limited	3	5.8%	1.9%
Pragma Designer Homes	3	5.8%	1.9%
Extensions to existing roads	2	3.8%	1.3%
Hillview Developments Limited	2	3.8%	1.3%
KP Rototuna Limited	2	3.8%	1.3%
Intop Homes Limited	2	3.8%	1.3%
Dubble L Trade Limited	1	1.9%	0.6%
Kay Road 2015 Ltd Partnership	1	1.9%	0.6%
Landsdale Development Limited	1	1.9%	0.6%
Porter Properties Limited	1	1.9%	0.6%
Ryvington Trust	1	1.9%	0.6%

Tainui Group Holdings	1	1.9%	0.6%
Waka Kotahi (NZTA)	1	1.9%	0.6%

47. Under the current rate of te reo Maaori road naming, parity between te reo Maaori and English road names would occur around 2130.
48. Staff suggest mechanisms in the current policy have limited ability in the short to medium term to meaningfully improve the measure “percentage of new streets that have te reo Maaori names”.
49. For named open spaces, 18.5% are named in te reo Maaori; while 7% of buildings and 9% of service buildings have names in te reo Maaori.
50. *Table 6: percentage of open spaces and council facilities named in te reo Maaori*

Renamed Roads	Total number	Have a te reo name (full or partial)	Percentage of names in te reo
Named Open Spaces	221	41	18.5%
Buildings (or sites)	54	4 (including the use of the word Waikato)	7%
Public toilets/changing rooms/park service buildings	79	7	9%

51. For the naming of open spaces and council facilities, there are opportunities to introduce bi-lingual names for open spaces and council facilities which are not available in road naming due to issues around the size and readability of road signs.

Incidental amendments to the Policy

52. Several changes have been proposed to the presentation and arrangement of the policy, to improve clarity and assist the reader to understand the processes set out in the policy.
53. Where these changes do not alter the content (other than in an incidental manner), they are proposed as ‘Incidental Amendments’ and include:
- Updating the naming conventions to align with changes to AS/NZS 4819 – Types of roads
 - Minor changes to definitions e.g. to change from ‘Tangata Whenua’ to ‘Mana Whenua’ at the request of Waikato-Tainui
 - Moving sections to improve readability.
 - New flow diagrams in the naming/renaming of roads sections to assist applicants to understand processes.
 - A requirement for iwi consultation has been explicitly added to the policy to acknowledge the existing practice of consulting with Mana Whenua when naming or renaming open spaces and council facilities.
 - Explicitly stating Council may, at their discretion, use a bi-lingual name for an open space or council facility.

Options

54. Staff have assessed that there are multiple reasonable and viable options for the Committee to consider. The options are set out in the tables below and as separate recommendations for Elected Members to determine.

Options: Principles and outcomes

55. An amended principle is proposed to be included in the policy to reflect He Pou Manawa Ora.

56. *Table 7: Options one and two: Proposed amendments to policy principles*

PRINCIPLES	
Option One: Status Quo	Option Two: Proposed Amended Principles (recommended)
<p>Council has a role in ensuring that the city's history, local identity and local culture is recognised and maintained.</p> <p>Council shall provide a consistent approach to determining appropriate names for roads, open spaces and Council facilities.</p>	<p>Council ensures:</p> <ul style="list-style-type: none"> that the city's history, local identity and local culture is recognised and maintained; and that decisions contribute to the outcomes of He Pou Manawa Ora. <p>Council provides a consistent approach to determining appropriate names for roads, open spaces and council facilities. (proposed new content is in bold)</p>

57. Staff recommend **Option Two**, as this option best reflects the pou (pillars) and outcomes in He Pou Manawa Ora.

Options: Timing and nature of information requested during consultation

58. When asked for feedback on the current policy, both mana whenua and property developers indicated dissatisfaction with the timing of consultation with Mana Whenua.

59. Consultation with mana whenua currently occurs after specific roads have been consented, when developers are under time pressure.

60. Additionally, the amount of time provided to mana whenua to respond (10 days) is insufficient for them to adequately consider the issues.

61. The issues are set out the Table 9 below.

62. *Table 8: current policy on timing and the nature of information requested*

Current Policy	Developer consults with mana whenua at a late stage in the resource consent process, after consent approval has been given for road layout in a new development. Mana whenua must respond within 10 working days	Mana whenua provide suggestions for specific road names only.
Property Developers	At this point in time, developers are ready to start construction and consultation is viewed as delaying development commencement.	The development has already been named.
Mana Whenua	10 days is insufficient for mana whenua to consider the history of the site and suggest names. No time to develop a relationship with the developer.	Mana whenua have no opportunity to influence other naming such as the name of the development.

63. Staff propose three changes to the timing and information requested:
- Consultation with mana whenua moved to earlier in the application process (i.e. very early in the process, at the pre-app phase, when the developer is not pressured for time).
 - As the change in timing moves consultation to when there is less pressure, the length of time provided for mana whenua to consider the request can be increased to 12 calendar weeks without adversely impacting development timeframes.
 - Instead of proposing names for specific (consented) roads, mana whenua to provide a register (or 'pool') of names which can be used within the development for roads, parks etc. This provides the opportunity for mana whenua to develop a relationship with the property developer, and potentially influence the naming of other aspects of the development (such as the name of the development itself).
64. *Table 9: Options related to timing and nature of information requested*

TIMING AND NATURE OF INFORMATION REQUESTED	
Option Three: Status Quo	Option Four: Proposed Amended Timing and Nature of Information Requested (recommended)
Developer consults with mana whenua at a late stage in the resource consent process, after consent approval has been given for road layout in a new development.	Developer consults with mana whenua prior to lodging a consent application (pre-app stage)
Mana whenua must respond within 10 working days	Mana whenua must respond within 12 calendar weeks
Mana whenua provide suggestions for specific road names only.	Mana whenua provide a register ('pool') of names which could be used for the development itself, roads, open spaces or facilities within the development.

65. Staff recommend **Option Four** as the change improves the process for participants; feedback from Waikato-Tainui, THaWK and property developers supported these changes.

Options: Number of proposed names on application form for Road Naming

66. Under the existing policy, an applicant may put 'up to two names' on an application to name or rename a road. The Planning Guidance Manager considers the application in accordance with the policy and determines the name from those proposed in the application.
67. While a property developer is required to consult with mana whenua on road names, there is no obligation for them to use a name suggested by mana whenua as one of the 'up to two names' that are proposed in the application form.
68. Staff note that the Planning Guidance Manager determines a name selected from the proposed names put forward in the application. The determination is in accordance with the policy.
69. Staff also note that this process is not public, and there are limited opportunities for the public to influence road naming other than via public consultation on the *Naming of Roads Open Spaces and Council Facilities Policy*.
70. Council's strategic direction on the issue of road naming can be seen in the Long Term Plan "Our Vision", the Heritage Plan and He Pou Manawa Ora: Pillars of Wellbeing.

71. The pou (pillar) manawa korero, in He Pou Manawa Ora includes an outcome of 'Te reo Maaori is seen, heard and celebrated throughout the city' with a monitoring measure specific to this policy: the "percentage of new streets that have te reo Maaori names".
72. Council's policy-making direction on the issue of road naming is set by the policy under discussion (the *Naming of Roads, Open Spaces and Council Facilities Policy*), which aligns with outcomes set by relevant strategies, and supports Council's ability to meet monitoring measures set out in relevant strategies and plans.
73. Staff consider the current policy has limited ability to reflect strategic outcomes as it lacks any mechanism to ensure a te reo Maaori name, suggested by mana whenua, is included in the proposed names put forward on the road naming application form.
74. Staff therefore propose to increase the number of names an applicant can put forward on the application from 'up to two' to 'up to three' and for one of those names to be selected, by the developer, from the register of names proposed by mana whenua.
75. The proposal does not change the determination process. The Planning Guidance Manager must still abide by the policy when determining a road name (see Table 10 below).
76. The policy also directs the Planning Guidance Manager by stating "Where there is a theme or grouping of names in an area, names submitted should have an appropriate association with other names in the area".
77. *Table 10: Options on the number of proposed names on an application form*

NUMBER OF PROPOSED NAMES ON APPLICATION FORM	
Option Five: Status Quo	Option Six: Proposed Amendment to the number of names proposed on the application form (recommended)
Up to two names, with no obligation to include a name suggested by mana whenua	Up to three names, of which one must be selected from the register of names put forward by mana whenua
Planning Guidance Manager determines road name: 1) ensuring the name reflects the following range of factors: <ul style="list-style-type: none"> • The identity of Hamilton and/or local identity. • The historical significance of the location. • The cultural significance of the area to Mana Whenua. • People important in the history of an area. • Events, people and places significant to a community or communities locally, nationally or internationally. • Flora and Fauna significant or important to the history of an area. and	Planning Guidance Manager determines road name: <i>[no change]</i> 1) ensuring the name reflects the following range of factors: <ul style="list-style-type: none"> • The identity of Hamilton and/or local identity. • The historical significance of the location. • The cultural significance of the area to Mana Whenua. • People important in the history of an area. • Events, people and places significant to a community or communities locally, nationally or internationally. • Flora and Fauna significant or important to the history of an area. and

2) ensuring that where there is a theme or grouping of names in an area, names submitted should have an appropriate association with other names in the area	2) ensuring that where there is a theme or grouping of names in an area, names submitted should have an appropriate association with other names in the area
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78. Staff recommend **Option Six** as this option will provide opportunity for Council's strategic outcomes to be reflected in the naming of roads, by ensuring a te reo Maaori name, suggested by mana whenua, is included in the proposed names put forward on the road naming application form for consideration by the Planning Guidance Manager.

Financial Considerations - *Whaiwhakaaro Puutea*

79. This is a regular operating activity funded through the Long Term Plan.

Legal and Policy Considerations - *Whaiwhakaaro-aa-ture*

80. Staff confirm that all options provided comply with the Council's legal and policy requirements.

Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga*

81. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').
82. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
83. The recommendations set out in this report are consistent with that purpose.

Social

84. The naming of roads, open spaces and council facilities contributes to individuals' and communities' sense of 'place' in Hamilton. Names provide a sense of local identity and can reflect the history or historical significance of a place, including recognising people associated with an area or events significant to a community locally, nationally or internationally.

Economic

85. No economic considerations have been identified.

Environmental

86. No environmental considerations have been identified.

Cultural

87. The proposed policy recognises the special relationship that Iwi and mana whenua have to Hamilton Kirikiriroa and provides new opportunities for this relationship to be publicly acknowledged.
88. The proposed amendments to the policy demonstrate Council's commitment to cultural wellbeing by ensuring decisions of cultural significance are considered in a careful and measured way.
89. The amendments also provide an opportunity to demonstrate commitment to the recently adopted He Pou Manawa Ora: Pillars of Wellbeing Strategy.
90. The pou (pillar) manawa korero, in He Pou Manawa Ora, includes an outcome of 'Te reo Maaori is seen, heard and celebrated throughout the city' and the monitoring measure of the "percentage of new streets that have te reo Maaori names".

91. The proposals provide new opportunities for Council to measurably improve outcomes in this area.

Risks - *Tuuraru*

92. There are no known risks associated with the decisions required for this matter.
93. Due to Council's partnership with mana whenua and Te Tiriti o Waitangi and increasing understanding of te reo Maaori within the wider community, Elected Members may seek to be informed of public views regarding te reo Maaori road names prior to final adoption of the proposed policy.

Significance & Engagement Policy - *Kaupapa here whakahira/anganui*

Significance

94. Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the recommendation(s) in this report has/have a medium level of significance.

Engagement

95. Stakeholder views and preferences are already known to the Council through meetings and communication with Waikato-Tainui, THaWK and property developers.
96. Staff consider it appropriate to seek the community's views through public consultation.
97. Given the medium level of significance determined, the engagement level is medium. Engagement is required.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Proposed Naming of Roads Open Spaces and Council Facilities Policy ('clean' version)

Attachment 2 - Proposed Naming of Roads Open Spaces and Council Facilities Policy (annotated version)

First adopted:	24 May 2012
Revision dates/version:	4 (12 September 2019)
Next review date:	February 2025
Engagement required:	No SCP
Document number:	TBC
Associated documents:	He Pou Manawa Ora: Pillars of Wellbeing strategy
Sponsor/Group:	General Manager City Growth

Naming of Roads, Open Spaces and Council Facilities Policy

Purpose and scope

1. The purpose of this policy is to provide a process for naming roads, open spaces and council facilities in Hamilton city.
2. This policy applies to the naming (and renaming) of roads (including private roads and private ways), open spaces and council facilities.

Definitions

Definition	Detail
Applicant	An individual or entity which is making an application. This may include council, a consent holder or the party developing the infrastructure including but not limited to a developer.
Area	One-kilometre radius from the centre of a road, open space or council facility.
Council	Hamilton City Council.
Council facility	A council owned facility that is provided for public amenities including artistic, social or cultural facilities. Such facilities may include but are not limited to community halls, civic spaces and centres as well as major sport, recreation and entertainment facilities.
Culturally significant	Ancestral land, water, waahi tapu, valued flora and fauna, and other taonga significant to Mana Whenua.
Mana Whenua	The indigenous people (Māori) who have historic and territorial rights over the land (including but not limited to Te Haa o te whenua o Kiriikiriroa and Waikato-Tainui)
Name	The word used to identify a road, open space or council facility. Name excludes the road type (see definition: road types).
Open space	Includes all parks and reserves administered by council.
Park	Land owned by council with a primary recreation function, not held under the Reserves Act 1977.
Private roads and private ways	Roads and accessways as defined under section 315(1) of the Local Government Act 1974 and includes right-of-ways, common access lots, retirement village roads. Also included is common property within a Unit Development as defined under section 5 of the Unit Titles Act 2010.
Register of naming recommendations	A list, catalogue, inventory or similar provided by Mana Whenua to an applicant setting out names in te reo Māori that are appropriate for an area. The purpose is to provide a selection of culturally and historically appropriate names for roads, open spaces or developments which may not yet have been approved for development.
Reserve	As defined under s 2 of the Reserves Act 1977.
Road	Road as defined in section 315 of the Local Government Act 1974 and includes access ways and service lanes as defined in section 315, any square and any public place intended for the use of the public generally.

Road types	Road types in accordance with The Australian/New Zealand Standard on Rural and urban addressing AS/NZS 4819:2011 (outlined in Schedule 1 below).
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Principles

- Council ensures:
 - that the city's history, local identity and local culture is recognised and maintained; and
 - that decisions contribute to the outcomes of *He Pou Manawa Ora*.
- Council shall provide a consistent approach to determining appropriate names for roads, open spaces and council facilities.

General Procedure

[Explanatory Note: all applications to name or rename a road or open space must follow this general procedure as well as specific steps set out in the applicable sections of this policy].

- To name or rename a road or open space, an applicant must make an application to the council by completing the application form for Road and Open Space Naming/Renaming.
- An application to name or rename a road or open space must explain and provide evidence that the proposed name(s) reflect one or more of the following:
 - The identity of Hamilton and/or local identity.
 - The historical significance of the location.
 - The cultural significance of the area to Mana Whenua.
 - People important in the history of an area.
 - Events, people and places significant to a community or communities locally, nationally or internationally.
 - Flora and Fauna significant or important to the history of an area.
- An application to name or rename a public road or open space must also include an assessment of how the proposed names meet outcomes under the four pou (pillars) in *He Pou Manawa Ora: Pillars of Wellbeing* strategy. The relevant outcomes are summarised in the table below:

Pou	Pillar	Outcomes
He pou manawa koorero	History:	<ul style="list-style-type: none"> Māori art and culture is a source of pride for all Hamiltonians. Kiingitanga is respected and celebrated as one of New Zealand's most enduring internationally recognised institutions. Te reo Māori is seen, heard and celebrated throughout the city.
He pou toorangapu maaori	Unity:	<ul style="list-style-type: none"> Increased role of Maatauranga Māori (Māori knowledge) to inform infrastructure, community and organisational development.
He pou manawa taurikura	Prosperity:	<ul style="list-style-type: none"> Increased wellbeing of Māori in Kirikiriroa/Hamilton. Increased Māori economic and business activity through procurement. Increased employment and career pathways through partnerships and projects we deliver.
He pou manawa taiao	Restoration:	<ul style="list-style-type: none"> Native flora and fauna species numbers are increased year on year. Increased application of Maatauranga Māori (Māori knowledge) to develop environmental enhancement solutions and mitigations to infrastructure growth challenges. Increased co-management arrangements with iwi and mana whenua to deliver best environmental practices and results.

- Where there is a theme or grouping of names in an area, names submitted should have an appropriate association with other names in the area.

Criteria for all road names

9. All road names shall meet the technical requirements set out in Schedule 1.

Naming or Renaming Public or Private Roads

Mana Whenua consultation is required for naming or renaming public roads

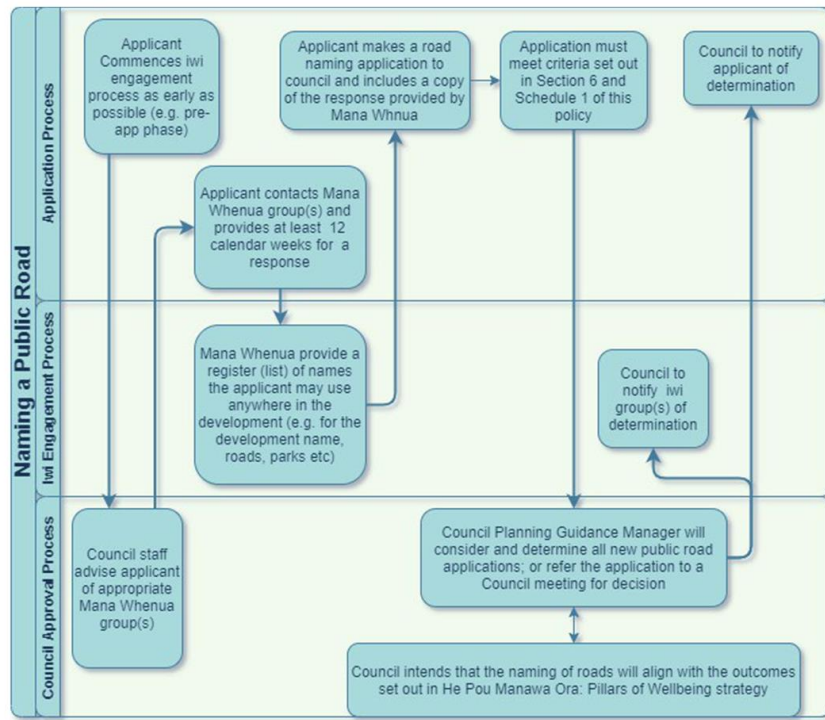
10. Prior to making an application to name or rename a public road, applicants must consult council staff, who will provide guidance as to the appropriate Mana Whenua group(s) in relation to the relevant area.
11. Applicants must provide an opportunity for each identified Mana Whenua group to:
 - identify if the area has cultural significance, and
 - provide a 'register of naming recommendations' suitable for the geographical area, or specified parts of the geographical area; and
 - offer any related feedback to the applicant.
12. Applicants must provide each identified Mana Whenua group with at least 12 calendar weeks to provide a response to the opportunity set out in section 11. Applicants are encouraged to contact Mana Whenua early in the process.
13. Applicants may provide council with up to three options for the naming or renaming of a public road, and at least one proposed option must be selected from the register of recommendations made by the appropriate Mana Whenua engaged with in accordance with this policy. A copy of the response provided to the applicant by Mana Whenua must be included in the application, including the full register of recommended names.
14. The naming and renaming of public roads will reflect council's commitment to the outcomes of *He Pou Manawa Ora: Pillars of Wellbeing* strategy.
15. The determination will be communicated to the applicant and appropriate Mana Whenua of the area by council.

Naming a new road (public or private)

16. Council's Planning Guidance Manager will consider and determine all new road name applications, in accordance with the principles of this policy. For public roads this will include ensuring compliance with the requirements for iwi consultation.
17. At the Planning Guidance Manager's discretion, applications may be referred to a council meeting for decision.
18. Council's Planning Guidance Unit will maintain an archive of the new road names and the reasons for selection of such names.

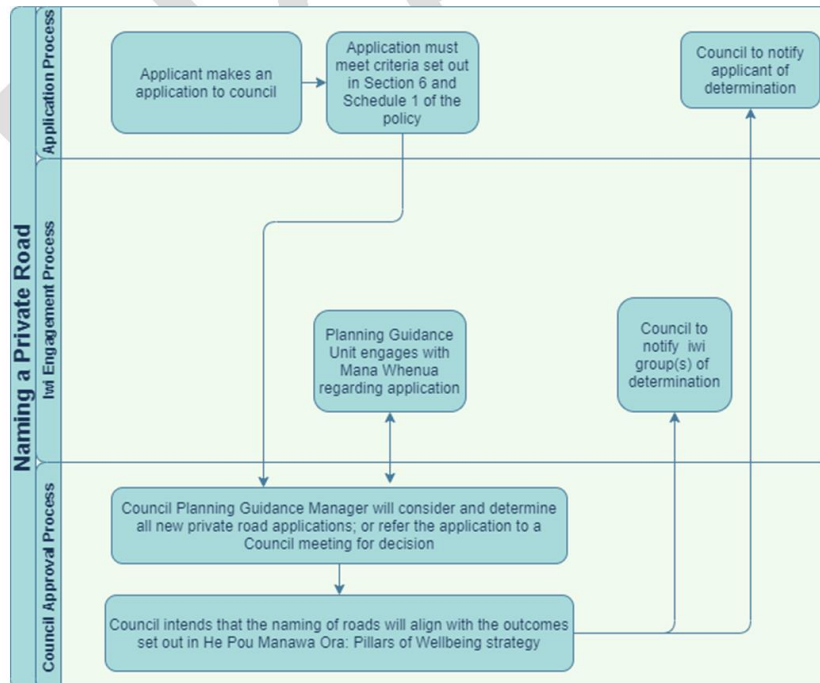
Process for naming a new public road

19. The diagram below visually depicts the process for naming a public road as set out in this policy and is provided to assist applicants to understand the process.



Process for naming a new private road

20. The diagram below visually depicts the process for naming a private road as set out in this policy and is provided to assist applicants to understand the process.



Renaming a public or private road

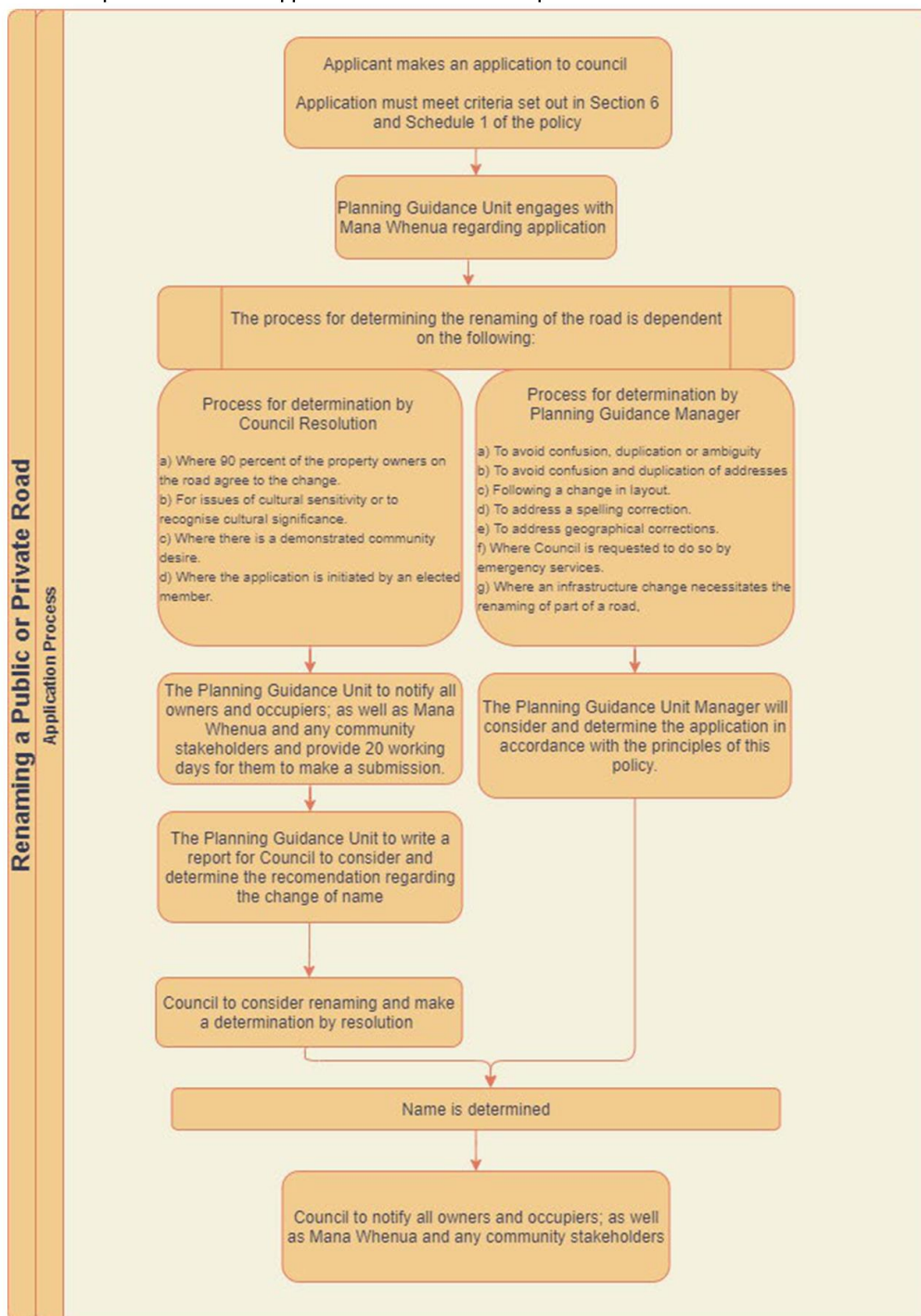
21. The approval process for renaming a road is set out in the table below.

Approval by: Council Resolution	Approval by: Planning Guidance Manager
Rationale	Rationale
a) Where 90 percent of the property owners on the road agree to the change. b) For issues of cultural sensitivity or to recognise cultural significance. c) Where there is a demonstrated community desire. d) Where the application is initiated by an elected member.	e) To avoid confusion, duplication or ambiguity caused by the existing road name. f) To avoid confusion and duplication of addresses associated with road name. g) Following a change in layout. h) To address a spelling correction. i) To address geographical corrections. j) Where Council is requested to do so by emergency services. k) Where an infrastructure change necessitates the renaming of part of a road, e.g. an existing road is severed by a new road.
Process	Process
<ul style="list-style-type: none"> The Planning Guidance Unit will notify all owners and occupiers in the road of the proposed change, as well as Mana Whenua and any community stakeholders who may have an interest in the name change. Submissions on the proposed name change may be made to the Planning Guidance Unit within twenty (20) working days. The Planning Guidance Unit will prepare a report for the Council meeting that outlines: <ol style="list-style-type: none"> the request the reason for the change confirmation of Mana Whenua consultation if required the response from Mana Whenua, affected owners/occupiers on the road, and other submitters; and a recommendation to Council. Council will consider and determine the recommendation regarding the change of name. The Planning Guidance Unit will notify the applicant, all owners and occupiers in the road, Mana Whenua and all other submitters of the decision and if applicable, the new name. 	<ul style="list-style-type: none"> The Planning Guidance Unit Manager will consider and determine the application in accordance with the principles and requirements in this policy. The Planning Guidance Unit will notify Mana Whenua and all owners and occupiers on the road of the decision and, if applicable, the new name.

22. The costs associated with a name change (such as changing street signs) must be met in full by the applicant(s) except where the name change is initiated by Council resolution. These costs do not include the costs to businesses or residents on an affected street to e.g. change business signs or business cards.

Process for renaming public or private roads

23. The diagram below visually depicts the process for renaming a public road as set out in this policy and is provided to assist applicants to understand the process.



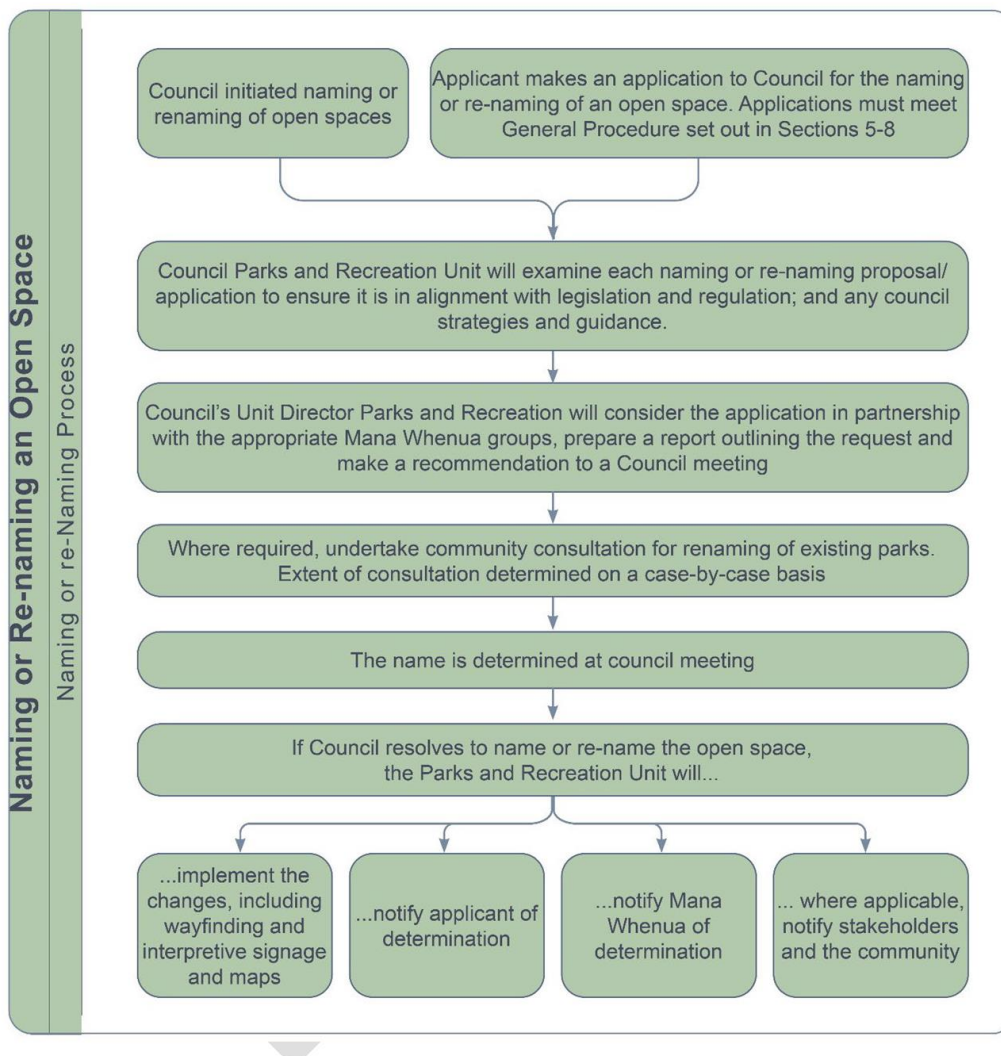
Open spaces

24. The naming or renaming of any open space must align with the principles of this policy, follow the general procedure identified in sections 5-8; and meet the following requirements:

- Any naming or renaming of open spaces must consider the obligations set out in Part 6 of the Local Government Act 2002.
- Reserves must be named or renamed by Council resolution and in accordance with the Reserves Act 1977.
- Any naming or renaming of open spaces must be in alignment with the objectives of *He Pou Manawa Ora: Pillars of Wellbeing* strategy.
- If naming a new open space, Council's Unit Director Parks and Recreation will consider the application in partnership with the appropriate Mana Whenua groups, prepare a report outlining the request and make a recommendation to a Council meeting.
- If renaming an existing open space, Council's Unit Director Parks and Recreation will consider the application in partnership with the appropriate Mana Whenua groups, undertake wider consultation where required, undertake additional heritage reviews and will implement the changes, including the installation of interpretive signage.
- Council may, at its discretion, implement a bi-lingual name for any Open Space

Process for naming or renaming open spaces

25. The diagram below visually depicts the process for renaming an open space as set out in this policy and is provided to assist applicants to understand the process.



Council facilities

26. Where a new council facility is to be named or an existing council facility renamed:

- The Council Unit responsible for the council facility will propose names for the council facility to the Chief Executive that are in accordance with the principles of this policy.
- The Chief Executive will consider the proposed names and prepare a report for a Council meeting outlining the request; and making a recommendation.
- Council may, at its discretion, implement a bi-lingual name for any council facility.
- The Council will consider the report and determine the facility name by Council Resolution.

Naming rights and sponsorship

27. Council can grant naming rights for an open space or council facility or parts of an open space or council facility.
28. All requests to grant naming rights or sponsorship opportunities, whether permanent or for a fixed period, will be determined by Council resolution.

Monitoring and implementation

29. The implementation of this policy will be monitored by the General Manager City Growth.
30. The policy will be reviewed every three years or at the request of council or in response to changed legislative and statutory requirements or in response to any issues that may arise.

References

- This Policy complies with The Australian/New Zealand Standard on Rural and Urban Addressing AS/NZS 4819:2011.
- Sections 319(1)(j), 319A and 319B of the Local Government Act 1974 apply to the Naming of Roads.
- Council may name or alter the name of any road under Section 319 Local Government Act 1974.
- Section 5 of the Unit Titles Act 2010 applies only to provide a meaning of common property.
- Where a reserve is vested in Council, the Minister of Conservation or Council may specify or change the name of a reserve by notice in the Gazette (Section 16(10) Reserves Act 1977).
- This policy aligns with *He Pou Manawa Ora: Pillars of Wellbeing* strategy.

Schedule 1 – AS/NZS 4819 – Types of roads

The National Standards for road naming (AS/NZS 4819:2011), must be adhered to when developing proposed road names for consideration. These include the following requirements:

- Not be duplicated in Hamilton or in the Waipa or Waikato Districts.
- Preferably be short (generally not longer than 12 characters). An exception to this is the use of Te Reo Maaori names, where longer names may be suitable, balanced with the physical limitations for signs such as strength of bracket attachments, wind loading and risk of being hit by vehicles).
- Be single words to avoid cartographic problems.
- Be easy to spell and pronounce.
- Not sound similar, or be similar in spelling, to an existing road name.
- Not include a preposition, e.g. Avenue of the Allies.
- Not be abbreviated or contain an abbreviation excepting that “St” can be used for “saint” and ‘Mt’ can be used for “mount”. ‘Maunga’ must not be abbreviated or combined with ‘Mt’ e.g. Maungawhau’ not ‘Mt Maungawhau’.
- Not be in poor taste or likely to cause offense.
- Not lead with ‘The’. An exception to this is the use of ‘Te’ in Te Reo Maaori names.
- Road types must comply with AS/NZS 4819 – Types of roads below:

Road type	Abbreviation	Description	Open ended	Cul-de-sac	Pedestrian only
Alley	Aly	Usually narrow roadway in a city or towns.	✓	✓	
Ara¹	Ara	Road –option to be used as a prefix for Te Reo Maaori or Moriori road names ²	✓	✓	✓
Arcade	Arc	Covered walkway with shops along the sides			✓
Avenue	Ave	Broad roadway, usually planted on each side with trees.	✓		
Boulevard	Blvd	Wide roadway, well paved, usually ornamented with trees and grass plots.	✓		
Circle	Cir	Roadway that generally forms a circle; or a short enclosed roadway bounded by a circle.	✓	✓	
Close	Cl	Short enclosed roadway.		✓	
Court	Crt	Short enclosed roadway, usually surrounded by buildings.		✓	
Crescent	Cres	Crescent shaped roadway, especially where both ends join the same thoroughfare.	✓		
Drive	Dr	Wide main roadway without many cross-streets.	✓		
Esplanade	Esp	Level roadway along the seaside, lake, or a river.	✓		
Glade	Gld	Roadway usually in a valley of trees.	✓	✓	

Green	Grn	Roadway often leading to a grassed public recreation area.	✓		
Grove	Grv	Roadway that features a group of trees standing together.	✓		
Highway	Hwy	Main thoroughfare between major destinations.	✓		
Lane	Lane	Narrow roadway between walls, buildings or a narrow country roadway.	✓	✓	✓
Loop	Loop	Roadway that diverges from and rejoins the main thoroughfare.	✓		
Mall	Mall	Wide walkway, usually with shops along the sides			✓
Mews	Mews	Roadway in a group of houses.	✓		
Parade	Pde	Public roadway or promenade that has good pedestrian facilities along the side.	✓		
Place	Pl	Short, sometimes narrow, enclosed roadway.	✓		
Promenade	Prom	Wide flat walkway, usually along the water's edge.			✓
Quay	Qy	Roadway alongside or projecting into the water.	✓	✓	
Rise	Rise	Roadway going to a higher place or position.	✓	✓	
Road	Rd	Open roadway primarily for vehicles.	✓		
Square	Sq	Roadway which generally forms a square shape, or an area of roadway bounded by four sides.	✓	✓	
Steps	Stps	Walkway consisting mainly of steps.			✓
Street	St	Public roadway in an urban area, especially where paved with footpaths and buildings along one or both sides.	✓		
Terrace	Tce	Roadway on a hilly area that is mainly flat.	✓	✓	
Track	Trk	Walkway in natural setting.			✓
Walk	Walk	Thoroughfare for pedestrians.			✓
Way	Way	Short enclosed roadway.		✓	✓
Wharf	Whrf	A roadway on a wharf or pier.	✓	✓	✓

Footnotes:

1. If a Te Reo Maaori or Moriori road name is used it should be endorsed by local representatives with relevant cultural connections, such as Mana Whenua, local iwi or iwi organisations.
2. Ara and Te Ara are the only road types that are to be used as a prefix to the road name e.g. Ara Moana, not Ara Moana Road

First adopted:	24 May 2012
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Sponsor/Group:	General Manager City Growth

Not part of policy: Key to reading annotated policy

Blue text	New content
Crossed Out Text	Changed content or deleted content
Orange Text	Orange text shows a section of content has been moved to another location.

Naming of Roads, Open Spaces and Council Facilities Policy

Purpose and scope

1. The purpose of this policy is to provide a process for naming roads, open spaces and council facilities in Hamilton city.
2. This policy applies to the naming (and renaming) of roads (including private roads and private ways), open spaces and council facilities.

Definitions

Definition	Detail
Applicant	An individual or entity which is making an application. This may include council, a consent holder or the party developing the infrastructure including but not limited to a developer.
Area	One-kilometre radius from the centre of a road, open space or council facility.
Council	Hamilton City Council.
Council facility	A council owned facility that is provided for public amenities including artistic, social or cultural facilities. Such facilities may include but are not limited to community halls, civic spaces and centres as well as major sport, recreation and entertainment facilities.
Culturally significant	Ancestral land, water, waahi tapu, valued flora and fauna, and other taonga significant to Mana Whenua.
Mana Whenua	The indigenous people (Maaori) who have historic and territorial rights over the land (including but not limited to Te Haa o te whenua o Kirikiriroa and Waikato-Tainui)
Name	The word used to identify a road, open space or council facility. Name excludes the road type (see definition: road types).
Open space	Includes all parks and reserves administered by council.
Park	Land owned by council with a primary recreation function, not held under the Reserves Act 1977.
Private roads and private ways	Roads and accessways as defined under section 315(1) of the Local Government Act 1974 and includes right-of-ways, common access lots, retirement village roads. Also included is common property within a Unit Development as defined under section 5 of the Unit Titles Act 2010.
Register of naming recommendations	A list, catalogue, inventory or similar provided by Mana Whenua to an applicant setting out names in te reo Maaori that are appropriate for an area. The purpose is to provide a selection of culturally and historically appropriate names for roads, open spaces or developments which may not yet have been approved for development.
Reserve	As defined under s 2 of the Reserves Act 1977.
Road	Road as defined in section 315 of the Local Government Act 1974 and includes access ways and service lanes as defined in section 315, any square and any public place intended for the use of the public generally.

Road types	Road types in accordance with The Australian/New Zealand Standard on Rural and urban addressing AS/NZS 4819:2011 (outlined in Schedule 1 below).
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Principles

3. Council ensures:

- that the city's history, local identity and local culture is recognised and maintained; and
- that decisions contribute to the outcomes of *He Pou Manawa Ora: Pillars of Wellbeing*.

4. Council provides a consistent approach to determining appropriate names for roads, open spaces and council facilities.

Annotation Note: this is Option 2 of the staff recommendations

General Procedure

[Explanatory Note: all applications to name or rename a road or open space must follow this general procedure as well as specific steps set out in the applicable sections of this policy].

5. To name or rename a road or open space, an applicant must make an application to the council by completing the application form for Road and Open Space Naming/Renaming.

[content moved from later section]

6. An application to name or rename a road or open space must explain and provide evidence that the proposed name(s) reflect one or more of the following:

- The identity of Hamilton and/or local identity.
- The historical significance of the location.
- The cultural significance of the area to ~~Tangata Whenua~~ *Mana Whenua*.
- People important in the history of an area.
- Events, people and places significant to a community or communities locally, nationally or internationally.
- Flora and Fauna significant or important to the history of an area.

7. An application to name or rename a public road or open space must also include an assessment of how the proposed names meet outcomes under the four pou (pillars) in *He Pou Manawa Ora: Pillars of Wellbeing* strategy. The relevant outcomes are summarised in the table below:

Pou	Pillar	Outcomes
He pou manawa koorero	History:	<ul style="list-style-type: none"> Māori art and culture is a source of pride for all Hamiltonians. Kiingitanga is respected and celebrated as one of New Zealand's most enduring internationally recognised institutions. Te reo Māori is seen, heard and celebrated throughout the city.
He pou toorangapu maaori	Unity:	<ul style="list-style-type: none"> Increased role of Maatouranga Māori (Māori knowledge) to inform infrastructure, community and organisational development.
He pou manawa taurikura	Prosperity:	<ul style="list-style-type: none"> Increased wellbeing of Māori in Kirikiriroa/Hamilton. Increased Māori economic and business activity through procurement. Increased employment and career pathways through partnerships and projects we deliver.
He pou manawa taiao	Restoration:	<ul style="list-style-type: none"> Native flora and fauna species numbers are increased year on year. Increased application of Maatouranga Māori (Māori knowledge) to develop environmental enhancement solutions and mitigations to infrastructure growth challenges. Increased co-management arrangements with iwi and mana whenua to deliver best environmental practices and results.

Prior to making an application, applicants are to consult Council staff to provide guidance as to the appropriate Tangata Whenua of an area. Applicants are to provide each Tangata Whenua group with at least 10 working days to identify if the area has cultural significance and provide feedback to the applicant. The purpose of the feedback is to provide non-binding advice to the applicant as to how culturally significant an area is to Tangata Whenua. The applicant must provide evidence that they have given Tangata Whenua an opportunity to provide feedback in accordance with this section.

Section 6 does not apply to private roads.

[section expanded in section 10-15 and flow diagrams added for clarity]

8. Where there is a theme or grouping of names in an area, names submitted should have an appropriate association with other names in the area.

Criteria for all road names

9. All road names shall meet the technical requirements set out in Schedule 1.

[criteria for all road names moved to Schedule 1]

Naming or Renaming Public or Private Roads

Mana Whenua consultation is required for naming or renaming public roads

10. Prior to making an application to name or rename a public road, applicants must consult council staff, who will provide guidance as to the appropriate Mana Whenua group(s) in relation to the relevant area.
11. Applicants must provide an opportunity for each identified Mana Whenua group to:
 - identify if the area has cultural significance, and
 - provide a 'register of naming recommendations' suitable for the geographical area, or specified parts of the geographical area; and
 - offer any related feedback to the applicant.
12. Applicants must provide each identified Mana Whenua group with at least 12 calendar weeks to provide a response to the opportunity set out in section 11. Applicants are encouraged to contact Mana Whenua early in the process.

Annotation Note: section 11 and 12 constitute Option 4 in the staff recommendations

13. Applicants may provide council with up to three options for the naming or renaming of a public road, and at least one proposed option must be selected from the register of recommendations made by the appropriate Mana Whenua engaged with in accordance with this policy. A copy of the response provided to the applicant by Mana Whenua must be included in the application, including the full register of recommended names.

Annotation Note: section 13 constitutes Option 6 in the staff recommendations

14. The naming and renaming of public roads will reflect council's commitment to the outcomes of *He Pou Manawa Ora: Pillars of Wellbeing* strategy.
15. The determination will be communicated to the applicant and appropriate Mana Whenua of the area by council.

Naming a new road (public or private)

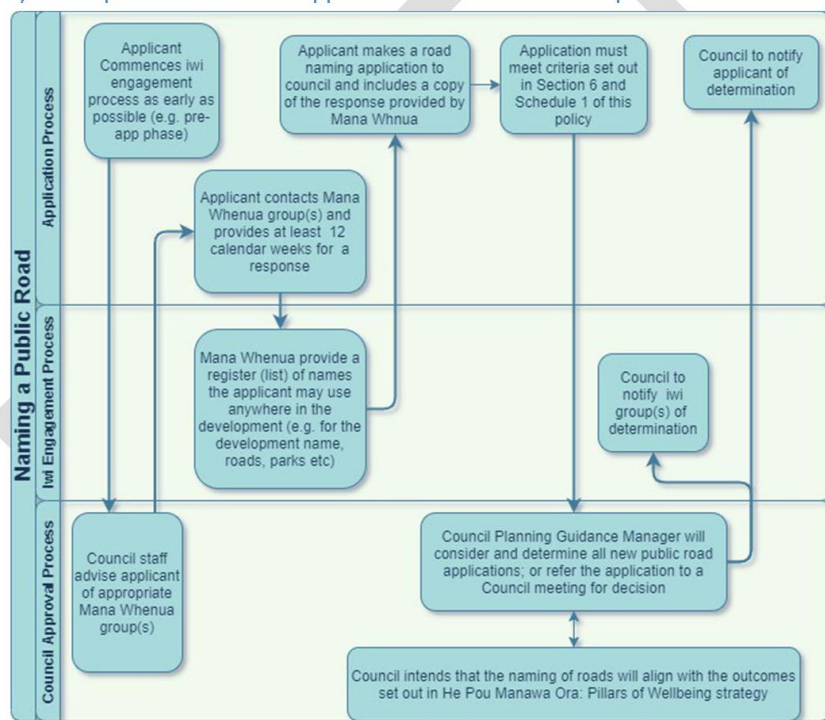
The applicant must make an application to the Planning Guidance Unit by completing the application form for Road and Open Space Naming/Renaming. [content moved to section 5 and amended]

Up to two names can be proposed by the applicant. [content moved to section 13 and amended]

16. Council's Planning Guidance Manager is empowered to consider and determine all new road name applications, in accordance with the principles of this policy.
17. At the Planning Guidance Manager's discretion, applications may be referred to Council a council meeting for determination.
18. Council's Planning Guidance Unit will maintain an archive of the new road names and the reasons for selection of such names.

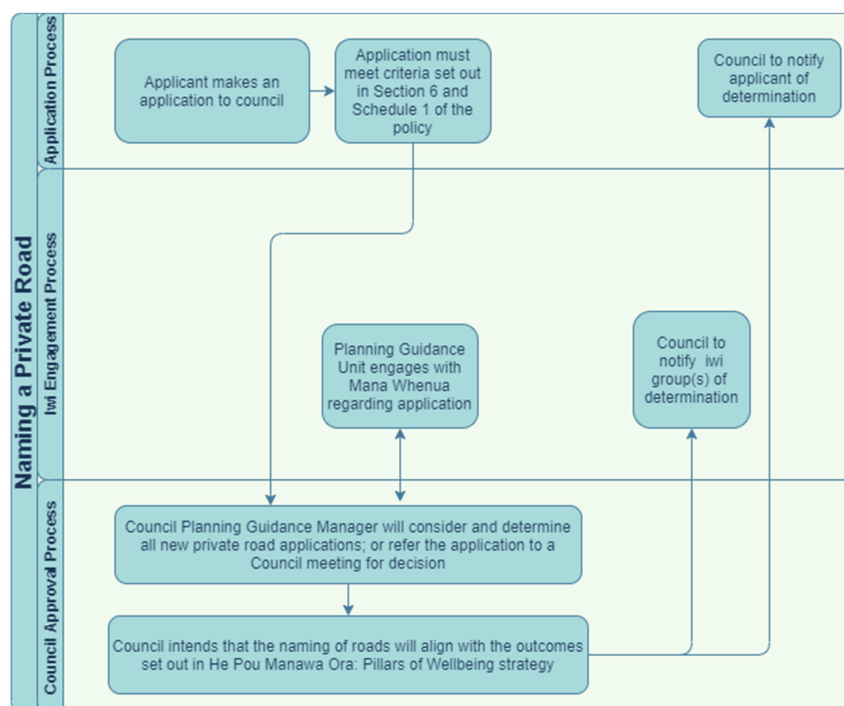
Process for naming a new public road

19. The diagram below visually depicts the process for naming a public road as set out in this policy and is provided to assist applicants to understand the process.



Process for naming a new private road

20. The diagram below visually depicts the process for naming a private road as set out in this policy and is provided to assist applicants to understand the process.



Renaming a public or private road

[sections in existing policy relating to renaming roads extensively reformatted into the table below, with content largely unchanged]

21. The approval process for renaming a road is set out in the table below.

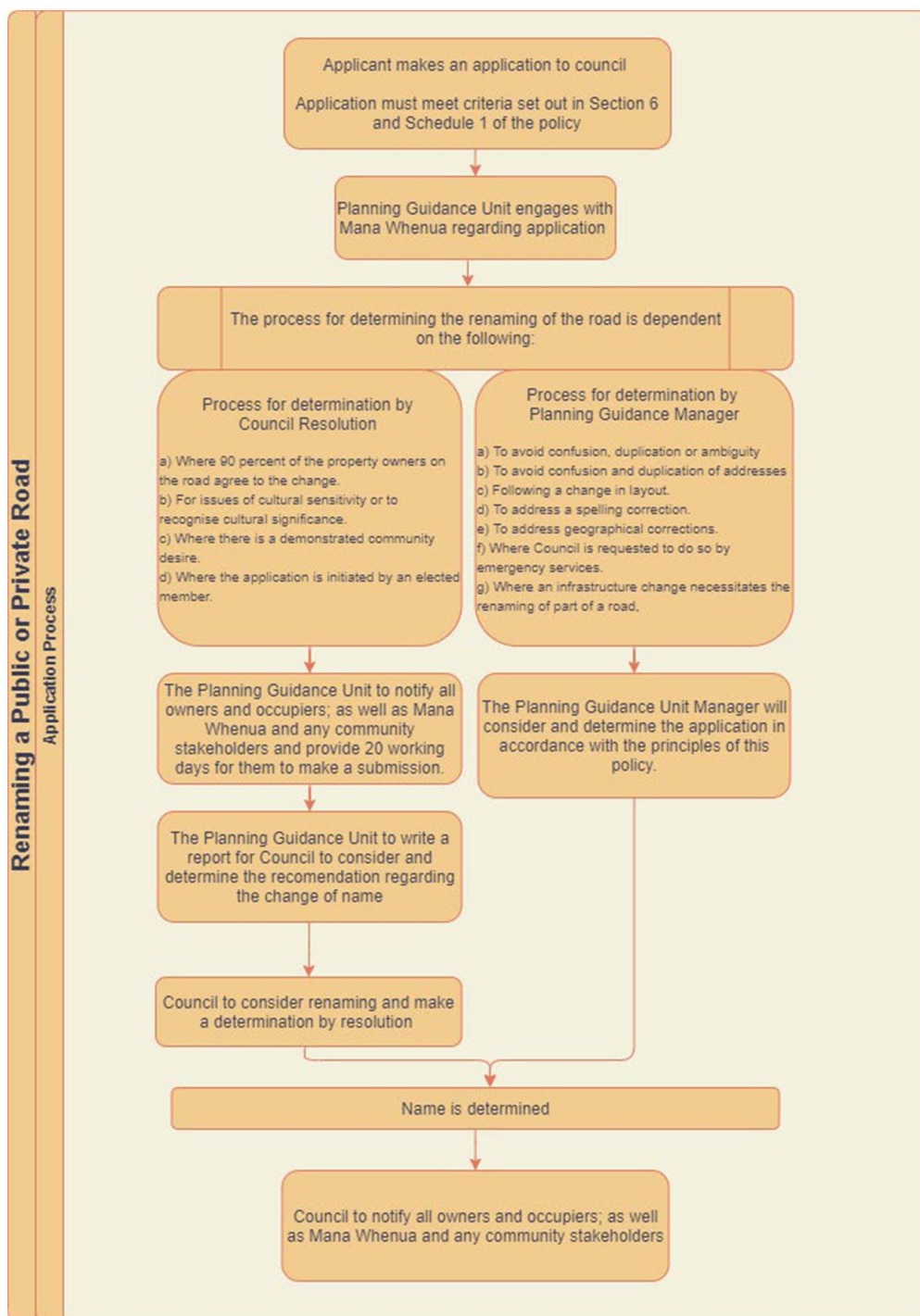
Approval by: Council Resolution	Approval by: Planning Guidance Manager
Rationale	Rationale
<p>a) Where 90 percent of the property owners on the road are in agreement agree to the change.</p> <p>b) For issues of cultural sensitivity or to recognise cultural significance.</p> <p>c) Where there is a demonstrated community desire.</p> <p>d) By an elected member Where the application is initiated by an elected member.</p>	<p>e) To avoid confusion, duplication or ambiguity caused by the existing road name.</p> <p>f) To avoid confusion and duplication of addresses associated with road name.</p> <p>g) Following a change in layout.</p> <p>h) To address a spelling correction.</p> <p>i) To address geographical corrections.</p> <p>j) Where Council is requested to do so by emergency services.</p> <p>k) Where an infrastructure change necessitates the renaming of part of a road, e.g. an existing road is severed by a new road.</p>
Process	Process
<ul style="list-style-type: none"> The applicant completes the application form for Road Open Space Naming/Renaming which is submitted to the Planning Guidance Unit. The Planning Guidance Unit will notify all owners and occupiers in the road of the 	<ul style="list-style-type: none"> The Planning Guidance Unit Manager will consider and determine the application in accordance with the principles and requirements in this policy. The Planning Guidance Unit will notify Mana Whenua and all owners and occupiers on the

<p>proposed change, as well as Mana Whenua and any community stakeholders who may have an interest in the name change.</p> <ul style="list-style-type: none"> • Submissions on the proposed name change can may be made to the Planning Guidance Unit within twenty (20) working days of notification. • The Planning Guidance Unit will prepare a report for the Council meeting outlining the request that outlines: <ul style="list-style-type: none"> i. the request ii. the rationale reason for the change iii. confirmation of Mana Whenua consultation if required iv. the response from Mana Whenua, affected owners/occupiers on the road, and other submitters; and v. a recommendation to Council. • Council will consider and determine the recommendation regarding the change of name. • The Planning Guidance Unit will notify the applicant, all owners and occupiers in the road, Mana Whenua and all other submitters of the decision and if applicable, the new name. 	<p>road of the decision and, if applicable, the new name.</p> <p>a. The applicant completes the application form for Road Open Space Naming/Renaming which is submitted to the Planning Guidance Unit.</p> <p>b. The Planning Guidance Unit Manager will consider and determine the application.</p> <p>c. The Planning Guidance Unit will notify all owners and occupiers on the road of the decision and if applicable, the new name.</p>
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22. The costs associated with a name change (such as changing street signs) must be met in full by the applicant(s) except where the name change is initiated by Council resolution. These costs do not include the costs to businesses or residents on an affected street to e.g. change business signs or business cards.

Process for renaming public or private roads

23. The diagram below visually depicts the process for renaming a public road as set out in this policy and is provided to assist applicants to understand the process.



Open spaces

Applications for naming and renaming open spaces must be made to the Parks and Open Spaces Unit by completing the Application Form for Road and Open Space Naming/Renaming.

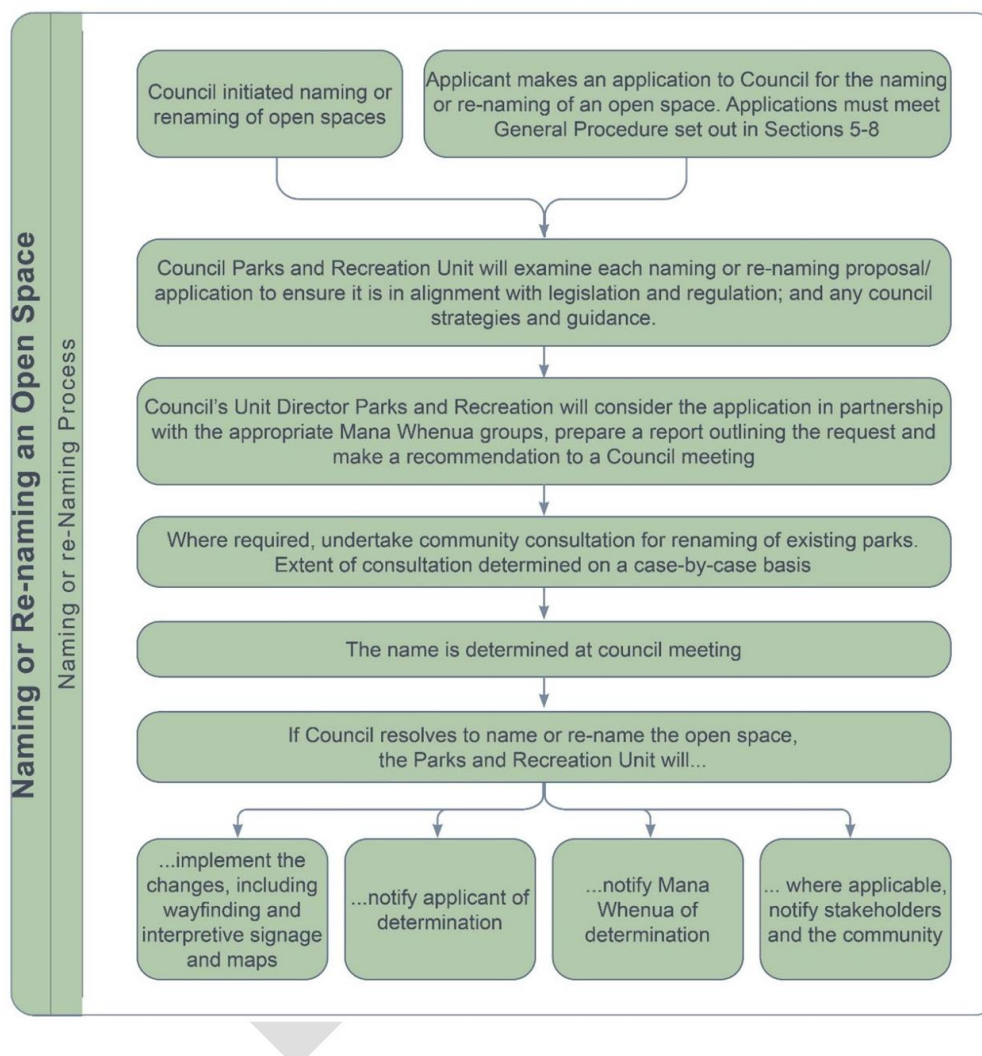
Page 7 of 12

24. The naming or renaming of any open space must align with the principles of this policy, follow the general procedure identified in sections 5-8; and meet the following requirements:

- Any naming or renaming of open spaces must consider the obligations set out in Part 6 of the Local Government Act 2002.
- Reserves must be named or renamed by Council resolution and in accordance with the Reserves Act 1977.
- Any naming or renaming of open spaces must be in alignment with the objectives of *He Pou Manawa Ora: Pillars of Wellbeing* strategy.
- ~~Council's Parks and Open Spaces Manager will consider the application, prepare a report outlining the request and make a recommendation to a Council meeting.~~
- If naming a new open space, Council's Unit Director Parks and Recreation will consider the application in partnership with the appropriate Mana Whenua groups, prepare a report outlining the request and make a recommendation to a Council meeting.
- If renaming an existing open space, Council's Unit Director Parks and Recreation will consider the application in partnership with the appropriate Mana Whenua groups, undertake wider consultation where required, undertake additional heritage reviews and will implement the changes, including the installation of interpretive signage.
- Council may, at its discretion, implement a bi-lingual name for any Open Space
- ~~If Council resolves to change the name, the Parks and Open Spaces Unit will implement the changes, to signage and maps.~~

Process for renaming or renaming open spaces

25. The diagram below visually depicts the process for renaming an open space as set out in this policy and is provided to assist applicants to understand the process.



Council facilities

26. Where a new council facility is to be named or an existing council facility renamed:

- The Council Unit responsible for the council facility will propose names for the council facility to the Chief Executive that are in accordance with the principles of this policy.
- The Chief Executive will consider the proposed names and prepare a report for a Council meeting outlining the request; and making a recommendation.
- Council may, at its discretion, implement a bi-lingual name for any council facility.
- The Council will consider the report and determine the facility name by Council Resolution.

Naming rights and sponsorship

27. Council can grant naming rights for an open space or council facility or parts of an open space or council facility.
28. All requests to grant naming rights or sponsorship opportunities, whether permanent or for a fixed period, will be determined by Council [resolution](#).

Monitoring and implementation

29. The implementation of this policy will be monitored by the General Manager City Growth.
30. The policy will be reviewed every three years or at the request of council or in response to changed legislative and statutory requirements or in response to any issues that may arise.

References

- This Policy complies with The Australian/New Zealand Standard on Rural and Urban Addressing AS/NZS 4819:2011.
- Sections 319(1)(j), 319A and 319B of the Local Government Act 1974 apply to the Naming of Roads.
- Council may name or alter the name of any road under Section 319 Local Government Act 1974.
- Section 5 of the Unit Titles Act 2010 applies only to provide a meaning of common property.
- Where a reserve is vested in Council, the Minister of Conservation or Council may specify or change the name of a reserve by notice in the Gazette (Section 16(10) Reserves Act 1977).
- [This policy aligns with He Pou Manawa Ora: Pillars of Wellbeing strategy.](#)

Schedule 1 – AS/NZS 4819 – Types of roads

[criteria for all road names moved to this location from s9 in the existing policy]

The National Standards for road naming (AS/NZS 4819:2011), must be adhered to when developing proposed road names for consideration. ~~Any proposed road names should also meet the following criteria~~ These include the following requirements:

- Not be duplicated in Hamilton or in the Waipa or Waikato Districts.
- Preferably be short (generally not longer than 12 characters). An exception to this is the use of Te Reo Maaori names, where longer names may be suitable, balanced with the physical limitations for signs such as strength of bracket attachments, wind loading and risk of being hit by vehicles).
- Be single words to avoid cartographic problems.
- Be easy to spell and pronounce.
- Not sound similar, or be similar in spelling, to an existing road name.
- Not include a preposition, e.g. Avenue of the Allies.
- Not be abbreviated or contain an abbreviation excepting that “St” can be used for “saint” and ‘Mt’ can be used for “mount”. ‘Maunga’ must not be abbreviated or combined with ‘Mt’ e.g. Maungawhau’ not ‘Mt Maungawhau’.
- Not be in poor taste or likely to cause offense.
- Not lead with ‘The’. An exception to this is the use of ‘Te’ in Te Reo Maaori names.
- Road types must comply with AS/NZS 4819 – Types of roads below:

Road type	Abbreviation	Description	Open ended	Cul-de-sac	Pedestrian only
Alley	Aly	Usually narrow roadway in a city or towns.	✓	✓	
Ara¹	Ara	Road –option to be used as a prefix for Te Reo Maaori or Moriori road names ²	✓	✓	✓
Arcade	Arc	Covered walkway with shops along the sides			✓
Avenue	Ave	Broad roadway, usually planted on each side with trees.	✓		
Boulevard	Blvd	Wide roadway, well paved, usually ornamented with trees and grass plots.	✓		
Circle	Cir	Roadway that generally forms a circle; or a short enclosed roadway bounded by a circle.	✓	✓	
Close	Cl	Short enclosed roadway.		✓	
Court	Crt	Short enclosed roadway, usually surrounded by buildings.		✓	
Crescent	Cres	Crescent shaped roadway, especially where both ends join the same thoroughfare.	✓		
Drive	Dr	Wide main roadway without many cross-streets.	✓		

Esplanade	Esp	Level roadway along the seaside, lake, or a river.	✓		
Glade	Gld	Roadway usually in a valley of trees.	✓	✓	
Green	Grn	Roadway often leading to a grassed public recreation area.		✓	
Grove	Grv	Roadway that features a group of trees standing together.		✓	
Highway	Hwy	Main thoroughfare between major destinations.	✓		
Lane	Lane	Narrow roadway between walls, buildings or a narrow country roadway.	✓	✓	✓
Loop	Loop	Roadway that diverges from and rejoins the main thoroughfare.	✓		
Mall	Mall	Wide walkway, usually with shops along the sides			✓
Mews	Mews	Roadway in a group of houses.		✓	
Parade	Pde	Public roadway or promenade that has good pedestrian facilities along the side.	✓		
Place	Pl	Short, sometimes narrow, enclosed roadway.		✓	
Promenade	Prom	Wide flat walkway, usually along the water's edge.			✓
Quay	Qy	Roadway alongside or projecting into the water.	✓	✓	
Rise	Rise	Roadway going to a higher place or position.	✓	✓	
Road	Rd	Open roadway primarily for vehicles.	✓		
Square	Sq	Roadway which generally forms a square shape, or an area of roadway bounded by four sides.	✓	✓	
Steps	Stps	Walkway consisting mainly of steps.			✓
Street	St	Public roadway in an urban area, especially where paved with footpaths and buildings along one or both sides.	✓		
Terrace	Tce	Roadway on a hilly area that is mainly flat.	✓	✓	
Track	Trk	Walkway in natural setting.			✓
Walk	Walk	Thoroughfare for pedestrians.			✓
Way	Way	Short enclosed roadway.		✓	✓
Wharf	Whrf	A roadway on a wharf or pier.	✓	✓	✓

Footnotes:

1. If a Te Reo Maaori or Moriori road name is used it should be endorsed by local representatives with relevant cultural connections, such as Mana Whenua, local iwi or iwi organisations.
2. Ara and Te Ara are the only road types that are to be used as a prefix to the road name e.g. Ara Moana, not Ara Moana Road

Council Report

Item 9

Committee: Community Committee

Date: 12 October 2021

Author: Natasha Ryan

Authoriser: Lance Vervoort

Position: Key Projects Programme
Manager

Position: General Manager Community

Report Name: Rototuna Village Design

Report Status	Open
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Purpose - *Take*

1. To seek approval from the Community Committee of the Rototuna Village Design, in accordance with the 24 August 2021 Finance Committee resolution.

Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community Committee:
 - a) receives the report;
 - b) approves the Rototuna Village design with:
 - i. staged development of car parking to meet demand requirements – as outlined in the conditions of the Comprehensive Development Plan Resource Consent, particularly Condition 31; and
 - ii. as much planting as appropriate to screen the Council owned carparks from the adjacent road while retaining adequate sightlines for crime prevention through environmental design.
 - c) notes that due to a Private Developer Agreement, Council will likely have to construct further carparks for future stages of development in the village, if required by evidence gathered in response to Condition 31 of the Comprehensive Development Plan Resource Consent; and
 - d) requests staff report back to Council with a proposal for Rototuna Village passenger transport facilities, in time for consideration as part of the 2022/23 Annual Plan development process.

Executive Summary - *Whakaraapopototanga matua*

3. This report responds to a Finance Committee resolution (24 August 2021) which delegated authority to award physical works contracts subject to Community Committee approval of the Rototuna Village design.
4. Following discussion with the Rototuna Village Advisor Councillors (16 September 2021), this report discusses two options which are described in detail in Paragraph 20:

Option A: The current design, which is largely as approved by the Community Services and Environment Committee 14 May 2019, with changes shown in **Paragraph 17**; and

Option B: the current design with:

- i. increased planting to screening carpark areas from the road within Crime Prevention Through Environmental Design advice, and
 - ii. staged car park construction to meet the minimum numbers required by the conditions of the resource consent.
5. The difference in cost between Option A and Option B is not expected to be significant and is consistent with existing project budget allocations.
 6. Staff recommend Option B, because it will enhance the visual amenity of the village, and it minimises the environmental and financial investment in carparks that may not be required.
 7. Staff consider the matters in this report have a low significance and that the recommendations comply with the Council's legal requirements.

Background - *Koorero whaimaarama*

8. The Finance Committee (24 August 2021) delegated authority to the Chief Executive to award a contract for *"the Rototuna Village roading and outdoor public spaces including North City Road upgrade, Rototuna Village square, play and skate areas, car parks, Turakina Rise extension and supporting landscaping, infrastructure and connections" ... "subject to subsequent approval of the design by the Community Committee"*.
9. The requirement to bring the design back to the Community Committee was in response to discussion primarily regarding the visual impact of large carpark areas adjacent to roads, and to a lesser extent, the quantity of parking proposed.
10. The existing Comprehensive Development Plan Resource Consent for Rototuna Village (2020) considers the challenge of providing the right amount of parking for an area served with public transport, a good cycle and walking connection with wider neighbourhoods and in which, visitors to the area are expected to perform multiple activities for each visit.
11. The consent sets a maximum cap for carparks for each substage of development. It also requires the following:
 - i. Analysis of existing supply: prior to developing any area, surveys are undertaken to understand the extent to which existing car parks (from previous stages of development) are available and can contribute towards providing parking necessary to serve subsequent stages. The area to be considered is shown in **Attachment 1**.
 - ii. Analysis of demand: for the library and pool, surveys are required of carparking demand for similar sites in the Waikato to establish whether predicted parking demand is overstated.
 - iii. Reporting on the above, in the context of existing and proposed public transport services, active mode and traffic demand measures (e.g. parking control and travel plans).
12. The consent is intended to provide the right amount of car parking for the activities being undertaken, given the multiple factors influencing supply and demand at Rototuna Village including potentially varied peak demand periods for various destinations.
13. Because the amount of car parking is influenced in part by the quality of public transport services, Members of the Rototuna Village Working Group suggested that staff recommend that the passenger transport service facilities be considered as part of the Annual Plan process.
14. Council has a legal commitment with the private developer to construct carparks on Council owned land. This agreement was approved by Council, 17 September 2019.

15. Further information regarding the planning context is provided in **Attachment 2**.
16. The Rototuna Village layout shown in the figure below, was approved by the Community, Services and Environment Committee (14 May 2019).



Discussion - *Matapaki*

17. The current design (Option A) has changed since the 14 May 2019 Community resolution, with changes shown in the figure below:



18. If the design is not approved in this meeting, the best case scenario is that the design will be approved at the 24 November 2021 Community Committee and will not require significant amendments to the design or conditions of consent. In this scenario, the Christmas period and earthworks seasons will likely extend the project completion date from March 2023 to November 2023.

Options

19. A number of options to screen and reduce carpark numbers have been discussed with the Rototuna Village Advisor Councillors and are provided in **Attachment 3**.

20. Following discussion with the Rototuna Village Advisor Councillors (16 September 2021), this report considers the following two options:
- **Option A** construct as per the current design, with carparking amended through the work referenced in Paragraph 11 along with consideration for car parking requirements for subsequent stages of development.
 - **Option B** which is the current design with:
 - i. The minimum required carparking which will not trigger a variation or new consent, for each stage of development. For early stages of development this may be similar to 'Option 2' on Attachment 3 – where some carpark areas are not initially developed. Minimum numbers will be generated from work referenced in Paragraph 11. Noting, that Council will likely have to contribute car parks to meet the minimum requirements for other stages of work through the Private Development Agreement and;
 - ii. Maximum planting appropriate to screen the Council owned car parks from the adjacent road while retaining adequate sightlines for Crime Prevention through Environmental Design (CPTED) purposes – shown as 'Option 5' on Attachment 3.
21. In line with existing funding decisions, it should be noted that CCTV is not included anywhere outdoors in either option.
22. These options have been considered primarily because they:
- i. do not trigger the risks and issues associated with changing the existing consent;
 - ii. are intended to have minimal impact on other development and economic viability in the village; and
 - iii. provide a comparable level of Crime Prevention Through Environmental Design (CPTED).
23. The following table compares Option B to Option A:

	Option B compared to Option A
Advantages	<p>Improved views from roads adjacent to the car parks, and in areas that remain grassed rather than a car park.</p> <p>Potential savings from not constructing unnecessary car parks.</p> <p>More opportunity for mode shift, by providing less car parks in the short term and providing more time for passenger transport services to be improved.</p>
Disadvantages	<p>Potential additional cost associated with design and construction of interim stormwater infrastructure to serve short term and long term car park layout.</p> <p>Uncertainty regarding quantity and when/if additional car parks may be required (challenging with respect to budgeting and long term planning).</p> <p>Escalated costs associated with construction of any car parks required for future substages.</p> <p>Minor cost increases from additional planting.</p>

	Option B compared to Option A
Risk	The need to futureproof for potential additional carparks creates challenges for the stormwater and lighting design and may not result in grassed areas in the best locations (ie. next to other grassed areas) and/or increased costs arising from stormwater infrastructure required to meet short term and long term carpark layouts.

Financial Considerations - *Whaiwhakaaro Puutea*

24. As outlined in the Rototuna Village project report to Finance Committee on 24 August 2021, the Rototuna Village programme is currently funded in the 2021-31 Long Term Plan for construction to be complete by early 2023.
25. The table below identifies where Option B cost differs to Option A:

Option B costs increase due to:	Option B costs decrease due to:
<p>Stormwater design and construction for short term and future carpark layout.</p> <p>Escalated costs associated with construction of any carparks required for future substages, (value determined by timing).</p> <p>Minor cost increases from additional planting.</p>	<p>Potential savings from not constructing unnecessary carparks.</p>

26. The difference in cost between Option A and Option B cannot be currently quantified, largely for the following reasons:
- While the maximum number of carparks is capped both by the Resource Consent and the Private Developer Agreement, the number of carparks required for future stages is determined by work that must be done immediately before the future stage.
 - The timing of future stages and therefore the associated estimates for escalation, are determined by the developer and their view of the right timing for the market.
27. Option B is expected to be achievable within existing budgets in the Long Term Plan, assuming that:
- Any savings arising from carparks not constructed in the short term, are retained for future carparks,
 - Locations can be found to future proof for potential carparks, which may be required at a later stage, with efficient stormwater design,
 - The timing of future stages is in the short to mid-term and cost escalations return to more normal levels in the mid-term, and
 - There are no further unanticipated changes in the construction market arising from COVID-19.

Legal and Policy Considerations - *Whaiwhakaaro-aa-ture*

28. Staff confirm that the staff recommendation complies with the Council's legal and policy requirements.

Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga*

29. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').
30. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
31. The recommendations set out in this report are consistent with that purpose.

Social

32. The Rototuna Village programme will deliver the infrastructure that will enhance social wellbeing through connections and mental stimulation, either through programmed activities in the library and public realm; by providing facilities and equipment to deliver learning and collaboration or by providing spaces to participate in or observe community life (play, skate, street and library furniture).
33. The approach to delivering the programme has also been structured to bolster existing community networks. In particular, this has been through community engagement in collaboration with the North- East Community Hub.
34. The design is intended to reflect the feedback from the community and as such should support a sense of belonging and social inclusion for the diverse community.

Economic

35. The proposed community infrastructure and development will:
 - i. provide an early attractor for foot traffic, necessary to attract businesses to the area during the early stages of village development. This will also provide both wealth and employment opportunities;
 - ii. further the rapid and early success of the village will provide impetus for the local developer to accelerate new housing and commercial areas;
 - iii. attract residents and families to the area, thereby improving the economic activity and wellbeing in the wider area;
 - iv. directly create employment for the contractors and the supply chain through the construction works.; and
 - v. create the type of employment opportunities that align well with the target groups in the Waikato Vital Signs 2020 Report (Maaori and Pasifika; and young people aged 15-24).

Environmental

36. The Rototuna Village programme supports the sustainability principles outlined in the table below.

Sustainability Principle Number	Sustainability Principle Description	Why the Principle is supported by the Decision
1	Council includes environmental, economic, social, and cultural considerations in its decision-making criteria	These considerations have been included in the design and will form a consideration for the procurement.

Sustainability Principle Number	Sustainability Principle Description	Why the Principle is supported by the Decision
5	Council promotes walking, cycling, public transport and other low carbon transport options	These considerations have been included in the design

Cultural

37. Ngati Wairere is the hapuu most closely associated with the area, with their current marae situated in Hukanui.
38. The project team are engaging with Ngati Wairere through Te Haa o te Whenua o Kirikiriroa and intend to continue to do so on a regular basis throughout the project. At this stage Waikato Tainui have indicated that they are happy to keep their involvement in the project to one that provides support to Te Haa o te Whenua o Kirikiriroa.
39. Engagement with Te Haa o te Whenua o Kirikiriroa has included obtaining guidance on what and how stories should be reflected in the design, tikanga (practices and values) to be observed and naming of key facilities.

Risks - Tuuraru

40. The Rototuna Village programme is complex with a comprehensive risk register and 57 risks currently being actively managed.
41. The following table summarises additional risks relevant to the matters in this report are:

Risk / Issue	Proposed Mitigation
i. Resourcing and budgeting for future carparks of unknown timing and quantity.	<ul style="list-style-type: none"> - Retain any potential savings for carparks not constructed - Monitor and engage with the developer on this matter - Address via Annual Plans
ii. Stormwater design for short term and future carparks (of unknown quantity) may result in redundant infrastructure or inefficient design	<ul style="list-style-type: none"> - Identify potential areas for future carparks at the top of the catchment, ideally adjacent to existing grassed areas. - Address via Annual Plan is necessary -
iii. Increased costs due to delays in constructing some carparks (notably due to escalation, reestablishment, additional kerbs and stormwater connectivity)	<ul style="list-style-type: none"> - Address via Annual Plans if necessary

Risk / Issue	Proposed Mitigation
iv. There are numerous factors upon which the construction work is dependent including: planning requirements, access for other construction works in the area, etc.	- The physical works contract minimises interfaces by proposing all public works are undertaken under one contract. However, the Contract will include separable portions, which will be released when the pre-requisite for construction have been met.
v. CCTV is not funded outdoors which may result in elevated crime rates	- Construction allows for conduits to expected future CCTV locations, to minimise future cost of installation and/or damage to high quality public realm. - Consider CPTED as far as possible (particularly sightlines, activation and lighting)

Significance & Engagement Policy - *Kaupapa here whakahira/anganui*

Significance

42. Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the matter(s) in this report has/have a low level of significance.

Engagement

43. Community views and preferences are already known to the Council through engagement most recently undertaken in October and November 2020. The findings of this engagement were presented to Elected Members in a briefing (14 December 2020) and have been used to inform the design.
44. Community engagement from this point will be focussed on community updates at appropriate stages in the construction.
45. The other key engagement activity will be to work with adjacent land users (notably the schools) to manage safe journeys for all modes during construction works.
46. Given the low level of significance determined, the engagement level is low. No engagement is required.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Area of Car Park Supply Survey

Attachment 2 - Questions and Answers

Attachment 3 - Options and Analysis

Car Park Survey Area

The following diagram shows the extent of car parking surveys that must be undertaken before each stage of development in Rototuna Village.

The purpose is to understand how many of the car parks that have already been constructed are available for future development.



Rototuna Village Q & A

Question 1. How does the current design differ from what Council has previously approved?

1.1 The Community, Services and Environment Committee (14 May 2019) approved the design shown in Figure 1 below with the following resolution (excerpts):

- "b) approves the Rototuna Revisited option for planning project implementation, including initiation of negotiation with the developer and potential private partners;*
- c) requests staff to include potential for mixed use residential in the above negotiations with the developer, noting that this is a discretionary activity in this area under the District Plan;*
- d) that the transport needs of workers and residents are considered;*



Figure 1 Rototuna Village Design as Approved by Resolution



Figure 2 Rototuna Village Current Design, with important changes shown

Rototuna Village Q & A

Question 2. What would be different if the National Policy Statement Urban Design was operative before the Rototuna Village Resource Consent application?

- 2.1 If the NPS-UD was operative before the application had been made:
- There would be no minimum District Plan parking standards to be considered.
 - The application would propose the number of carparks. This number would be justified by an assessment of parking demand, including consideration of opportunities for travel demand management, provision of public transport and alternative transport modes.
- 2.2 A very similar process was undertaken for the Rototuna Village resource consent application to justify proposing numbers less than in the District Plan.

Question 3. How has the intent of the NPS been reflected in the existing conditions of the CDP (condition 31(?))

- 3.1 Allied to the above, the primary mechanism is through condition 31 of the consent (which was carried over largely unmodified from the 2017 consent - apart from the advice note, which is new to the 2020 consent). That condition is as follows:

31. Prior to the lodgement of building consent application(s) for any sub-stage, the consent holder shall engage a suitably qualified and experienced expert to undertake a carparking review and prepare a report on carparking supply and demand for previously completed stages of Area A development. For the Library and Aquatic Centre, surveys of actual demand at some existing library and aquatic centre facilities in the Waikato and/or Bay of Plenty Region shall also be undertaken.

The objectives of the carparking review and reporting shall be to:

- a. Survey parking behaviours, occupancy/availability and turnover;*
- b. Ascertain whether the numbers of carparking spaces that are proposed to be provided by the relevant development stage are sufficient to serve the development stage to avoid the creation of significant adverse effects on the transport network and on other activities in the neighbourhood, including cumulative effects;*
- c. Take into consideration any proposed staging of development within the sub-stage;*
- d. Where possible, determine the need for on and off street parking restrictions; and*
- e. Determine the need for, nature and timing of alternative transport measures to address any identified adverse effects associated with the proposed carparking provision.*

Alternative measures shall include, but not be limited to, the provision of Passenger Transport facilities within Area A and/or the implementation of Travel Demand Management measures and/or additional measures to support walking and cycling.

The results of the carparking review and associated reporting shall be provided to the Manager – Planning Guidance (or nominee), for certification that the numbers of carparking spaces and/or the provision of alternative transport measures that are proposed to be provided are sufficient to serve the development stage.

Rototuna Village Q & A

Advice Note: The intent of the carparking review and reporting is to better understand how the car parking is being used as development takes place and inform the implementation of alternative transport measures and travel demand management. It is not intended for the carparking review and reporting to be centred on providing more carparking if the current supply of parking is not meeting demand.

- 3.2 As can be seen the condition requires ongoing review of carparking demand and provision of alternative transport measures, if necessary, as the staged development of Area A progresses. The condition works in tandem with more specific carparking number conditions on each sub-stage of development in Area A (see further explanation under **Question 4** below).
- 3.3 It should be noted that full Area A development will be delivered by HCC and Kirkdale Investments Ltd as the joint holders of the resource consent. In reality, HCC as the local authority has a far greater ability to effect alternative transport measures than Kirkdale does as a private sector developer.
- Question 4.** Within the current consented environment, how might Council reduce the number of car parks from what is proposed?
- 4.1 Beyond what is allowed for in Condition 31 this is not easy. A reduction may be addressed by a variation to the consent if supported by evidence. The more significant the reduction in car parking sought, the more difficult it will be to justify through evidence.
- 4.2 The current consent divides the overall Area A development into “sub-stages”. Each sub-stage is effectively a block of development which triggers provision of specific parking, roading and other infrastructure to be provided by that sub-stage to ensure that the overall Area A development can still function efficiently regardless of what order the sub-stages are developed in. The sub-stages and associated infrastructure required for each sub-stage is shown on the image below taken from the approved resource consent plans.

APPENDIX B - INFRASTRUCTURE TRIGGERS PLAN

ROTOTUNA TOWN CENTRE AREA A

To make sure the development is coordinated this diagram indicates how shared facilities and infrastructure are to be tagged to adjoining land uses.

**FINAL APPROVED
RESOURCE CONSENT PLANS
File # : 10.2020.11005.001
Date of Consent: 24 December 2020**

Received
PLANNING GUIDANCE
30 October 2020



30/10

Rototuna Village Q & A

Item 9

Attachment 2

Question 5. Can we just build some and not all of the carparks?

- 5.1 As mentioned above the Resource Consent conditions specify the following :
32. *No building in any sub-stage (except for the public toilets in sub-stage 1) shall be occupied prior to the completion of associated off-street car parking and service area provision, with all vehicular access being provided to a public road.*
- 5.2 For each sub-stage there are more specific conditions, with a typical example provided below (from sub-stage A which covers the Library/Community Hub):
63. *Development within the sub-stage shall provide for the development of the entirety of the substage, including the construction of the proposed library, shared car park and public square/play park.*
64. *The library building shall not be brought into operation for public use prior to the availability of a minimum of 111 off-street parking spaces (including 2 Accessible Needs spaces) provided adjacent to, and south of, the building or a lesser number of off-street spaces certified by the Manager, Planning Guidance (or nominee) as being sufficient to serve the development stage taking account to car parking demand survey required under Condition 31.*
- 5.3 As can be seen above, the opportunity exists to provide a lesser number of carparks for each sub-stage depending on the outcomes of the carparking demand surveys required by Condition 31, and subject to the agreement of the Planning Guidance Manager. In reality however, it may be difficult for a lesser number of carparks to be justified if the parking demand surveys show heavy carpark use in Area A and adjacent areas, especially if those heavy use times coincide with likely peak use times at the library/community hub.
- 5.4 The only other option available under the RMA to provide lesser carparks than required by the resource consent are to formally seek a change to the relevant consent conditions, or to seek a new consent altogether. Supporting technical information would need to be provided for each of these options. The risks of each of these options are addressed further below.
- 5.5 There is no option legally available to Council as the consent holder of constructing a lesser number of carparks than required by the resource consent in the absence of an evidence base through the parking demand surveys and without the agreement of the Planning Guidance Manager.

Rototuna Village Q & A

Question 6. How does the number of carparks compare with what is required in the District Plan and elsewhere?

- 6.1 Area A must be viewed as an entire area and car parking is calculated over the entire area A including Countdown.
- 6.2 Below is a table showing what the district Plan requires in terms of parking spaces and what has been consented.

Activity	Gross Floor Area m2	District Plan requirement (total carparks)	Consented in Area A (total carparks)
Retail, Restaurants, Office	10,580	529	233
Supermarket	4,000	200	202
Swimming Pool	2,600	163	65
Library	1,800	75	111
Total		967	611

- 6.3 Please note that the play areas and skate areas are excluded from district plan assessment. The District Plan does appear to require parking spaces for these activities.
- 6.4 There is a 356-parking space shortfall when compared to District Plan requirements. This was granted partly on the basis that the District Plan doesn't consider multiple purpose trips, that is, a person(s) using one parking space but visiting multiple shops. The District Plan is also considered conservative in its required parking numbers meaning there is more leeway to grant a development less parking.

Question 7. Why is Kirkdale not providing a greater proportion of the car parks?

- 7.1 This was agreed with Kirkdale as part of a wider package and provides Council with greater control into the future.

Question 8. If a new consent is required, can the village progress in the interim?

- 8.1 The current resource consent is valid until such time it is surrendered. As a result, it may be possible (in a legal sense at least) for some parts of the village to be progressed under the auspice of the current consent, if they are not going to be changed by any amended design for which a new consent is sought.
- 8.2 The practicalities of doing so may however in terms of constructability would need to be carefully investigated and considered.

Rototuna Village Q & A

Question 9. If a new consent is required, what is the impact

9.1 A new consent is likely to result in the following activities (in approximate order):

Activity	Time months	Rough Order of Cost (,000 ex GST)
1. Prepare new Comprehensive Development Plan, application and associated technical reports	6	\$80-\$130
2. Renegotiation with developer (Kirkdale) and pool developer	2-3	\$20
3. Community Engagement	2	\$5
4. Consent Processing ¹	3-6	\$30
5. Detailed design rework ²	2-3	\$30-80
6. Construction ³		Escalation \$???

9.2 The risks associated with a new consent application are as follows:

- i. Risk of public notification and/or community opposition to the new application/design.
- ii. Changing environmental standards (particularly with regards to freshwater matters) make the ability to gain relevant regional resource consents more difficult than at present, and/or to make disposal of stormwater from Area A more challenging.
- iii. Council's regulatory unit is legally required to assess any consent against the operative District Plan with consideration of the environmental effects and relevant case law. Therefore, there is no certainty of a favourable outcome either in terms of gaining consent or the conditions that might apply.
- iv. Delays to the Rototuna Pool development while investors await the outcome.
- v. Increased risk of losing the pool development due to uncertainty, delays and escalating costs

9.3 If a new consent is required, it is possible to construct the bulk of the village with the existing consent.

9.4 If a new consent is required, a rough estimate is that the construction of the carparks could not commence before early 2023. Construction of carparks would not be recommended even in part prior to this date as the stormwater design may change substantially.

¹ Based on last two Area A consent applications

² Assuming amendments are primarily to the parking areas (also impacts stormwater design etc).

³ Timing assumes construction is a separable portion in existing contract.

Rototuna Village Q & A

- 9.5 The risks associated with delayed construction are as follows:
- i. Cost: Quantum of increased construction costs given deferred start date and current rampant escalation.
 - ii. Delay for other components: carpark was proposed before village square so that the latter could be vacated by the library contractor before works commenced (for access, safety and protection of high cost landscaping).
 - iii. Delay: Potential impact of earthworks season

Question 10. If a variation to the consent is required, what is the impact

- 10.1 A variation to the current consent would only be possible for matters related to the conditions. It is extremely unlikely that a variation could be pursued for any significant re-design for part, or all of, Area A.
- 10.2 Preparation of a variation to the existing consent conditions including associated technical information to the point of lodgement would likely take in the order of 3-6 months. Rough order costs to lodgement would be in the order of \$40-50,000. It can be expected that processing of the variation to the consent conditions would take 3-4 months, with processing costs approximately \$15,000.
- 10.3 The risks associated with pursuing a variation to the existing consent conditions are the same as for a new application as set out above.

Options and Analysis

1 Options

The following options are considered in the table below.

EXISTING

As is currently designed.



OPTION 1

Sleeve carpark with two storey mixed use commercial and retail buildings (in areas shown in purple).



OPTION 2

Build less carpark, leave the unused land (shown in purple) as grass



OPTION 3

Convert the area shown in purple to park and ride (allowing space for pool service vehicle)



OPTION 4

Build as per existing proposal and control travel demand using:

- Convenient and attractive public transport and good active mode networks
- Minimise parking demand through parking restrictions and pricing. For the purpose of the assessment below, it is assumed that parking is priced to suppress demand.

Options and Analysis

EXISTING
As is currently designed



OPTION 5
Provide more trees and low level planting on the road adjacent to the east and west car parks.
Refer Attachment 3 for further renders.



OPTION 6
Provide more trees and taller under planting on the road adjacent to the east and west carparks. Refer Attachment 3 for further renders.



Options and Analysis

The table below summarises the options from the previous page using similar criteria to the 14 May 2019 Community Committee decision on the preferred option.

Legend

Infeasible / Strong negative	Negative	Neutral / Negligible Change	Positive	Strong Positive
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Criterion	Option 1	Option 2	Option 3	Option 4	Option 5	Option 6	Existing
Viability (Council) Does it deliver the village within the expected timeframes and budget?	<ul style="list-style-type: none"> - Triggers a new consent and is unlikely to meet current planning rules. - Substantial associated cost and delay. 	<ul style="list-style-type: none"> - Technically could be addressed via a variation to the consent, but difficult to provide evidence. Therefore, as for Option 1 	<ul style="list-style-type: none"> - As for Option 1 	<ul style="list-style-type: none"> - Yes 	<ul style="list-style-type: none"> - Yes 	<ul style="list-style-type: none"> - Yes, pressures on budget to construct and maintain 	<ul style="list-style-type: none"> - Yes
Viability (Developer) How viable and attractive is the proposal for private developer	<ul style="list-style-type: none"> - In the medium term additional commercial premises are unlikely to be desirable due to supply. - Loss of parking likely to be a concern 	<ul style="list-style-type: none"> - Loss of parking likely to be a concern. 	<ul style="list-style-type: none"> - Loss of parking likely to be a concern. 	<ul style="list-style-type: none"> - Loss of parking likely to be a concern. - Retail hours would need to change to benefit from the increased traffic associated with park and ride. 	<ul style="list-style-type: none"> - As for Existing 	<ul style="list-style-type: none"> - As for Existing 	<ul style="list-style-type: none"> - Current consent is set up to review and monitor whether parking is adequate throughout the various development stages.
Viability (Pool) How viable and attractive is the proposal for private developer	<ul style="list-style-type: none"> - Would need to demonstrate that parking is adequate for the pool (and new commercial) at a delicate stage of the development. 	<ul style="list-style-type: none"> - Would need to demonstrate that parking is adequate for the pool at a delicate stage of the development. 	<ul style="list-style-type: none"> - Likely to make it more challenging to attract pool investors for a facility without adequate and convenient parking. 	<ul style="list-style-type: none"> - Subject to details of the proposal, likely to make it more challenging to attract pool investors for a facility without adequate and convenient parking. 	<ul style="list-style-type: none"> - Parking is easy to find for customers 	<ul style="list-style-type: none"> - Parking is available for customers 	<ul style="list-style-type: none"> - Parking is easy to find for customers
Community Expectation Does it align with Community expectations?	<ul style="list-style-type: none"> - Quite dissimilar from community expectations. - Comments on parking were not significant however, a greater number of responses asked for more rather than less parking. 	<ul style="list-style-type: none"> - As for Option 1 	<ul style="list-style-type: none"> - As for Option 1 	<ul style="list-style-type: none"> - As for Option 1 - Risk that community perceive Council to be purely revenue generating. 	<ul style="list-style-type: none"> - As for Existing 	<ul style="list-style-type: none"> - As for Existing - Planting expected to be an attractive asset. 	<ul style="list-style-type: none"> - Consistent with materials shared with the community. - Comments on parking were not significant however, a greater number of responses asked for more rather than less parking.
Safety Does it deliver the degree of safety required?	<ul style="list-style-type: none"> - Poor CPTED design, particularly a concern for pool users after hours given lack of CCTV. 	<ul style="list-style-type: none"> - As per existing 	<ul style="list-style-type: none"> - As per existing. - May reduce safety for pool users who have to walk further after dark to access vehicle. 	<ul style="list-style-type: none"> - As per existing 	<ul style="list-style-type: none"> - As per existing, assuming trees are limbed up as required 	<ul style="list-style-type: none"> - Poor CPTED design due to lack of sight lines and lack of CCTV. 	<ul style="list-style-type: none"> - Good sightlines maintained. - Lack of CCTV, particularly in early years of development, increases probability of crime.
Aesthetic Does it create an attractive place (excluding safety) to live, work, play and visit	<ul style="list-style-type: none"> - Visual continuity of two storey built form on the road edge results in low variety - Some may prefer more buildings to views of carparks 	<ul style="list-style-type: none"> - Due to location of grass this will add limited visual improvement, - Grass alone provides limited contribution to landscape character 	<ul style="list-style-type: none"> - As per existing 	<ul style="list-style-type: none"> - As per existing - Potential for low levels of car park occupancy to give impression of lack of vitality 	<ul style="list-style-type: none"> - Greater number of healthy trees will improve visual amenity 	<ul style="list-style-type: none"> - Enhanced visual amenity due to increased trees and shrubs 	<ul style="list-style-type: none"> - An urban environment, intended to maximise visual amenity within the budget. - Tree sizes are expected to be constrained by limited area for roots.

Options and Analysis

Criterion	Option 1	Option 2	Option 3	Option 4	Option 5	Option 6	Existing
Future Proof Does it provide for future expansion of civic facilities and intensification of commercial development as population increases and demand for services grows?	- Reduces undeveloped space (including carparks) therefore reduces affordability of adapting these spaces for future needs.	- Car park and grassed areas represent an option for future development (subject to community perception of the value of the repurposed space).	- As for Existing	- As for Existing	- As for Existing	- As for Existing	- Car park areas represent an option for future development (subject to community perception of the value of the repurposed space).
Connected Does it create active transport options for the local community which will also connect with the wider Northeast and city areas?	- As for Existing	- As for Existing	- Potential that students who would normally cycle to school may get delivered to the park and ride area with parents. - Increased demand on the PT network = potentially more investment and wider community support	- As for Existing	- As for Existing	- As for Existing	- A complete (although temporary) cycle network is provided to the village ⁴ . - Bus stops are provided within accessible walking distance to the library and pool, with the WRC reviewing frequency of bus services during peak periods.
Risks What key risks exist with this option not discussed above.	- Requires third party developer to provide new buildings (or substantial investment from Council)		- Work required to determine feasibility of park and ride: a) Impact on local road network due to traffic demand associated with park and ride. b) Quantity of parking required to adequately deliver park and ride. c) Adequate bus services to support.	- Success in part relies on third party, Waikato Regional Council with respect to the frequency, quality and proximity to users for the bus services offered.			

⁴ Some cycle facilities are in areas yet to be developed

Council Report

Item 10

Committee: Community Committee **Date:** 12 October 2021
Author: Andy Mannering **Authoriser:** Lance Vervoort
Position: Kaiwhakahaere Rautaki Hapori **Position:** General Manager Community
Report Name: Social Housing Sector update report 2021

Report Status	<i>Open</i>
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Purpose - *Take*

1. To inform the Community Committee of the Accessible Properties Limited (Accessible Properties) 6-monthly report and the Social Housing Sector within Hamilton.

Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community Committee receives the report.

Executive Summary - *Whakaraapopototanga matua*

3. Council receives 6-monthly reports from Accessible Properties on the Council's former pensioner housing units.
4. The 6-monthly report for the period ending 30 June 2021 is attached (**Attachment 1**).
5. Council staff have reviewed the 6-monthly report and confirm that the reports show compliance with the agreed encumbrances in the agreements between the Council and Accessible Properties.
6. The housing sector has been working together to promote well informed, comprehensive, and collaborative discussions knowing this approach will lead to creative and enduring solutions.
7. This report also outlines updates from ten of the key organisations who operate in the wider emergency and social housing part of the housing continuum within Hamilton City.
8. Staff consider the matters in this report have a medium significance and that the recommendations comply with the Council's legal requirements.

Background - *Koorero whaimaarama*

9. This report addresses Members desire to hear about the wider social housing sector as part of ongoing six-monthly Accessible Properties reports.

Accessible Properties

10. Accessible Properties is a registered charity and a class one Registered Community Housing Provider. They supply affordable rental homes for people with social support needs and have expertise in the housing needs of people with disabilities, those with mobility difficulties or older people. They also provide housing management services for community organisations.

11. Accessible Properties operates nationwide and manages New Zealand's largest non-government social housing portfolio of approximately 2700 household units. They also manage over 100 commercial properties used by community organisations and have been involved with social housing in Hamilton since 1954.
12. Accessible Properties have close links with social support agencies in Hamilton, is a partner to the Hamilton Age Friendly Plan and is part of the Waikato Regional Housing Initiative.
13. Accessible Properties purchased Hamilton City Council's Pensioner Housing Portfolio of 344 units on 7 March 2016 for \$23,000,000.
14. The conditions of sale require Accessible Properties to provide 6-monthly reports until no original tenant (in occupation at sale date 7 March 2016) is in occupation of any part of the land.
15. On 30 June 2021 there were 140 units occupied by original tenants.
16. Information required in the reports include:
 - i. the number of units occupied during the period,
 - ii. how many units were occupied by original tenants and how many utilised for social housing purposes,
 - iii. the rental paid for each unit during the period,
 - iv. any rent increases made during the period, and the basis on which such rent increases were calculated,
 - v. the maintenance spent on the properties during the period.
17. Council staff have reviewed the 6-monthly report for the period ending 30 June 2021 and confirm that the reports show compliance with the agreed encumbrances and other clauses in the agreements between the Council and Accessible Properties.

Discussion - *Matapaki*

18. Council adopted the Housing Strategy at the 30 March 2021 Strategic Growth Committee ([Agenda](#), [Minutes](#)). The Housing Strategy sets the vision that every person in Hamilton is well-housed, living in sustainable, flourishing, and connected communities. This is about making sure all Hamiltonians can live in good quality homes that they can afford.
19. The Waikato Plan Joint Committee has identified housing as one of the most important priorities facing the Waikato Region, with the greatest opportunity to make demonstrable, positive change. The Council is part of the Waikato Plan; Councillor Gallagher and Mayor Paula Southgate are Council's representative and alternative on the Waikato Plan Leadership Committee.
20. The following updates are from significant community partners in the Emergency and Social housing sector working to address the regions housing stress.
21. The housing sector has been working to promote well informed, comprehensive, and collaborative discussions knowing this approach will lead to creative and enduring solutions.

Te Runanga o Kirikiriroa

22. Te Runanga o Kirikiriroa housing service (Korowai Manaaki) covers a wide range of housing services such as:
 - i. Emergency Housing, working across multiple motels located in the city
 - ii. Navigational Housing services for young parents
 - iii. Public Housing Stock includes 14 homes (Kaumatua Village Rifle Range Road) owned and operated by Te Runanga
 - iv. Kāinga Ora transitional homes leased to Te Runanga from September 2020

v. Partnering with Pragma for additional transitional housing stock.

23. Te Puawaitanga o Nga Waka is the 9,000sqm development on Shakespeare Ave, Enderley occurring in partnership with Habitat for Humanity, Deloitte, and PCM Consulting Ltd.
24. Te Runanga has a delegate on the Community Housing Aotearoa Board.

Habitat for Humanity

25. [Habitat for Humanity](#) is supporting people in the region with a decent place to live by using three main programmes of Social Rental, Progressive Home Ownership and Home Repair.
26. Habitat for Humanity operate 20 Social Rental properties in Hamilton City and another 70 in the immediate vicinity, including a retirement village in Kihikihi.
27. Partnerships exist with Whare Ora, Te Puni Kokiri, and Waikato-Tainui that enabled Habitat for Humanity to deliver 200+ healthy housing and home repair interventions in Hamilton and its environs last financial year.
28. Habitat for Humanity New Zealand has been selected as part of a Ministry of Housing and Urban Development (MHUD) pilot to deliver Progressive Home Ownership funding. This funding is in the form of a 15-year deferred settlement loan.
29. This year has seen the completion of the Te Kaarearea development with significant support from Golden Homes. Twelve new families have been housed using the MHUD funding under Habitats Rent-then-Buy programme. These families are predominantly Waikato-Tainui tribal members.
30. Further applications have been made to the MHUD fund to continue to deliver a programme of work within Hamilton City. In partnership with Golden Homes, it is expected another 10 properties will be delivered in the next 12 months.
31. Habitat for Humanity has a delegate on the Community Housing Aotearoa Board.

LinkPeople

32. [LinkPeople](#) is a community housing provider that provides housing and support for people who are experiencing housing instability or homelessness - with a focus on those with mental health/addiction issues.
33. LinkPeople are contracted by Waikato DHB to deliver the Ahikaaroa service, which addresses housing needs of people receiving Waikato DHB or Hauora Waikato Mental Health and Addiction Services. The Ahikaaroa service works with community residential providers to support people to move into residential homes and ensures that people who are ready to move into the community are supported to do so.

The People's Project

34. [The People's Project](#) has been operating in Hamilton since August 2014 and believes housing is a human right, and a determinant of health. They also believe everyone should have the opportunity to live their best life. The service's aim is that homelessness is rare, brief, and non-recurring in Hamilton. The service was extended to Tauranga in 2017.
35. The People's Project use the internationally proven, evidenced-based Housing First approach to help people who are homeless in Hamilton and Tauranga access the services and support they need, with housing being the first priority. People are then supported to get access to the income, health, wellbeing, employment services and other resources they may require. Support includes help to maintain their tenancy, and to achieve a self-determined level of wellbeing and community reintegration.

36. Between August 2014 and July 2021, 1020 housing outcomes have been achieved. The People's Project Hamilton currently have 189 active clients. Of those ever housed and actively engaged, 93% have remained housed.
37. The People's Project have recently relocated from 24 Garden Place to 1 Princes Street.

Salvation Army

38. The Salvation Army manages two social housing properties alongside supporting individuals and families who have emergency housing or transitional housing needs.
39. The property in Nawton consists of 5 standalone houses, varying from 2 – 3 bedrooms. These houses are used for people in the residential parenting programme. Families live in these units for 6 months whilst attending programmes aimed at strengthening the family.
40. The property in Frankton consists of a block of flats with 4 units and 1 standalone house. This property is used for families who do not have housing and receive social work support through the Salvation Army centre. The goal is to provide a space for families to live whilst they work towards accessing long term housing.

Hamilton Christian Nightshelters Trust

41. The Hamilton Christian Nightshelters Trust (Te Whare Korowai Tangata o Kirikiriroa) operate two emergency shelters in Hamilton City: A Men's shelter within the central city area and a Women's shelter in Hamilton East. They refer men and women to other community services, depending on the need of the individual.
42. The men's shelter is fully staffed 24/7 and has an onsite social worker who provides a comprehensive assessment of all those who stay at either shelter longer than 2 nights.
43. The two shelters can currently sleep 10 women and 27 men a night. The Trust is exploring additional premises and are about to take up a contract to provide 8 male transitional housing beds. Over the previous 12 months, 10,526 male bed nights were provided with an average length of stay of 44 days, and 2779 female bed nights were provided with an average length of stay of 140 days.
44. The Nightshelters have been advocating to government ministers that whilst housing is a key issue, there appears to be a funding gap/shortage for assisting those with co-existing problems, like mental health and addictions, criminal convictions, and other health ailments, as they continue to have increased referrals of people who have needs that are not being met by the existing support services.
45. The Trust is looking to employ a Kaiarihi to work with guests to assist with life skill building from a holistic perspective. Drawing from the World Health Organisations definition of health and what comprises the determinants of health and well-being, they will be in a privileged position of being able to show/teach/model within their living environment.

Te Whakaruruhau Maaori Women's Refuge

46. [Te Whakaruruhau Maaori Women's Refuge](#) first opened in 1986, through the efforts of a group of local Maaori women, to save lives and reduce the harm caused by domestic violence. In those early years, the service provided a 24-hour crisis response team and safe housing. Te Whakaruruhau safe housing has grown from a one-bedroom flat into the largest women's refuge in New Zealand with five safe houses across Hamilton City.
47. The service comprises three main areas: Crisis, Residential and Community. The Crisis intervention team provides a 24/7 service, responding to approximately 5000 calls per year.
48. The Residential service is made up of 5 safe houses at sites around Hamilton, including a 10-bedroom purpose built safe house complex. Women and children who are considered at high

risk of further harm are accommodated here where staff are on site 24/7. Staff help nurture and support the women and children who often carry high levels of trauma.

49. The safe houses usually operate at full capacity. The Community team also provide support and advocacy to families who can safely stay in their homes and to those who have successfully transitioned out of the Residential service.

Waikato Community Lands Trust

50. The Waikato Community Lands Trust is a charitable trust with a vision that every person and every family in the Waikato is well-housed.
51. The Trust is a collective of volunteer board members with a contracted trust administrator to support the governance of the board.
52. The scope of the Trust is to work with partners and collaborators to make Trust land available for the development of quality housing and community facilities ensuring perpetual access to affordable housing.
53. The Trust adopted their strategic plan and action plan in October 2020 ensuring it adds value to the overall Waikato Regional Housing approach across the affordable housing spectrum. The strategic plan focusses on the following core initiatives to provide sustainable and meaningful impact for Waikato's housing market:
 - i. Funding and Investment
 - ii. Partnerships and Collaborations
 - iii. Communication and Engagement
 - iv. Meeting the diverse needs of our community
 - v. Data and Impact
 - vi. Advocacy for plan changes
54. The Trust's current focus is on developing a modelling matrix to help navigate their decision-making process when offered investment opportunities. Ongoing stakeholder engagement is occurring to form partnerships across the wider Waikato Region including local and central government, Iwi and housing community organisations.

Ministry of Social Development (MSD)

55. Each quarter, regional housing factsheets are released that provide a closer look at housing in New Zealand's regions. The June 2021 quarter for the Waikato can be read [here](#), giving a localised view of the progress to bring on additional supply and the support being given to people with their housing and accommodation.
56. Public houses are properties owned or leased by Kāinga Ora and registered Community Housing Providers, on 30 June 2021, 3379 tenancies were in place, an increase of 20 from 31 March 2021.
57. Transitional housing provides warm, dry and safe short-term accommodation for people in need, along with tailored housing related support while they are there. Transitional housing is managed by providers, who are skilled in supporting tenants with a range of social and tenancy-related services and are also responsible for maintaining the properties. Within the city 277 households were in transitional housing on 30 June 2021.
58. The Emergency Housing Special Needs Grant exists to help individuals and families with the cost of staying in short-term accommodation if they are unable to access transitional housing places. In the June quarter 3663 households were supported through this mechanism to a total of \$13,491,735.

Kāinga Ora

59. [Kāinga Ora](#) is making more efficient use of land by replacing many of their older houses with more, warm and dry homes in areas of high demand. Kāinga Ora is currently developing 130 new homes across the city.
60. The Waikato place-based team has now been in place for six months and is currently working through the first phases of implementing the emerging regional investment plan. The plan has a purposeful focus around establishing and delivering on a three-point supply strategy. The balance of the plan is centred around:
 - i. Supporting people to live well in Kāinga Ora homes
 - ii. Exploring innovative housing opportunities
 - iii. Collaborating with the wider community and Government stakeholders to understand their aspirations, opportunities and challenges, and partnering to implement solutions.
61. This strategy aims to enable the delivery of an increased supply of quality homes across the housing continuum, with a focus on public and affordable homes, through:
 - i. Partnering with Iwi to enable better Māori housing outcomes
 - ii. Implementing a redevelopment programme, which will make the best use of the assets currently owned, including strategic neighbourhood urban redevelopment projects in areas of high Kāinga Ora ownership (e.g. Fairfield and Enderley)
 - iii. Investing in greenfield and brownfield development opportunities that align with the aspirations of stakeholders and the future regional strategic growth direction
62. Kāinga Ora continues to work closely with Waikato-Tainui on several developments, including Te Mauri Paihere ki Mangakootukutuku, Endeavour Ave and developments further north, such as Hopuhopu.
63. Kāinga Ora and Council are continuing to work closely to progress the Enderley-Fairfield Urban Development Partnership. At the 29 July 2021 Strategic Growth Committee ([Agenda](#), [Minutes](#)), the scope of work for the Fairfield-Enderley Urban Development Partnership was approved. The Area Plan will be delivered by February 2022 and will inform the investment plan for Kāinga Ora's housing redevelopments in the area.

Financial Considerations - *Whaiwhakaaro Puutea*

64. In 2021/22 the Community and Social Development long term operational budget has \$150,000 allocated to support this activity.
 - i. The Wise Trust (\$70,000)
 - ii. Hamilton Christian Nightshelters Trust (\$50,000)
 - iii. Te Whakaruruhau Māori Women's Refuge (\$30,000)
65. The Waikato Community Lands Trust received a \$2,000,000 grant for land purchase in 2020/21.

Legal and Policy Considerations - *Whaiwhakaaro-aa-ture*

66. Staff confirm that these matters comply with the Council's legal and policy requirements.

Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga*

67. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').

- 68. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
- 69. The recommendations set out in this report are consistent with that purpose.

Social

- 70. Housing is both an important determinant of the standard of living and a significant portion of household budgets. As well as being important for individuals, housing is an important component of community wellbeing and directly affects key aspects such as education, health, the strength of community networks, safety and connectedness.
- 71. Social wellbeing will therefore be improved overall by reducing household stress, and specifically through the delivery of housing that supports connected communities and better placemaking across the city.

Economic

- 72. Housing affordability is a significant issue in the Waikato, with Hamilton being the third least affordable housing market in New Zealand, behind Auckland and Tauranga. Housing costs are often a significant portion of household spending, with 30% of income spent on housing viewed as one threshold for affordability.

Environmental

- 73. Several of the Council objectives encourage and facilitate an increase in sustainable housing in Hamilton, for example a specific focus on healthy sustainable homes. Intensification also typically enables walkability and encourages public transport use.

Cultural

- 74. Council's Housing Strategy and Action Plan supports the outcomes and aspirations He Pou Manawa Ora – Pillars of Wellbeing strategy and Te Maihi o te Whare Maaori – the Maaori and Iwi Housing Innovation Framework for Action (MAIHI).
- 75. Staff will continue to work with Waikato-Tainui, Te Rūnanga Ō Kirikiriroa and mana whenua to better understand and define papakainga and whenua Maaori in the urban context of Kirikiriroa.

Risks - *Tuuraru*

- 76. There are no known risks associated with this matter.

Significance & Engagement Policy - *Kaupapa here whakahira/anganui*

Significance

- 77. Having considered the Significance and Engagement Policy, staff have assessed that the matters in this report have a medium significance.

Engagement

- 78. Community views and preferences are already known to the Council through the ongoing partnership work and participation within the Waikato Regional Housing Initiative.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Accessible Properties Limited - six monthly report - January-June 2021

Accessible Properties

Six-Monthly Report for Hamilton City Council

1 January – 30 June 2021

Annual Tenant Survey 2021

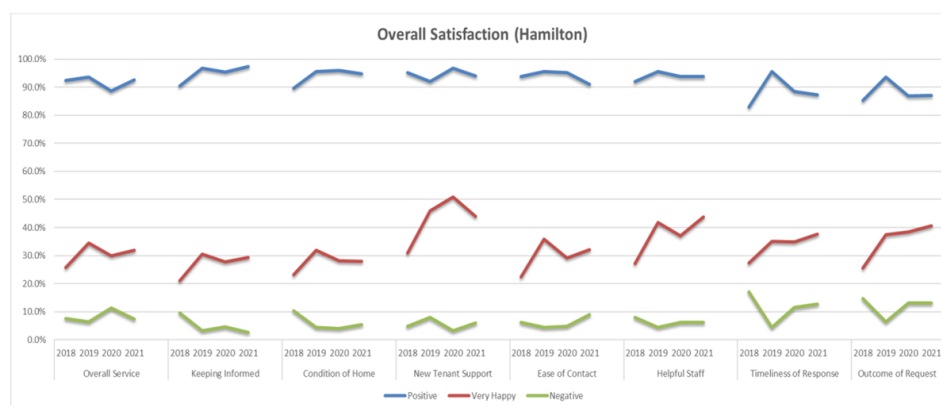
As part of our ongoing commitment to helping tenants live happily and healthily in their homes we carry out an annual tenant survey. This year's survey was done in June and requested feedback on:

- Overall service
- Keeping our tenants informed
- Condition of home
- Support for new tenants
- Ease of contact
- Helpful staff
- Timeliness of response
- Outcome of response.

We received responses from 151 tenancies in Hamilton, a response rate of 33.04%.

Ninety-two percent of Hamilton respondents reported they felt OK, happy or very happy with Accessible Properties' overall service. This is an increase of 3 percentage points from last year.

There has been a slight dip in satisfaction scores for some areas of service (see graph below). This likely to be indicative of the impact of COVID-19 and we are confident that the effort we have made to improve our engagement with tenants will address this.



Tenant Engagement

As part of the Tenant Action Plan, which was developed last year, we have put in place a tenant engagement framework. In the reporting period we will carry out tenant induction seminars, produce a new regional newsletter and be involved in local community events for our tenants.

Healthy Homes Programme

The Healthy Homes Programme rollout got under way in the first quarter of 2021 with scopes and installations carried out in complexes across the portfolio.

To date, just under 200 scopes (where the work has been identified and priced) have been approved and 70 heat pump, ventilation and insulation installations completed. Energy Smart is installing insulation and Responsive Maintenance Limited, the main contractor, is undertaking the upgrades to healthy homes standards.

We anticipate that the programme will be completed by the first quarter of 2022.

Establishing a Head Contractor

In late 2020 we decided to move towards a head contractor facilities maintenance model, to deliver maintenance services across our mid central region IHC and Accessible Properties portfolio, including the Hamilton pensioner portfolio.

Following a competitive tender process, Hamilton-based Responsive Maintenance Limited (RML) was awarded the contract, which took effect from 15 August. RML has been servicing the Accessible Properties Tauranga portfolio since 2017.

Adopting a head contractor model provides a number of benefits, including a more consistent approach to health and safety and operational efficiencies, such as reduced void-to-let timeframes.

From a tenancy perspective, reactive, planned and programmed maintenance can all be logged and delivered through a centralised platform. This ensures our tenants' concerns and needs are met in a timelier fashion.

Embedding the new contract is well under way and includes staged induction workshops with contractors and subcontractors.

Tenant Complaints

There were no terminations issued in the last six months.

Anti-social behaviour in our tenancies is managed through an anti-social behaviour process. Tenants are issued breach notices in the first instance. In the reporting period, these were for verbal abuse,

harassment of visitors or tenants in the complex (looking in mailboxes, questioning visitors, and yelling or swearing at other tenants).

We received complaints for low-level concerns such as parking issues, loud sounds or noises and small niggles about neighbours.

Use of Properties - Jan to June 2021

- *Number of units unoccupied during the period*
 - As at 30 June 2021 two units were vacant
- *Number of units occupied by original tenant*
 - As at 30 June 2021, 140 tenants at time of handover remain
 - Between Jan and June 2021 – 17 original tenants vacated
- *Rental paid for each unit during the period*
 - Effective 9th November 2020, rents were increased for all tenants not eligible for the Income-Related Rent Subsidy. Please see the table below for current weekly rent.
 - There were no changes on rents during the January to June 2021 period.

	Original tenant	New tenant
1-bedroom unit (small)	\$160	\$160-185
1-bedroom unit (large)	\$175	\$160-250
2-bedroom unit		\$255

Maintenance Expenditure

The total maintenance expenditure, including capital spends on the portfolio for the six months from 1 January 2021 to 30 June 2021, was \$814,093, including the \$168,000 spend on the Healthy Homes Programme.

Council Report

Item 11

Committee: Community Committee **Date:** 12 October 2021
Author: Andy Mannering **Authoriser:** Lance Vervoort
Position: Kaiwhakahaere Rautaki Hapori **Position:** General Manager Community
Report Name: Disability Policy and Action Plan 2021 update

Report Status	<i>Open</i>
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Purpose - *Take*

1. To inform the Community Committee on the achievements related to Council's Disability Policy and Action Plan.

Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community Committee receives the report.

Executive Summary - *Whakaraapopototanga matua*

3. The Council is committed to improving the wellbeing of all Hamiltonians and to ensure people with disabilities have equity of access enabling them to participate fully in and contribute to community and civic life in the city.
4. The Council has a Disability Policy that provides guidelines that enable the organisation to comply with its regulatory function in relation to maintaining quality standards, safety and access, as well as meeting the stated goal of providing all people with equity of opportunity and access by removing barriers where possible.
5. As part of the ongoing implementation of the Disability Policy, an annual Action Plan has been created to highlight programmed works and improve the Council's response around accessibility.
6. This report presents the achievements of the 2020/21 Action Plan.
7. The Disability Policy is currently being reviewed with targeted engagement planned to look at the best mechanisms to monitor the Policy and will include the development of a wider Community Action Plan to support the aspirations of our community.
8. Staff consider the matters in this report have a medium significance and that the recommendations comply with the Council's legal requirements.

Background - *Koorero whaimaarama*

9. The Council adopted a [Disability Policy](#) (the Policy) in 2012, which is regularly reviewed. The current version was adopted at the 14 May 2019 Community, Services and Environment Committee ([Agenda](#), [Minutes](#)).
10. The Council is committed to working progressively towards ensuring that all information intended for the public is accessible to everyone and that everyone can interact with our

services in a way that meets their individual needs and promotes their independence and dignity.

11. Accessibility and inclusion are high priorities of Council. The implementation of the Policy is monitored by Council's Disability Advisor Judy Small, supported by a cross Council Access Advisory group that includes representatives from the disability community and staff.
12. The Access Advisory Group meets bimonthly to provide staff with feedback on projects and update staff on what is happening in the disability community.
13. Specific and targeted engagement occurs with the Disability community through the Council's Community and Social Development Advisors. This includes regular community forums and partnerships with organisations to build a stronger and more inclusive community.

Discussion - *Matapaki*

14. The Disability Policy is currently being reviewed. Following the 18 August 2021 Elected Member briefing, targeted engagement is being undertaken around monitoring mechanisms prior to the Disability Policy being presented to the Community Committee for approval.
15. The monitoring of the Disability Policy currently includes the Access Advisory Group and an Action Plan.
16. Targeted engagement with the disability sector is being undertaken to understand the desired makeup and function of this group going forward.
17. An Annual Action Plan on Council activity has been used to embed Council practices, and to highlight to the community the work being done to achieve the purpose of the Policy. It has been a mix of short term, and longer-term projects alongside business-as-usual items that allow the Council to measure what is happening in the disability and accessibility space.
18. Significant projects to highlight within the [2020/21 Action Plan](#) includes:
 - i. Successful communication and engagement happened over the year, but specifically around the Long Term Plan and the change in rubbish and recycling services.
 - ii. The ongoing engagement and development of accessibility as a key part of our transport projects, with noticeable outcomes around the construction of 29 raised platform crossings throughout the city to slow cars and improve access for pedestrians, cyclist and micro mobility device users.
 - iii. The removal of fees and charges related to prams, wheelchairs and mobility scooters at Council facilities.
 - iv. The inclusion of accessibility needs at the front end of projects which has resulted in a fully accessible toilet being part of the Rotokauri Transport hub.
 - v. The successful development of the final business case for the rejuvenation of the Transport Centre. This process included the voice and input of the disabled community from the beginning to ensure that the outcomes of accessibility, safety and user satisfaction will be achieved.
 - vi. The Lake Domain Playground was renewed with accessibility included in the design and build. The entire bottom section of the playground was re-countered to be flat with accessible ramps leading into the new play area. Specific accessible features have been added such as a digger that can be accessed by wheelchair users. The paths and ramps are wide with appropriate grades to allow for accessible access.
 - vii. Waikato Regional Council have reported over 300,000 accessibility bus trips occurred across the year.
19. A more detailed update on the 2020/21 Action Plan can be seen in **Attachment 1**.

20. A wider Community Action Plan will be developed in 2021/22 which will include Council projects alongside initiatives of our community partners. Key upcoming projects and actions for Council to be aware of include:
- i. A review of Access Hamilton is currently being undertaken. This is a key Council document to direct ongoing improvements in the Transport network and the removal of barriers for the community to access the city.
 - ii. Hamilton is hosting the Special Olympics New Zealand [National Summer Games](#) in December 2022 (this was scheduled for 2021 but has been postponed due to the ongoing Covid-19 alert levels). This event is one of New Zealand's largest multi-sport events and will bring over 1,500 athletes and coaches and up to 600 volunteers from across New Zealand to compete in 4 days of competition in 10 sports across eight venues.
 - iii. Council is working with the Hāpai Foundation to launch the [Hāpai Access Card](#) in Hamilton. The card helps in closing the gap between business and the disabled community, as well as also creating a more inclusive society by removing the barriers that many face when it comes to getting out and about.
 - iv. The rejuvenation of the Transport Centre is a significant project as the facility is critical in allowing increased access and participation of many disabled people.
 - v. A fully accessible toilet facility will be constructed as part of the Rototuna Village and Library development.

Financial Considerations - *Whaiwhakaaro Puutea*

21. The Capital Work Programme, including renewals often includes elements to improve access across Council's facilities. The total budget allocated to these projects is \$260,000,000, which are funded through the 10 years of the 2021-31 Long Term Plan.
22. The following table has projects that will include improved accessibility for our community that is funded in the next 3-years, 2021-24. The accessibility improvements make up a portion of the overall programme and project costs shown below.

	2021/22	2022/23	2023/24
City Wide Community Programme , including: <ul style="list-style-type: none"> - Ferrybank Park Enhancements, - Hamilton Gardens Development Programme - Museum Road Entrance Upgrade - Nature in the City Programme - Play Spaces Programme - Zoo and Waiwhakareke Developments 	\$ 7,984,750	\$ 19,002,467	\$ 7,075,460
City Wide Transport Programme , including: <ul style="list-style-type: none"> - Central City Street Furniture Replacement - Ferrybank Walking and Cycling Bridge - Low Cost Low Risk Public Transport Improvements - Transport Centre Rejuvenation 	\$ 7,350,000	\$ 8,652,000	\$ 13,526,475
Renewals & Compliance Programme , including:	\$ 13,434,000	\$ 8,890,960	\$ 15,750,121

- Community Facilities and Footpaths			
Grand Total	\$ 28,768,750	\$ 36,545,427	\$ 36,352,057

Legal and Policy Considerations - *Whaiwhakaaro-aa-ture*

23. Staff confirm that the matter in this report complies with the Council's legal and policy requirements.

Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga*

24. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').
25. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
26. The recommendations set out in this report are consistent with that purpose.

Social

27. Outcome 6 of the NZ Disability Strategy, 'attitudes', emphasises the importance of treating people with dignity and respect, and of disability being understood and accepted as part of the diversity of human experience. Council's ongoing engagement and customer facing teams are committed to operating in mana enhancing ways in all interactions.

Economic

28. One in five people in New Zealand identify as having a disability. Accessibility through universal design makes sense for everyone, making things easier and more enjoyable. If Hamilton is known to be safe, accessible and enjoyable for everyone, then people will want to visit, live and work here.

Environmental

29. Hamiltonians with a disability are regular users of our built environment and therefore it is critical that this environment supports their ability to move freely around the city.
30. Hamiltonians with a disability have a right and expectation to experience our natural environments, and it is important that these environments (such as river paths and visitor destinations like Waiwhakareke) consider the access needs of all residents and visitors to ensure an equitable experience as developments and renewals occur.

Cultural

31. Hamiltonians with a disability have a right to be able to express their cultural identity. This means that it is important that facilities and services that provide opportunities for cultural expression are fully accessible and allow everybody to participate at their chosen level.

Risks - *Tuuraru*

32. There are no known risks associated with this matter.

Significance & Engagement Policy - *Kaupapa here whakahira/anganui*
Significance

33. Having considered the Significance and Engagement Policy, staff have assessed that the matters in this report have a medium significance. This means ongoing and intentional engagement will happen with both the service providers and our wider community in the review of the Disability Policy.

Engagement

34. Community views and preferences are already known to the Council through representatives on the Access Advisory Group, community submissions to Council plans and strategies, and partnership in the Disabled Persons Assembly regular hui.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Disability Policy Action Plan - 2020-21 Action Plan - update on actions

2020/21 Disability Action Plan – update of actions undertaken in 2020/21

	Project	Status	2020-21 Update
1	Fully accessible toilet installed in Rotokauri Transport Hub.	Complete	<ul style="list-style-type: none"> Council has worked with Changing Places NZ in the development of the fully accessible toilet that has been installed in the Rotokauri Transport Hub.
2	Ensure accessibility around delivery of waste services, and work with community to provide clear messages education of managing disposal of waste, particularly the 2020 Rubbish and Recycling service.	Complete	<ul style="list-style-type: none"> Teams worked with disability community around accessible communications, included information about Rubbish and Recycling on Antenno App. Developed assistive collection for disabled people living alone. Worked with DHB and MoH ODI around households who had people with medical needs meant their Red bin was too small due to members of the household having diapers and medical equipment packaging to dispose of. Issue is decreasing now but still a national issue for other councils adopting a similar system to Hamilton. An assistive service for the curb side collection is available.
3	<p>Ensure governance processes for disabled people are inclusive and accessible enabling them to:</p> <ul style="list-style-type: none"> respond to surveys in any way they choose participate in public forum and meetings with appropriate support make sure all aspects of meetings are accessible <p>Feedback will be sought on:</p> <ul style="list-style-type: none"> a. Were all online surveys and information accessible? b. Were all meeting and public forum processes accessible? c. Were submission processes accessible? 	Complete	<ul style="list-style-type: none"> Work has occurred to make processes inclusive and accessible enabling greater participation. Disabled people presented to Council meetings, submitted to Ten Year Plan, and Housing Strategy No complaints were received.
4	Support the disability community to explore the social, economic and environmental benefits of having universal-designed accessible and affordable housing.	Ongoing	<ul style="list-style-type: none"> Council adopted the Housing Strategy in March 2021. The Strategy also provides a framework for our Housing Action Plan. It acknowledges the important role Council plays in the housing ecosystem in the drive towards ensuring all Hamiltonians are well-housed. Two key actions which give effect to the 2020-2021 Disability Action Plan are:

			<ul style="list-style-type: none"> ○ Investigate integrating of certifications such as Lifemark and Homestar/Homefit into LIM Reports. This will provide a greater awareness and use of home rating tools, with the aim of improving housing quality and accessibility ○ Investigate subsidies, waivers, and other fee reductions we could adopt to support the outcomes of the Strategy including universal design, sustainability, affordability and culturally appropriate housing. This will provide an assessment of the potential to use financial levers to effectively support increased supply of homes that meet the diverse needs of our community.
5	<p>The Transformation Unit will engage with the disability community and actively seek out collaboration opportunities.</p> <p>Universal design principles and standards will be considered in the development and assessment of projects.</p>	Incomplete	<ul style="list-style-type: none"> • The Transformation Unit has seen a refocus of work priorities.
6	<p>The Council will have Be Lab undertake a minimum of two comprehensive assessments on Council sites and provide recommendations on facility usage, maintenance and development in the 2020/21 year.</p>	Complete	<ul style="list-style-type: none"> • Be Lab audits occurred at Chartwell and St Andrews Libraries, these were 2019-20 audits interrupted by Covid.
7	<p>Continue to work on recommendations identified in completed Be Lab assessments to improve accessibility for all users.</p>	Ongoing	<ul style="list-style-type: none"> • The libraries have continued to include recommendations from Be Lab within their facilities. • Recommendations identified in completed assessments to improve accessibility were incorporated in the Asset Management Plans across the Council. • An accessibility section will be included in future Asset Management Plan reviews.
8	<p>Hamilton Gardens and City Transportation will work with Waikato Regional Council on upgrades to physical and public transport access to the Hamilton Gardens.</p> <p>This will continue to be reviewed and progress will be reported annually in relation to the Long-Term Plan.</p>	Ongoing	<ul style="list-style-type: none"> • A Bus Route change occurred this year that has meant the last bus to leave the Gardens on weekends is 4.51pm, instead of the previous 2pm. • The Gardens Development plan for new car parks and associated changes to entrances includes a tree top walkway which will significantly address accessibility. These works are not scheduled to take place for a few years.

9	Transport Centre rejuvenation - A business case is underway to review the needs of customers. If funding is approved, design will be informed by universal design principles and community input. The focus will be on designing an environment that offers accessibility, safety and customer satisfaction.	Ongoing	<ul style="list-style-type: none"> Final Business Case and preferred option for the rejuvenation was received by Council at the 27 April 2021 Operations Committee. Funding from Waka Kotahi NZ Transport Agency has been secured allowing the tender for the design to begin shortly, with a view to start construction in April/May 2022. Anticipated construction completion in late 2022/early 2023. Council has worked with a wide group of stakeholders to co-design the changes that need to be made to Transport Centre to make it fit for purpose for the forthcoming 10 to 15 years. The stakeholder group has representatives from the owner (Hamilton Transport Centre), the public transport authority and main user (Waikato Regional Council), bus operators, disabled community, as well as possible funder (Waka Kotahi). Alongside this stakeholder group, a Focus Group was formed to help the project team understand the issues faced by the public including school students and those with different disabilities.
10	Work with Waikato Regional Council to investigate, where, what, when and how technology will assist disabled people to use public transport. <ul style="list-style-type: none"> Uptake of free travel initiative will be monitored. 	Ongoing	<ul style="list-style-type: none"> 2750 Access cards have been issued, with around 100-150 applicants being processed each month. 172 companion cards have been issued for travellers who need support to use the buses. 309,782 trips occurred from July 2020 – June 2021. Transit App continually improved. Technology is included in Transport Centre design project.
11	Universal design is currently under discussion and becoming embedded into Council policies, planning, business development cases and some designing of projects.	Ongoing	<ul style="list-style-type: none"> Transport Centre Design and Housing Strategy are two examples of inclusion of Universal Design principles.
12	Work with the disability sector (community leaders and service providers) to establish ways to improve the wellbeing and grow the capacity of the disability community of Hamilton by mentoring and upskilling its members.	Ongoing	<ul style="list-style-type: none"> This is an ongoing project as part of the Disability Advisor's work programme, working with Enabling Good Lives and the Disabled Persons Assembly. The community have had more opportunities to meet with elected members to discuss many ideas and become better acquainted with the roles of elected members, leading to more informed engagement opportunities.

Business-as-usual work across the Council	Activity occurred	Notes
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1.	All new staff will have disability training in their induction and frontline staff will have regular disability training. Disability training sessions are offered to all staff, and a current list of disability trainers will be updated annually on the intranet.	Yes	<ul style="list-style-type: none"> Six entry level and two advanced courses occurred in 2020-21.
2.	The Council's recruiting processes and feedback from the Employment Tool Kit on the intranet will be reviewed annually.	Yes	<ul style="list-style-type: none"> Tool Kit reviewed at the end of 2020.
3.	Regular items promoting staff work in the disability area will occur.	Yes	<ul style="list-style-type: none"> Community and Social Development Newsletter has highlighted community projects across the year.
4.	Emergency and evacuation processes at all the Council's facilities are accessible. After each evacuation the evacuations and processes will be reported on and any identified issues will be addressed.	Yes	<ul style="list-style-type: none"> Council have conducted the required evacuation drills at each facility across the year. 55 drills were conducted across Council Facilities with debriefs and opportunities for improvement.
5.	The Council will work with Waikato Regional Council and the Waikato District Health Board to ensure its processes in an emergency respond to the needs of the disabled community.	Yes	<ul style="list-style-type: none"> Disability Advisor attended quarterly meetings in 2020-21 and worked with Emergency Management around accessible messages and information needs.
6.	Disabled people will be informed about what to do in an emergency and where to find relevant information for managing an emergency.	Yes	<ul style="list-style-type: none"> Disabled Persons Assembly used to inform the community.
7.	City Safe education programmes include people with impairments.	No	<ul style="list-style-type: none"> Throughout 2020-21 Education Programmes were delivered focussing on Neighbourhoods, working with Community Houses. People with Impairments weren't excluded, but workshops specifically for them were not conducted.
8.	The Council's websites and all hardcopy information are reviewed for accessibility and improved based on feedback.	Yes	<ul style="list-style-type: none"> Website is currently part of a significant change process. Feedback from the community has been incorporated in minor improvements.
9.	The Council's A to Z Services and Hamilton Online Disability Facebook Group, will be reviewed and updated regularly with disability information.	Yes	<ul style="list-style-type: none"> Facebook page well used with 150 members. A good vehicle to notify people of events, community meeting and raise concerns.
10.	Disabled people will be given the opportunity to provide comments on the Council's plans, policies and strategies.	Yes	<ul style="list-style-type: none"> Submissions from the community were received for Long Term Plan and people have presented at Council meetings during the last 12 months.

11.	Swimming facilities, Hamilton Cemetery, Hamilton Zoo, Hamilton Gardens and Waikato Museum will continue to review access possibilities and provide guides for visitors with disabilities by appointment.	Yes	<ul style="list-style-type: none"> Happening on request, not asked very often.
12.	To ensure disabled members of the community can make use of our playgrounds, planning for future playgrounds will include assets, access and equipment that is accessible/inclusive.	Yes	<ul style="list-style-type: none"> The Lake Domain Playground was renewed with accessibility included in the design and build. The entire bottom section of the playground was re-countered to be flat with accessible ramps leading into the new play area. Specific accessible features have been added such as a digger that can be accessed by wheelchair users. The paths and ramps are wide with appropriate grades to allow for accessible access.
13.	On-street and off-street mobility parking facilities are made available.	Yes	<ul style="list-style-type: none"> No changes have been made to the off-street facilities that Hamilton City Council manage. Two new on-street mobility parks have been installed in Caro Street and changes made to the locations of the mobility parks in Ward Street as part of the Innovating Streets project. Both changes have been completed in consultation with CCS Disability Action representative.
14.	Minor traffic improvements respond to accessibility needs throughout the city	Yes	<ul style="list-style-type: none"> 29 Raised Pedestrian Platforms have been completed. 35 bus stops upgraded with accessible kerbs. Mardon Area accessibility works has had 6 upgraded pedestrian kerb cutdowns and both ends of Mardon Road Alleyway entrance improvements have occurred.
15.	Local research and user feedback on footpath usage, entry to buildings, mobility car parks and access to public transport infrastructure will be used to monitor accessibility in these areas and be considered in future reports.	Yes	<ul style="list-style-type: none"> The Ward Street innovating streets project had high user engagement and CCS were one of the key parties involved in the co-design process which included not only businesses but also community representatives and user group representatives in the development of the concepts for the trial layouts. Advocacy group consultation occurred for all capital works programmes. Bankwood/Comries intersection upgrade – resulted in a roundabout being installed along with raised safety

			platforms on all approaches. - Council has had great feedback on this project as being a big improvement for all user groups.
16.	The Access Advisory Group will meet regularly to provide staff with feedback on projects and update staff on what is happening in the disability community. Its Terms of Reference will be reviewed annually.	Yes	<ul style="list-style-type: none"> • Five meetings occurred in 2020-21, using a mixture of kanohi ki te kanohi and zoom. • Targeted engagement is occurring around the future makeup of the Access Advisory Group.
17.	An action plan will continue to be developed annually.	In Progress	<ul style="list-style-type: none"> • 2021-31 Long Term Plan has been signed off • A wider community action plan will be developed this year

Council Report

Committee: Community Committee **Date:** 12 October 2021
Author: Stephen Pennruscoe **Authoriser:** Lance Vervoort
Position: Libraries Director **Position:** General Manager Community
Report Name: Hamilton City Libraries Update

Report Status	<i>Open</i>
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Purpose - *Take*

1. To inform the Community Committee on library services provided to communities of higher deprivation and what Hamilton City Libraries are doing to bring He Pou Manawa Ora to life.

Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community Committee receives the report.

Executive Summary - *Whakaraapopototanga matua*

3. In October 2020, Hamilton City Libraries received funding for three two-year fixed-term Activation and Engagement Librarians through the National Library Covid Fund. The National Library set key objectives for these roles in the areas of Reading for Pleasure, Digital Literacy, Te Reo and Mātauranga Māori, and Community Engagement.
4. These roles have successfully connected with the Glenview, Enderley and Fairfield communities to deliver libraries services and programmes. The result of this programming is better engagement between these communities and Hamilton City Libraries.
5. The learning outcomes from these roles and programmes will help inform and shape the strategic direction of Library services across Hamilton.
6. Hamilton City Libraries adopted a Bicultural Commitment in 2018. This document set out to align the 'Libraries' activities and customer engagement with the principles of Te Tiriti o Waitangi - Treaty of Waitangi. It also articulates the Māori values upheld by the staff.
7. With the recent adoption of *He Pou Manawa Ora*, the Libraries staff have aligned their bicultural activities with this guiding document. This report outlines how Hamilton City Libraries are putting into practice these values.
8. Libraries staff recognise that true biculturalism is an evolving journey, therefore are striving for continuous improvement. This report also outlines areas where Libraries staff intend to grow the Libraries bicultural capabilities.
9. Staff consider the matters in this report have low significance and that the recommendations comply with the Council's legal requirements.

Discussion - *Matapaki*

Activation and engagement with communities of higher deprivation

10. The three Activation and Engagement Librarians were appointed in early 2021. They are fully funded by the National Library Covid Fund; made available by the Central Government to support Libraries; by providing specialist librarians to support community recovery and bolster reading, digital literacy and learning activity. The total value of these roles over the two years is \$538,666.
11. Initially, these positions were reported through the Community and Social Development Team. This was to support the development of strong community relationships and engagement by leveraging off existing contacts already developed by the Community and Social Development Team. As of September 2021, the roles report directly to the Libraries Team.
12. The Activation and Engagement Librarians were initially tasked with activating the Glenview Library. Glenview Library had previously been an underutilised community branch that served several suburbs with a similar demographic to Nawton and Enderley.
13. They undertook targeted community engagement to understand the community's needs. Several programmes and events have been successfully planned and implemented in conjunction with Library staff. The feedback from the community has been overwhelmingly positive.
14. As a result of this work and the other library activation projects, there has been a 16.1% increase in active members and a 7.5% increase on average daily library visitation since March 2021 from the Glenview community (postcode 3206).
15. The Libraries' Whakaahu/Innovation Team and Activation and Engagement Librarians have started introducing library services to the Enderley community and are in the early stages of working with community groups, schools and individuals within Nawton.
16. Using design thinking, feedback from the community and key stakeholders, additional programmes and services will be brought to the community while understanding how library branches can be made more accessible to Enderley.
17. As an ongoing practice, the Libraries Staff are always exploring different ways of engaging with these communities. For example:
 - i. A partnership between Kaivolution and Dinsdale Library has resulted in an excellent outcome for the Nawton community. This partnership provides surplus food for free from Dinsdale Library for anyone who would like it. This type of good social outcome aligns with the libraries' values.
 - ii. The Libraries Whakaahu/Innovation team has been working with Te Papanui Enderley Community Trust in Fairfield, facilitating programmes at the Community Centre. These programmes will also be delivered at other Community Centres across Hamilton.
18. **Attachment 2** is a list of yet to be fully scoped ideas for bringing library services to communities of higher deprivation that the libraries' team will be submitting as a part of the next Council Long Term Plan considerations.

Libraries and *He Pou Manawa Ora*

19. Hamilton City Libraries wrote and adopted a 'Bicultural Commitment' in 2018. The values within this document are building the capability of staff through waiata, karakia, and increased use of Te Reo (including for staff position titles).

20. The following points summarise how the libraries demonstrate and action the outcomes of the four pillars.

History – He Pou Manawa Koorero.

21. Heritage and Whakaputu/Archives Collections Libraries ensure Hamilton's unique Maaori history is shared, protected and celebrated. Through activities such as: the oral history programme, which is actively collecting the stories of local kaumatua; The *Collections Online* portal which highlights the Maaori heritage items held in the libraries' collections; Exhibitions and displays created by the Ngaa Taonga Tuku Iho – Heritage and Archives team bring the koorero/stories to life for visitors to experience; And Whakapapa research is supported through the Ngaa Koorero Tuku Iho/Heritage and Archives service.
22. 18. All branches have a Te Reo name and story, which helps bring a Maaori identity into all libraries. Chartwell Library's courtyard garden design was inspired by the whakatoki that gave the Branch its name. The accompanying interpretation panel is bilingual.

He Pou Toorangappuu Maaori – Unity.

23. Hamilton City Libraries provide customers access to information and resources relating to the local decision-making and development of Kirikiriroa.
24. The Libraries Engagement and Activation Librarians are currently working with lower social-economic communities to discover what barriers stop people from engaging with Library services, focusing on Glenview, Nawton and Enderley.
25. The Libraries Leadership Team keep informed of Council engagements with and decisions affecting local Iwi to look for ways that libraries can support any outcomes.

He Pou Manawa Taurikura – Prosperity.

22. The objectives of Hamilton City Libraries are to assist with literacy, access to resources, remove social and technological barriers, and celebrate language and cultural identity. To this purpose, the staff: Provide free programming, events, and membership/access ensures social equity; provide Tangata Whenua pages and resources are available on the libraries' website. Promote, celebrate, and educate Maaori cultural events and incorporate cultural practices into BAU – Waiata Mai, Karakia to open and close hui, introductions in Te Reo Maaori (pepeha).

He Pou Manawa Taiao – Restoration.

23. Libraries are used to hold meaningful conversations about council projects that affect the environment and showcase the natural environment of Hamilton. The Libraries Walking tour app promotes walks and activities to do in Hamilton).
26. Supporting documents of the Libraries Bicultural activities are included in **Attachment 1**.

Financial Considerations - *Whaiwhakaaro Puutea*

27. The items discussed in this report are regular operating activities funded through the Long-Term Plan.

Legal and Policy Considerations - *Whaiwhakaaro-aa-ture*

28. Staff confirm that this matter complies with the Council's legal and policy requirements.

Well-being Considerations - *Whaiwhakaaro-aa-oranga tonutanga*²⁹. The purpose of Local Government changed on the 14 May 2019 to include promoting the social, economic, environmental and cultural well-being of communities in the present and future ('the four well-beings').

30. The subject matter of this report has been evaluated in terms of the four well-beings during the process of developing this report, as outlined below.
31. The recommendations set out in this report are consistent with that purpose.

Social

32. The Libraries' 2015/25 Strategic plan and overall work of the Libraries contribute to the Social well-being in the following ways:
 - i. Libraries are places of social equity and safety, welcoming everyone.
 - ii. Libraries are positioned around the city to be accessible for all Hamiltonians.
 - iii. Libraries are representative of and provide focal points for communities.
 - iv. Libraries engaging with as many community groups as possible.
 - v. Libraries empower through the provision of information and enable dialogue and discussion.

Economic

33. The Libraries' 2015/25 Strategic plan and overall work of the Libraries contribute to the Economic well-being in the following ways:
 - i. Libraries provide affordable or no-cost services to the community.
 - ii. Libraries play a key role in economic development and political agendas that support a thriving business sector through access to information, education, collaboration. They are 'Hubs of Civic Activity'.
 - iii. Libraries support migrant and refugee communities by developing language skills and digital accessibility, enabling them to engage with the business sector by adopting more sustainable work practices.
 - iv. Libraries support innovation by providing accessible services such as Auaha: A Space to Create for the community.
 - v. Libraries provide digital connectivity to all, empowering ways of engaging with Central government services and apply for jobs online.

Environmental

34. The Libraries' 2015/25 Strategic plan and overall work of the Libraries contribute to the Environmental well-being in the following ways:
 - i. Libraries play a key role in promoting environmental issues and climate change awareness through access to information, education and collaboration.
 - ii. Libraries staff review and monitor work practices to adopt more sustainable work practices wherever possible.

Cultural

35. The Libraries' 2015/25 Strategic Plan and overall work of the Libraries contribute to the cultural well-being in the following ways:
 - i. Tangata Whenua collections, programmes and services are prominent and a core part of the Libraries' offering.
 - ii. Libraries offer a range of programmes and services catering for the broad makeup of the community.
 - iii. Libraries offer a World Language section.

- iv. Libraries are supporting and participating in city arts and cultural events.
- v. The *Ngaa Koorero Tuku Iho/Heritage and Archives* team collect and make accessible a rich array of Heritage Materials.

Risks - *Tuuraru*

36. There are no known risks associated with this matter.

Significance & Engagement Policy - *Kaupapa here whakahira/anganui***Significance**

37. Having considered the Significance and Engagement Policy, Staff have assessed that the matter in this report has a low level of significance.

Engagement

38. Given the low level of significance determined, the engagement level is low. No engagement is required.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Libraries Bicultural Docs

Attachment 2 - Libraries Services

Libraries bicultural journey to date

Hamilton City Libraries' Bicultural Commitment is an aspirational guide providing a framework for staff on their ongoing bicultural journey. It outlines the principles and values that will exemplify a bicultural workplace and supports the needs of Maaori. It acknowledges the unique position of Maaori in Aotearoa, New Zealand and the need to secure their participation in all aspects of the Libraries' services.

The Libraries' bicultural journey over the past three years started with small yet powerful steps:

- Introducing waiata and karakia into meetings exposed Staff to Tikanga safely and is now standard for most meetings.
- The use of te reo greetings, both in person and via written correspondence, is now commonplace.
- Giving te reo titles to all teams and roles has resulted in not only staff learning their te reo titles, but they now use them consistently and confidently.
- The Libraries Lead Team acknowledge that they still have a long way to go but are very proud of the staff and their willingness to embrace this Bicultural journey.

Libraries bicultural planning

The Libraries have many opportunities to further advance to values within the Bicultural Commitment and He Pou Mananawa Ora. The following is the working list used by Libraries Staff to increase this Mahi.

- Review and upgrade our Tangata Whenua pages and resources on our website.
- Investigate options for a Maaori translation resource. Currently, this is a gap in our business when we need to translate or create content with Te Reo Maaori.
- Maintain our staff education about upholding the Libraries' Bicultural Commitment and cultural practices and communicating correctly and respectfully with Maaori.
- The Libraries Strategy, due for adoption in 2022, will include a robust Maaori component interwoven through the document.
- Educate all staff around what Taonga we hold on Level 3 and how best to look after them.
- Generate more *Ngaa Taonga Tuku Iho* exhibitions about the cultural history of Kiriikiriroa, informed by Iwi/Hapu.

- Ensure all of our posters, signage and collateral is in both English & Te Reo Maaori by default.
- Add bilingual programming (Storytime, language classes) to our program offering.
- Add murals at each Library depicting the history of that area.
- Actively promote cultural celebrations, such as the Kapa Haka nationals.
- Staff attendance of significant celebrations, such as the Koroneihana.
- Staff education of our local Maaori history (local Pa sites).
- Libraries staff to learn and recite their Pepeha regularly.
- Run programmes for the Maaori community on how to submit feedback on HCC consultations. This need comes from the evidence that shows Maaori in Kirikiriroa aren't well represented in consultation feedback.
- Planting native fauna at each Library and attribute the plants to the library names and area. Highlighting the Maaori story and how these names relate to the natural world we live and work in.
- Theme the Libraries holiday events around each Pou.
- Provide spaces in libraries that feature native plants, invite local iwi experts to provide workshops relating to restoration planting, Planting by the Maaori calendar/moon cycle (Maramataka).

This document outlines the Te Reo name and story associated with each of Hamilton City Libraries branches.

Central Library - Te Koopuu Maania o Kirikiriroa



According to our traditional accounts, the original name for the hill that once extended through Garden Place was known to Ngaati Wairere as Te Koopu Maania o Kirikiriroa (the smooth belly of Kirikiriroa). This hill was famed in pre-European times for its gardens and cultivations along its eastern and northern slopes.

Dinsdale Library - Te Tiwha O Pareiiriwhare



Te Tiwha O Pareiiriwhare was the ancient name for the Dinsdale Hills, the old western boundary between the lands of Ngaati Ngamurikaitaua and Ngaati Kooura – sub-tribes of Ngaati Wairere. Pareiiriwhare was a land-dwelling taniwha; its spine made up the ridgelines of the hills that overlook the suburb of Dinsdale.

Chartwell Library - Kukutaaruhe



Kukutaaruhe was the name of the gully system that extends through Claudelands and northwards towards Donny Park in Chartwell. In Te Reo Maaori, Kukutaaruhe translates as Kuku (native pigeon) Taaruhe (flight) in reference to the once large flocks of native pigeons that flew en masse in this area, densely forested with Kahikatea and Tawa trees. Pre-European Maaori made snaring troughs termed Waituhi used to catch thirsty pigeons when they feasted upon the Miro, Kahikatea and Tawa berries.

Glenview Library - Mangakootukutuku



Mangakootukutuku refers to the name of the gully that runs under State Highway 3 near Collins Road. The Kootukutuku (*Fuchsia Excorticata*) grew in abundance along this gully system. Its berries were known as koonini and were traditionally gathered as a food source by Pre-European Maaori.

Hillcrest Library - Manga-o-nua



Manga-o-nua is the name of the main gully stream that runs under State Highway 1 and Morrinsville Road. It was a tribal landmark in pre-European times, marking the traditional boundaries between Ngaati Wairere and Ngaati Hauaa. The Manga-o-nua gully was a place for gathering native trout and tuna (eels) that migrated upstream from the Waikato River. Tuna were dried and hung from Tuna Pataka - elevated storage huts.

St Andrews Library - Waiwherowhero



Waiwherowhero was famed by Pre-European Maaori as a gathering place of the sacred ochre (Kookoowai) found in naturally occurring iron oxide in peat swamps. Woven mats were set in the stream bed as screens that filtered the iron-enriched water through the mats, coating them with a thick fine powder. The ochre was then scraped off the mats and baked in a hot umu or fire until the rusty red pigment appeared.

Rototuna Library and Community Hub - Te Kete Aronui *Opening late 2022*



Te Kete Aronui - a basket of knowledge of Aroha, peace and the arts and crafts which benefit the Earth and all living things - one of the three baskets of knowledge. This basket relates to knowledge acquired through careful observation of the environment. It is also the basket of ritual, literature, philosophy and is sometimes regarded as the basket of the humanities.

TE UU KI TE TIKANGA RUA BICULTURAL COMMITMENT

He Whakaraapopototanga Executive Summary

Hei taa te Uu ki te Tikanga Rua o Ngaa Whare Pukapuka o Kirikiriroa, he amokura i te taahuhu rautaki a Ngaa Whare Pukapuka moo tana whakatinana i te tikanga rua, aa, ka whaarikingia hoki ngaa maataapono, maana tana whakatinanatanga hei taki.

Ki Aotearoa nei, ko te kaupapa o te kupu 'tikanga rua', koia ko te iwi Maaori me Tauuiwi. Nā Te Tiriti o Waitangi i hono ai te Maaori me te Karauna o Peretaania.

Ko te takere o te tikanga rua, ko te maarama ki ngaa iwi Maaori hei mana whenua me toona hono anoo ki te whenua. Hei hoa ngaatahi aa-Tiriti, me taurite ngaa tika, te tiakitanga me te mana taurite o te Maaori.

Kei roto i aa maatou mahi tahi me te iwi o Waikato te whakatinanatanga o taa maatou amokura ake i te tikanga rua. Ka mihia te noho motuhake a te Maaori i Aotearoa me te hiahia kia maatua whai waahi mai raatou ki roto i ngaa aahuatanga katoa o Ngaa Whare Pukapuka.

Ko ngaa hononga e whaa eenei o Ngaa Whare Pukapuka me te Maaori:

- (Iwi me ngaa hapuu o Kirikiriroa)
- (eeraa atu haponi Maaori)
- (Ngaa mema Maaori me eetei anoo taangata ka whakamahi i ngaa ratonga whare pukapuka)
- Tauuiwi (Ngaa Tauuiwi ka whakamahi i te ratonga Maaori)

Te Tiriti o Waitangi Treaty of Waitangi

E uu puumau ana Ngaa Whare Pukapuka o Kirikiriroa ki Te Tiriti o Waitangi ki taa te Ture Kaawana aa-rohe 2002.

- Ka maarama ki tana here Tiriti o Waitangi e taka mai ana i te Kaawanatanga Pokapuu
- Ka whakaurua ngaa maataapono Tiriti o Waitangi ki roto i ngaa kaupapa here me ngaa tikanga whakahaere
- Ka maarama ki te mana o Te Reo Maaori hei aarero Matua o Aotearoa

Ngaa Maataapono Guiding Principles

Ngaa Kohinga a Ngaa Whare Pukapuka o Kirikiriroa

Ka aata whai maatou kia whakauungia ngaa uaratanga o Waikato ki roto i te whakamahinga, te manaakitanga, te tiakitanga me te whakaaturanga ake o aa maatou kohinga Taonga Maaori.

Ka kaha whakaatungia, ka whakapakaritia hoki e maatou ngaa kohinga Tangata Whenua.

Te Wheako ki Ngaa Whare Pukapuka o Kirikiriroa

Ka whai maatou kia rangona e te tangata ngaa uaratanga o Ngaa Whare Pukapuka o Kirikiriroa ki roto i aa maatou mahi katoa, inaa raa, ko te Manaakitanga, te Whanaungatanga, te Kaitiakitanga, te Puukengatanga me Te Reo Maaori.

Ngaa Whare Pukapuka o Kirikiriroa ki roto i te Haponi

Maa te tuari rauemi, moohiohio hoki me ngaa mana o Waikato e tupu ai, e pakari ai hoki ngaa hono ki a Waikato.

Ka mahi tahi maatou me Waikato i roto i ngaa whakatau me ngaa whiriwhiri e paa kau ana ki ngaa Kohinga Tangata Whenua, ki ngaa Tikanga Maaori raanei.

Te waahi a te Whakahaere

Maa maatou, hei kaiwhakawhiwhi mahi:

- e tautoko, e haapai, e whakamana hoki ngaa uaratanga Maaori, maatauranga me te kanorau maa roto i ngaa tikanga whakahaere me te kimi kaimahi
- e whakapuare ngaa huarahi ako tikanga rua hei whai maa ngaa kaimahi o Ngaa Whare Pukapuka o Kirikiriroa.

Aa maatou Tikanga Our Tikanga / Values

Ko ngaa maataapono e rima eenei o te uu o Ngaa Whare Pukapuka o Kirikiriroa e kitea ai te kaupapa me te wairua o tana mana whakahaere me aana kawenga:

Manaakitanga

E kawea ana te aroha, te tiakitanga me te manaakitanga. He tuitui i te tangata kia kotahi e puta ai te wairua haponi

Whanaungatanga

Koia te kiiato whakakotahi i a taatou, aa, ka maarama hoki te titiro ki ngaa hono aa-whakapapa

Kaitiakitanga

He poipoi, he tautiaki, he whakapuare hoki i ngaa huarahi kia kitea ai ngaa taonga Maaori

Puukengatanga

Kia matatau maatou

Te Reo Maaori

He reo whakawhiwhiwhi, he puukenga reo rua ka whakauu. Ko te whakamana teenei i Te Reo Maaori, hei aarero matua ki Aotearoa, otiraa, ka whakamihi ake ki te Tangata Whenua.

TE UU KI TE TIKANGA RUA BICULTURAL COMMITMENT

He Whakaraapopototanga Executive Summary

Hamilton City Libraries Bicultural Commitment establishes the strategic framework for the ongoing bicultural engagement of the Libraries and outlines the principles that will guide its implementation.

In New Zealand the term ‘bicultural’ refers to Maaori and non-Maaori. The Treaty of Waitangi put in place a partnership between Maaori and the British Crown.

An important part of biculturalism is the acknowledgement that Maaori are taangata whenua (the people of the land) and have a special relationship with the land. As Treaty partners, Maaori should have equal rights, protection and status.

Biculturalism at Hamilton City Libraries is manifested in our engagement and partnership with te iwi Waikato. It acknowledges the unique position of Maaori in Aotearoa New Zealand and the need to secure their participation in all aspects of the Libraries.

- Libraries’ form relationships with Maaori in four groupings:
- Taangata Whenua o Kirikiriroa (Iwi and hapuu of Hamilton)
 - Maataawaka (other Maaori communities)
 - Whaanau Maaori (Maaori members and users of library services)
 - Non-Maaori (Non-Maaori users of Maaori service)

Te Tiriti o Waitangi Treaty of Waitangi

- Hamilton City Libraries is committed to Te Tiriti o Waitangi/Treaty of Waitangi as reflected in the Local Government Act 2002. The Treaty of Waitangi ensures that Library Services meet the needs of the Community. The Library:
- Acknowledges its Treaty of Waitangi obligations flowing from Central Government
 - Applies Treaty of Waitangi principles in work policies and protocols
 - Recognises Te Reo Maaori as an Official language of New Zealand

Ngaa Maataapono Guiding Principles

Hamilton City Libraries Collections

We will ensure that the values of Waikato Iwi are incorporated into the use, care, management and representation within our Taonga Maaori collections.

We will actively highlight and develop the Tangata Whenua collections.

The Hamilton City Libraries Experience

We will ensure that the Hamilton City Libraries experience reflects the values of Manaakitanga, Whanaungatanga, Kaitiakitanga, Puukengatanga, and Te Reo Maaori in all our practises.

The Hamilton City Libraries in the Community

We will develop and maintain relationships with Waikato Iwi by sharing Libraries resources and knowledge with Iwi stakeholders.

We will work with Waikato Iwi in an inclusive and consultative way to assist in any decisions that affect the Tangata Whenua Collection or Tikanga Maaori practises.

Organisational Capability

- We will, as an employer:
- actively endorse, validate, and respect cultural values, knowledge and diversity through organisational practices and recruitment.
 - provide Hamilton City Libraries staff with training and opportunity to increase their bicultural capability.

Aa maatou Tikanga Our Tikanga / Values

Hamilton Libraries chooses to base its bicultural commitment on five key principles that define the intent and spirit of the Hamilton Libraries management and operation:

- Manaakitanga**
Expresses respect, care, and hospitality. It ties people together creating a sense of community
- Whanaungatanga**
Is the element that connects us to one another and recognises kinship relationships.
- Kaitiakitanga**
Translates as guardianship, to protect, preserve and make accessible the taaonga relating to Maaori.
- Puukengatanga**
To be specialists/experts in our practise.
- Te Reo Maaori**
Expresses communication, bilingual skills and affirms. Gives recognition to the validity of the language as an official language of New Zealand and demonstrates respect for Tangata Whenua.

Activation and Engagement Librarians – Programming and Events

This document outlines details of outreach events run by the NZLPP Activation and Engagement Librarians as a part of Hamilton City Libraries' commitment to providing services to the broader Hamilton community. These events will also help shape future planning and activities.

The Activation and Engagement Librarians have obtained feedback from community groups and individual community members who advised they would like to see more of the following services offered by the Libraries.

- Fun and leisure activities - Programming for children, reading clubs and author evenings.
- Recovery programming - Careers advice, pathway courses, CV building.
- Te reo Maaori and Maatauranga Maaori - Speaking and learning opportunities, history.
- General support services - Parenting advice, counselling.
- Digital literacy - Learning opportunities.

Developing partnerships is key to providing these opportunities for the community. The Activation and Engagement Librarians have partnered with the following groups to create and deliver programming that meets the needs identified by the community.

- K'aute Pasifika
- Kanorau Digital
- Workbridge
- Here2HelpU
- Netsafe
- Justice of the Peace
- Glenview Primary School

To date, the team have run several programmes and events in conjunction with the partner organisations. They have also run programmes and events alongside other library teams. These programmes include:

- Nesian fest Pop Up
- Star Wars Whaanau Day
- Kanorau Digital Classes
- K'aute Pasifika CV Workshops
- South Hamilton Connection Hub
- Netsafe Evening
- Matariki in the City
- Maramataka Presentation
- JP's now at Glenview Library
- Glenview Primary School Library partnership
- Lego-ville City Build Project
- "It's Alive" Performance

At each of these events, patrons are surveyed, and their feedback is used to refine further and shape future events.



The following is a list of yet to be scoped ideas for bringing library services to communities of higher deprivation that the Libraries team will be considering as a part of the next Council Long Term Plan:

1. APNK Free Wi-Fi at Council Community Houses

Aotearoa People's Network Kaharoa (APNK) is a service provided by public libraries and the National Library of New Zealand to provide online access to all New Zealanders. Hamilton City Libraries offer this at our six branches. Libraries Staff are currently exploring a potential opportunity to expand this service to provide free Wi-Fi at council-owned Community Houses.

- *Due to the availability of the National Libraries Covid Support funding, Hamilton City Libraries may be able to do this at zero cost to the organisation.*

2. Click & Collect

Click and collect is a service where Library Staff collate personalised book packs for customers based on their interests. The request is made by phone, email, or the Libraries website, and customers collect their books from their preferred branch. Hamilton City Libraries could extend this service to the community by setting up collection points outside libraries.

- *To understand what this would look like and the cost, the Libraries Staff need to prepare a business case.*

3. Extended Programming at Community Houses

Library staff already offer programming beyond the library branches, at places like the DHB and The Western Community Centre. Libraries Staff are currently looking at how Hamilton City Libraries can extend this programming, particularly Storytime, Wriggle and Rhyme, and a mobile makerspace.

- *There may be the opportunity to offer this extended service through our existing resourcing.*

4. Mobile Library Service

A mobile library would offer a pop-up community hub service from Community Houses and Parks across the city. The vehicle would have a combination of books and technology, i.e., Chromebooks and external Wi-Fi, and could host programmes such as Storytime.

- *A setup cost of \$388k (Renewal 8-10 years) and an operational cost of \$140k per annum*
- *Supporting documentation: D-3457299 PIF - Mobile Library Service – 2020*

5. Pop-up Libraries

Libraries Staff could establish a network of Pop-up Libraries around the community. These micro-branches could be provided from schools, Community Houses, retirement homes, Marae or even a repurposed shipping container.

- *To understand how this would operate and the cost, including staffing, The Libraries Staff would need to prepare a business case.*

6. Free shuttle

HCC could offer a free shuttle to Libraries from to communities of higher deprivation. This service would bring the customers into the Libraries where the Libraries Staff can provide them with a greater range of services.

- *Funding and delivery of this service potentially sit outside of Libraries Business Unit.*

Council Report

Committee: Community Committee **Date:** 12 October 2021
Author: Lee-Ann Jordan **Authoriser:** Lance Vervoort
Position: Visitor Destinations Manager **Position:** General Manager Community
Report Name: Update on National I-site Review

Report Status	<i>Open</i>
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Purpose - *Take*

1. To inform the Community Committee regarding progress to date and implications for the Hamilton I-SITE regarding the review of the national network.
2. To seek approval from the Community Committee for staff to develop an Expression of Interest on the Visitor Information Network (VIN) Inc Future Network Proposal for Tier 1 status for the Hamilton I-SITE.

Staff Recommendation - *Tuutohu-aa-kaimahi*

3. That the Community Committee:
 - a) receives the report;
 - b) delegates to the General Manager Community responsibility to complete the VIN Inc Future Network Proposal online submission form for Hamilton City Council's Expression of Interest for the Hamilton I-SITE's Inclusion in tier 1, before the deadline of 29 October 2021;
 - c) notes that this Expression of Interest (EOI) is NON-BINDING and further steps between November 2021 and June 2022 are still required to: confirm outcomes of the EOI process; enter into binding commitments with I-SITE owners; and seek the constitutional changes needed to enable the VIN Inc Future Network Proposal to be implemented on 1 July 2022; and
 - d) notes staff will bring back a further report(s) outlining the outcome of the EOI process and information and recommendations to inform future consideration by the Committee regarding the role of Hamilton i-SITE within the national network.

Executive Summary - *Whakaraapopototanga matua*

4. The Hamilton I-SITE is part of New Zealand's official national visitor information network and the I-SITE New Zealand brand is owned and operated by Tourism New Zealand under the trading name Visitor Information Network (VIN Inc).

5. A review of the New Zealand network was initiated by VIN Inc mid-2020 following the COVID-19 outbreak to identify how to better position the network to respond to the changing tourism landscape.
6. The resulting draft proposal signalled a two-tiered approach to I-SITEs nationally, with government funding and oversight of tier 1 I-SITEs and local funding and management for tier 2 I-SITEs similar to the current model.
7. I-SITE owners and managers were asked to provide initial feedback and to indicate interest in Inclusion in either Tier 1 or Tier 2. Hamilton Council indicated the desire to be a tier 1 site based on our status as New Zealand's fourth largest metropolitan city, and our position within, and contribution to, the regional tourism economy. This position was supported by Hamilton Waikato Tourism.
8. The draft proposal and process then went into a hiatus before any resolution was reached.
9. The review has been reactivated recently with I-SITE owners and managers asked for further information and feedback (see **attachment 1**).
10. The final VIN Inc Future Network Proposal has now been released (see **attachment 2**) as well as a document summarising stakeholder feedback and VIN Inc responses (see **attachment 3**).
11. The final proposal has essentially confirmed the future direction initially proposed Including the two-tier structure but also Includes some changes and clarifications in response to feedback raised by the network.
12. VIN Inc is asking all I-SITE owners to express interest for their I-SITE to be in either Tier 1 or Tier 2. This Expression of Interest (EOI) is non-binding and owners may subsequently change their minds for any reason.
13. VIN Inc has stated the EOI process will give them a more accurate assessment of participation and better define membership fees and fit out costs to make a firm bid to central government for funding.
14. In November 2021, the VIN Inc Board will meet to determine if the level of interest from network members is sufficient to proceed with the proposal. They will then be able to provide members with more accurate figures for proposed membership fees and Tier 1 fit out costs and commence engagement with government in a bid for funding.
15. Staff have reviewed the final proposal and support the proposed future direction in principle. Questions and concerns raised through our feedback (see **attachment 2**) have been addressed to some extent through the proposal, although the further steps outlined in points 13 and 14 above are required before the implications of the proposal, particularly the financial implications, can be fully understood.
16. Staff remain of the view that the Hamilton i-SITE should be a tier 1 i-SITE if the VIN Inc Future Network Proposal proceeds and seeks confirmation of this position from the Committee.
17. Staff seek the Committee's approval to develop and submit an Expression of Interest for Tier 1 status for the Hamilton i-SITE.
18. Staff will bring a report to the Committee with any further updates and for consideration of any binding commitments related to the Hamilton i-SITE.
19. Staff consider the matters and decisions in this report have low significance and that the recommendations comply with the Council's legal requirements.

Background - *Koorero whaimaarama*

20. Since 1990, i-SITEs throughout the country have been supporting both domestic and international visitors. These i-SITEs form our official national visitor information network.

21. The Hamilton i-SITE is part of this network and is based in the ArtsPost building. It is part of the Visitor Destinations Unit within the Community Group.
22. The Hamilton i-SITE provides a comprehensive, impartial information and booking service for domestic and international visitors to the city and region as well as residents. This service includes advice on things to do and see, itinerary planning and travel arrangements, accommodation, and event bookings. I-SITE also provides local information on getting around, eating out, night-time entertainment, shopping and markets, and guidance and insights into living, working, playing, and visiting Hamilton.
23. There are currently 63 i-SITEs countrywide. Councils own and operate 30 i-SITEs and indirectly control 18 others through council-funded regional tourism organisations or economic development agencies. 15 are privately owned or owned by independent Incorporated societies or trusts.
24. The Hamilton I-SITE is owned, funded, and managed by Hamilton City Council.
25. The VIN Board is of the view that the I-SITE network is at a crossroads. They believe the existing I-SITE models need to change to better respond to changing visitor markets and how New Zealanders see tourism.
26. While the network is seen to be highly trusted by users and has a strong reputation, standards and levels of service are Inconsistent. They believe that matters such as the lack of a long-term vision, capital investment for improvement, standardisation and a strong digital strategy need addressing to make the network more relevant to visitors, owners and other stakeholders Including communities.
27. A major body of work had already been initiated to identify a new way forward for the network prior to Covid-19 but the pandemic and the consequential impacts and adjustments to the tourism landscape reinforced the need for a reorientation of sector infrastructure and services. The initial draft report was further developed to reflect and respond to pandemic impacts and consequences.

Discussion - *Matapaki*

28. The VIN Inc Future Network Proposal has a vision “for a welcoming and educational network for everyone who cares for New Zealand. A network that is strongly customer-centric, attuned to what visitors need as they experience Aotearoa - be they international, domestic or locals.”
29. In essence the proposal focuses on the components VIN Inc believe need to be addressed to achieve this vision. These are:
 - i. The business model of the network – membership structure, and a clear and consistent revenue model that is future fit and provides VIN Inc with the ability to invest on behalf of the network in digital platforms that meet visitor needs and expectations
 - ii. Greater integration of i-SITES into the tourism ecosystem, including strategy alignment with destination management plans and the Department of Conservation
 - iii. Recognition of the important role i-SITES play in supporting destination and visitor management
 - iv. Consistent brand presence and experience
 - v. Clear customer-led value proposition.
30. In addition to the two-tier system of classifying i-SITES, the proposal proposes a new overall brand which retains the ‘i’ logo aligned to the Tiaki customer promises and with a strong visitor and community focus.
31. At a national level, VIN Inc propose the i-SITE network will continue to be funded by membership (or license) fees and by Tourism NZ, along with any commissions generated via

- national sales channels, national sponsorships and service level agreements with national organisations.
32. Individual locations will continue to be self-funded and responsible for their own financial performance.
 33. The key expectations regarding Tier 1 sites under the future network include:
 - i. Comprehensive exterior and interior brand signage
 - ii. Modular internal design fitout to give a standardised 'concept store' look and feel
 - iii. A national staff uniform with regional variations
 - iv. Standardised national systems and booking engine providers
 - v. Retail emphasising New Zealand made with centralised tourism product purchasing and packaging
 - vi. Provision of information and selling of tourism services for all areas of the country
 - vii. Data gathering and sharing capabilities to provide better information for both marketing and benchmarking, with all sites integrated with a mix of nationally and locally managed digital assets
 - viii. VIN Inc would centrally manage Facebook and Google My Business channels – but with individually controlled local store pages and assist with standardised agreements for national and regional operator brochure racking.
 34. Costs of membership for Tier 1 are signalled to increase under the proposal likely to be higher than current fees which are \$1650 –\$2805 plus GST per annum. Tier 1 annual cost of membership is proposed to be in the order of \$5,000 and \$10,000 plus GST. Membership fees are based on pre-Covid revenue per site.
 35. The bid for government funding would seek to have this funding made available over a period of up to three years as member co-funding becomes available.
 36. The value of i-SITE owners' contribution to the implementation of the network is still to be confirmed. The indicative figure for a Tier 1 store fit-out is \$200,000-\$500,000 with this cost to be covered by the-SITE owner and VIN Inc (via the government funding) on a 50:50 basis in the 2023-2026 financial years.
 37. Requirements for Tier 2 location owners would remain similar to today's i-SITES. Locations would not be required to have standardised fit outs but owners would use a modified sub-brand to link them to the network. Staff would wear the new national uniform and there would be the same standardisation as Tier 1 across a number of aspects of operation including fees and charges, PoS system, commercial agreements, customer satisfaction monitoring, data sharing, Wi-Fi, operator brochure racking, website booking engines and A/V screens.
 38. All i-SITEs can opt for Tier 1, Tier 2 or to exit the network.
 39. Feedback on from staff (**attachment 3**) queried this cost and other expenses associated with both the rebranding and the ongoing financial commitment of i-SITE owners under the new model.
 40. VIN Inc has indicated that more accurate financials will be developed based on the EOI process.
 41. Whilst there is information outstanding in relation to the VIN Inc Future Network proposal and how it will work in practice, staff and Hamilton Waikato Tourism believe it is essential that Hamilton has a tier 1 i-SITE.
 42. If the staff recommendation is not approved Hamilton City Council will forego the opportunity to register early interest for Tier 1 and, by default, is likely to be included in Tier 2.
 43. Non-inclusion in Tier 1 will limit access to, and support for, national tourism initiatives and destination tourism strategies and promotions.

44. The contribution of the i-SITE network, and a Tier 1 i-SITE presence in Hamilton is critical to the success of Hamilton Waikato Tourism Opportunities Plan which aims to grow visitor expenditure in this region from \$1 billion in 2014 to \$1.35 billion in 2025.

Financial Considerations - *Whaiwhakaaro Puutea*

45. The Hamilton i-SITE is a regular operating activity funded through Long Term Plan. The total of new costs related to the implementation of VIN Inc Future Network Plan and implications for Hamilton City Council should Hamilton i-SITE are as yet unconfirmed.
46. If Council chooses to be included in Tier 1 and is successful, a business case would need to be developed and considered via a future annual plan process, noting that implementation costs are expected to fall in 2023 to 2026 financial years.
47. The Expression of Interest process in the staff recommendation does not require any financial commitment from the Council.

Legal and Policy Considerations - *Whaiwhakaaro-aa-ture*

48. Staff confirm that the staff recommendation complies with the Council's legal and policy requirements.

Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga*

49. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').
50. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
51. The recommendations set out in this report are consistent with that purpose.

Social

52. I-SITE provides safe, impartial advice and services that benefit visitors and residents to Hamilton, connecting them to places of interest, tourist attractions, recreation activities and community and local events.

Economic

The i-SITE makes a useful contribution to the local tourism economy, connecting visitors and residents with activities and places that bring revenue to the city and region and encourage extra 'bed' nights. I-SITE also contributes to the Hamilton Waikato Tourism Opportunities Plan

Environmental

54. The i-SITE is part of Tourism New Zealand's Tiaki promise which espouses care for New Zealand, encouraging Kiwis and visitors alike to experience New Zealand in a way that keeps everyone safe, protects our environment, respects our culture and protects the country for future generation

Cultural

55. I-SITE services and the Hamilton Waikato Tourism Opportunities Plan support and actively promote Maaori tourism initiatives as well as sharing local tangata whenua stories and places of significance with visitors and residents.

Risks - *Tuuraru*

56. There are no known risks associated with the decisions required for this matter, as this report is not seeking any binding commitments from the Council.

Significance & Engagement Policy - *Kaupapa here whakahira/anganui*

Significance

57. Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the recommendation(s) in this report has/have a low level of significance.

Engagement

58. It should be noted that whilst the engagement level for matters in this report is considered to be low, this is because final decisions on these matters by both VIN Inc and Hamilton City Council are yet to be taken.
59. If, at a later date, considerations for the i-SITE included exiting the i-SITE network, Elected Members may wish to consider some level of engagement to determine the communities' views on this matter.
60. Given the low level of significance determined, the engagement level is low. No engagement is required.

Attachments - *Ngaa taapirihanga*

Attachment 1 - i-SITE NZ Future Strategy Consultation Survey July - August 2021 final

Attachment 2 - VIN Inc Final Proposal

Attachment 3 - Member feedback summary VIN Inc



i-SITE NZ Future Strategy Consultation Survey July - August 2021

Kia ora!

We are seeking your feedback on the i-SITE NZ Future Network Strategy that was shared with i-SITE members on 29 July to enable us to finalise our plan.

Please refer to the Proposal and Consultation document that was shared with members on 29 July for full details of our Strategy. Each question below is framed around this document.

Please respond to this survey by 5pm, Thursday 9 September 2021.

NOTE: Only the nominated owner or owners representative of each i-SITE should respond to this survey to ensure we only receive one response for each i-SITE. If you own more than one location this will be included in Question 1.

...

* Required

1. Name of i-SITE *

Select the name of your i-SITE(s) from the drop down menu.

Hamilton i-SITE Visitor Information Centre



2. What is your name and position *

We need this to ensure we have a valid and unique response from each owner

Lee-Ann Jordan Unit Director Visitor Destinations

3. Did you personally attend the i-SITE Owners & Managers Forum on 29 July in Wellington? *

- ☐ Yes - I was there in person
- ☐ Yes - I was there on-line
- ☒ No

4. Did anyone else from your i-SITE attend the meeting and if so, who? *

Yes Hailey Max, Tourism Manager

5. Are you familiar with the contents of the Proposal & Consultation Document and the Single Stage Business Case documents that have been shared with all owners and managers? *

- ☒ Yes
- ☐ No

6. Overall, what is your opinion of the proposal? *

- ☐ We are broadly in favour of the direction you are taking
- ☒ We are undecided at the present time
- ☐ We are opposed to the direction you are taking

7. Our final proposal will be updated to incorporate feedback, however at this preliminary stage where do you see your i-SITE fitting in with our proposed new structure? *

- ☒ We could see ourselves as a Tier 1 location
- ☐ We could see ourselves as a Tier 2 location

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Attachment 1

- ☐ We can't see us remaining as part of the network in either Tier
- ☐ We have multiple locations so have differing views on each location

8. What specific feedback do you have on the OVERALL proposal? *

We understand that status quo is not sustainable and mostly agree with the future network proposal providing this includes appropriate funding/co-funding levels, negotiated rates with preferred suppliers in particular the POS and door counter systems, additional staff support and funding for further development opportunities, new branding with alignment to Tiaki values and a standardised service across all locations. The customer satisfaction monitoring system should be considered optional as this may vary between owners as to their requirements/preferred supplier. The individual websites booking engine should also be optional as this is currently not fit for purpose. There should be local control for all A/V

Item 13

9. What specific feedback do you have on the FINANCIAL MODEL as described in the Business Case document? *

Pre-COVID, a number of i-SITES closed, visitor numbers were trending down, visitor spending had significantly reduced due to direct booking competition and operational costs were rising. In the wake of the pandemic, despite increased domestic and local visitor numbers and spending, overall visitor numbers and sales continue to decline. Given this, the estimated market demand projections are very ambitious. There are a number of questions for members regarding the financial model including capital costs e.g. set-up costs for fit-out, staff uniforms etc), branding and ongoing operating and ongoing operational costs. We need clearer information on a number of points raised in our feedback to understand

10. What specific feedback do you have on the "How the Future Network will operate" section of the Proposal & Consultation document - starting with the MEMBERSHIP and OWNERSHIP sub-sections (page 15)? *

Each owner can leave the network at any time (although Tier 1 locations funded by central government may have to reimburse government contributions), more context around the requirements and timeframe is required here to make a more informed decision.

11. What specific feedback do you have on the VIN INC and PURPOSE sub-sections (page 16)? *

We support the employment of a Business Development Manager to support members with a greater commercial focus, Tiaki principles and requirements to facilitate closer community engagement. Additional training and staff support is required.

12. What specific feedback do you have on the BRAND, MEMBERSHIP RULES, NEW LOCATIONS and DOC sub-sections (page 17)? *

We encourage a new brand aligned with the values of Tiaki while incorporating the internationally recognised 'italic i' symbol. Membership documents need to be regularly reviewed and monitored more effectively. We agree DOC needs to develop a closer working relationship with VIN but also at all Tier 1 and Tier 2 locations (not just at agreed locations),

13. What specific feedback do you have on the MEMBERSHIP FEES, CO-LOCATIONS, SATELLITES and MARKETING sub-sections (page 18)? *

There is a significant difference in the membership fees between Tier 1 and Tier 2 locations with minimal differences in operating requirements apart from membership of VIN Inc, rules of participation, brand vs sub-brand and interior fit-out/costs. As a Council owned centre we are continually looking for cost saving solutions and opportunities to generate more revenue therefore we suggest the Tier 1 membership fees need to be more affordable than what is proposed. We support VIN Inc to take more control of a number of existing marketing platforms which will provide a clearer brand proposition and consistency of

14. Moving to the "How each Tiered location will operate" section of the Proposal & Consultation document - what specific feedback do you have on the STORE FIT-OUT sub-sections (page 19)? *

We agree with consistency across Tier 1 locations however further context around the transition period and timeframe for when a centre can opt in or opt out of each option to be eligible for the 50/50 funding is required. The indicative cost for such an internal fit out (from \$200k-500k) seems quite excessive, ideally 60/40 is more affordable. The elements of the fit out are heavily prescribed which is understandable in terms of brand but the cost could be overly burdensome for I-SITES and warrants a much higher contribution by government. This level of prescription could create financial difficulties for members as well as difficulties where I-SITES are co-located with other (Council, tourism or community)

Attachment 1

Item 13

15. What specific feedback do you have on the EXTERNAL BRANDING, STAFF QUALIFICATIONS, STAFF UNIFORM and STAFF TRAINING sub-sections (page 20)? *

We agree to review staff training and support as this has been limited and inadequate at times. We support external branding, staff qualifications (with feedback during FY22 across both Tiers) and staff uniform comments subject to further clarification regarding costs per year, confirmation of staff numbers and staff turnover within the 3/5 year periods and who bears these costs. It should be noted that staff salaries will need to be consistent with qualifications/level of training required but the business case is silent on the matter of staff

16. What specific feedback do you have on the BUSINESS HOURS, QUALMARK and SERVICE FEES sub-sections (page 21)? *

With the proposed changes to the network rules and requirements, we suggest the Qualmark assessment needs to be reviewed and updated. Services fees should be optional but with fixed rates so there is some consistency across locations.

17. What specific feedback do you have on the BROCHURE DISPLAY sub-section (page 22)? *

We agree a regional and national pricing strategy for brochure racking should be developed, this will give us additional income with potential to expand our display offering to visitors.

18. What specific feedback do you have on the TRAVEL BOOKING SERVICES sub-section (page 23)? *

Terms and conditions tend to depend on individual operators and should be considered when the Business Development Manager develops the national set of policies. Is there a need for different rates for different locations?

19. What specific feedback do you have on the TECHNOLOGY SYSTEMS and WI-FI sub-sections (page 24)? *

Given the number of sites and requirements for each location to install and maintain a preferred point of sale, foot counter and customer feedback system, we do need better negotiated rates for installation and on-going costs with each supplier e.g. POS system to include all modules rather than add-on options available at an exclusive rate. Free Wi-Fi to be optional (dependant on ongoing costs), support VIN Inc to investigate central provision using the same provider for Tier 1 locations to allow measurement/control of usage and the

20. What specific feedback do you have on the DATA SHARING and DIGITAL CHANNELS sub-sections (page 25)? *

We support a national Facebook channel with individual local store pages and to centrally manage all Google My Business listings although how will this be coordinated over multiple sites requiring updates for example when we move Covid-19 alert levels? With regards to the current booking engine supplier, this needs to be reviewed as it is not fit for purpose for

21. What specific feedback do you have on the A/V SCREENS, RETAIL SALES and HEALTH & SAFETY sub-sections (page 26)? *

Local control for all A/V screens with the requirement to include VIN Inc, Council and RTO messaging (this gives us an opportunity to sell digital marketing space to our operators). We agree to supply New Zealand assembled or produced goods.

22. What specific feedback do you have on the MEETINGS and SATELLITE CENTRES sub-sections (page 27)? *

Both Tier 1 and Tier 2 centres to attend the Regional Cluster meetings.

23. We intend sending you our final proposal, which will include member feedback, by 20 September. We will then ask members to provide their non-binding Expression of Interest by 4pm on Friday 29 October. This means we want you to express your preference to ideally remain as part of the network as a Tier 1 or Tier 2 location or indicate you wish to consider leaving the network. Will you have sufficient information and authority to make such a non-binding decision by this date? *

<https://forms.office.com/pages/responsepage.aspx?id=9A1M9I3HR0We6nl77Wlj32xwerhI0KILnCAtzQrObnxUN0o3SVZBT1JCMVZKOTIKRDhNS...> 6/7

06/09/2021, 11:14

i-SITE NZ Future Strategy Consultation Survey July - August 2021

- ☒ Yes
- ☐ No

24. Is there anything else you would like to tell us?

In relation to question 23 above, the assumption made with our response is that your final proposal resolves the questions posed by members and those aspects of the proposal for which clarification has been sought.

You can print a copy of your answer after you submit

Submit

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VIN Inc Future Network

**FINAL PROPOSAL
SEPTEMBER 2021**

**CONFIDENTIAL TO VIN INC
MEMBERS ONLY**



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100% PURE NEW ZEALAND

Item 13

Attachment 2

Contents

Key dates.....	3
Executive Summary.....	4
i-SITEs are at a crossroads.....	4
The Future Network vision.....	6
How will the Future Network's focus change?.....	9
What will the new structure look like?.....	10
Future Network Principles	11
How will this be funded?.....	12
Individual location income streams.....	12
Future Network at a glance	13
Summary of key changes	14
The Detail: How the Future Network will operate.....	15
The Detail: How each Tiered location will operate.....	19
Q&A	28

Key Dates

OWNERS AND MANAGERS MEETING

29 July, Wellington

This is your chance to hear from the Board and Executive and ask questions about the Proposal.

CONSULTATION

29 July – 9 September

This is when we want your feedback - we must hear from you by 5pm on Thursday 9 September. There will be an online submission form.

ADOPT FINAL PROPOSAL

20 September

The Board, having considered your feedback, has confirmed this Final Proposal.

EXPRESSION OF INTEREST

20 September - 29 October

You decide what you want to do, based on the options outlined in the Final Proposal.

We need your non-binding Expression of Interest by 4pm on Friday 29 October. There will be an online submission form.

FORMAL OUTCOME

November

Based on members Expressions of Interest the Board will confirm the pathway forward for delivering the Final Proposal and seek binding commitments.

A number of funding and other conditions will still need to be met to ensure the Final Proposal can proceed. If these are met then a Special General Meeting will be convened.

SPECIAL GENERAL MEETING

June 2022

You will vote on constitutional changes to allow the Future Network to proceed.

FUTURE NETWORK COMMENCES

1 July 2022

Executive Summary

i-SITES are at a crossroads

i-SITES have been part of New Zealand's travel ecosystem, for domestic and international visitors since 1990 and the contribution to the tourism sector is significant. Pre-COVID-19, centres across the network were used by over 700,000 international holiday visitors each year and collectively assisted with 7.6 million visitor inquiries. A total of \$57.4m per year was generated in travel sales booked through the centres, almost 40 per cent of all international holiday visitors to New Zealand used an i-SITE and almost two thirds of these said this influenced their decisions around activity, transport or accommodation providers. Overall, 56 per cent of users were international visitors, 26 per cent domestic and 19 per cent were locals. For every \$1 of direct sales made by the network, there was a \$1.48 total additional spending in the wider economy.

However, before the COVID-19 pandemic a number of i-SITES had already closed, visitor numbers were trending down, visitor spending had significantly reduced due to direct booking competition and operational costs were rising. In the wake of the pandemic, despite increased domestic and local visitor numbers and spending, overall visitor numbers have fallen by 57 per cent and spend by a further 62 per cent.

The i-SITE network is at a crossroads - a traditional brick-and-mortar visitor-centric network which needs to change, because our visitor markets are changing along with how Kiwis see tourism. The network is highly trusted by users and has a strong reputation among stakeholders. However, it has inconsistent standards and levels of service and lacks a long-term game plan, capital investment for improvements and standardisation and a strong digital strategy.

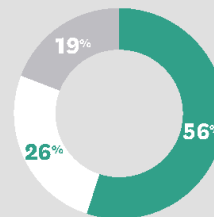
The need for change is clear. Before COVID-19, a major body of work was already underway to identify a new way forward for the network - and that has now been further developed to also reflect and respond to the impacts of the pandemic.

Pre-COVID-19

i-SITE centres across the network were used by over

700,000

international holiday visitors each year



● International visitors
● Domestic visitors
● Local visitors



of all international holiday visitors to New Zealand used an i-SITE



of these said this influenced their decisions around activity, transport or accommodation providers.

\$57.4 Million
generated by the network in travel sales annually



557 employees and supported **2,200** job equivalents



For every **\$1** provided by Councils in funding, the network returned on average **\$8.70** in GDP.

During COVID

overall visitor numbers have fallen by

57%



Spend has fallen by a further

62%



What we have now:

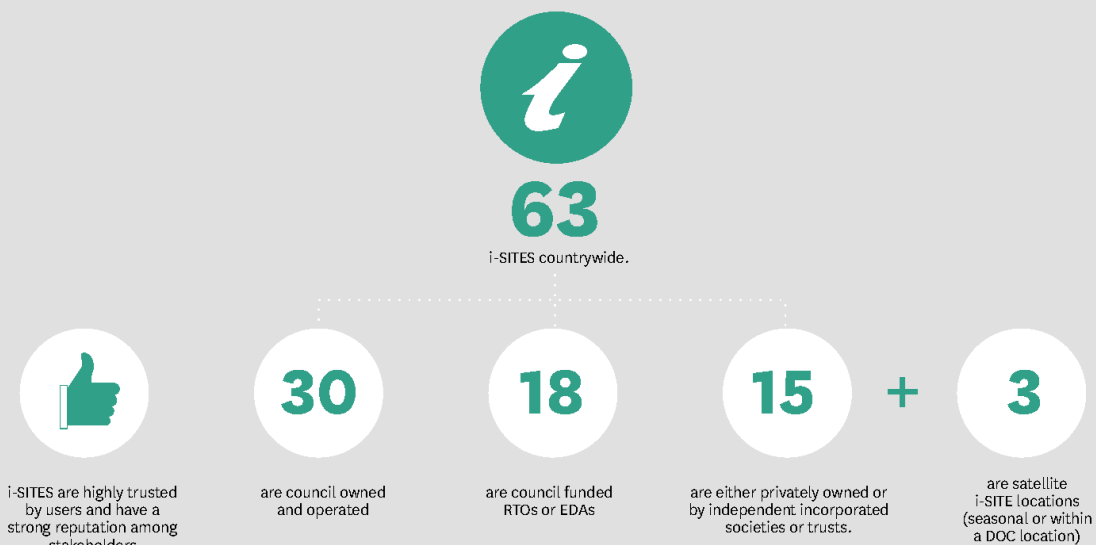
The i-SITE brand is managed by Tourism New Zealand and i-SITE New Zealand is the trading name for Visitor Information Network (VIN Inc), a subsidiary of Tourism New Zealand. The VIN Board does not see continuation of the status quo for i-SITES as a viable scenario. Without steps to revitalise the network it is likely it will degrade further and become unsustainable. Sliding standards and declining membership would undermine the network's value to Tourism NZ, visitors and i-SITE owners.

In July 2019 the VIN board initiated the future network strategy, with the goal of identifying measures that would make the network more relevant to visitors, owners and other stakeholders, including the communities that centres operate in. The outcomes of that programme of work are set out here, together with the steps we encourage our members to take to join us on a journey to create a revitalised future for the i-SITE network. It will require bold thinking, close consultation and collaboration but our board is confident that together we can achieve a new streamlined and improved network supported and guided by Tourism NZ and DOC but owned and operated by members.

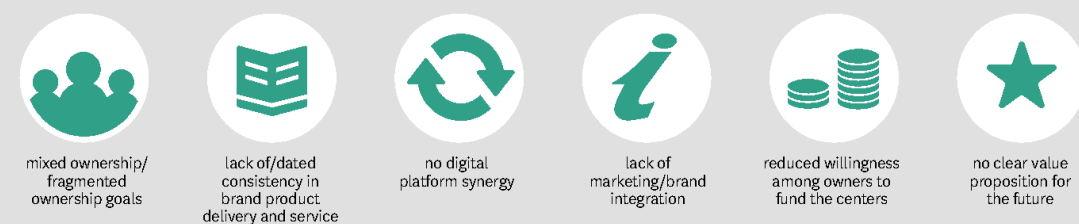
A trusted but tired model

There are currently 63 i-SITES countrywide. Councils own and operate 30 sites and indirectly control 18 others through council funded regional tourism organisations (RTOs) or economic development agencies (EDAs). Fifteen are either privately owned or by independent incorporated societies or trusts and there are a further three satellite i-SITE locations - two summer only and one within a DOC location. DOC also separately operates 18 visitor centres some of which are in the same towns where i-SITES exist. i-SITES are highly trusted by users and have a strong reputation among stakeholders. Barriers to future success of i-SITES have been identified as: Mixed ownership/fragmented ownership goals; lack of/dated consistency in brand product delivery and service; no digital platform synergy; lack of marketing/brand integration; reduced willingness among owners to fund the centers and no clear value proposition for the future. Without innovative measures to address these challenges, the network will continue to decline and the value it provides and its potential to provide significantly greater value will be lost. There is an opportunity now, to build on the existing infrastructure, strengths and reputation of New Zealand's i-SITES and to create that value proposition and a far stronger, sustainable and enduring future.

What we have now



Barriers



The Future Network vision

The vision is for a welcoming and educational network for everyone who cares for New Zealand. A network that is strongly customer-centric, attuned to what visitors need as they experience Aotearoa - be they international, domestic or locals.

The future network will be nationally consistent but locally relevant. As a place local people value as 'their place' too, which they want to take their visitors to, because it provides a window into the local history and heritage, a hub for information about their local tourism offering and advice and booking support for their region and the whole of New Zealand.

A place where local people and visitors alike can buy quality products or gifts which showcase their region, which they can be confident have been made in New Zealand.

A national Manaakitanga network – local people sharing what makes their place special, engendering guardianship, protecting our community and environment and embodying the spirit of Tiaki.

Supporting positive visitor behaviour and ensuring manuhiri have the guidance they need to have a safe and memorable experience in New Zealand-Aotearoa.

A network aligned to delivering place-making and destination management outcomes for the community and local stakeholders.

Part of place-making is sociability – demonstrating friendliness, interactivity, pride and a welcoming environment for all.

Destination management aims to achieve the common goal of developing a well-managed, sustainable visitor destination in support of the national tourism strategy.

The DOC Visitor Centre Network has a strategy to also look to find a revitalised future. Both visitor information networks are experiencing a similar set of opportunities and challenges. These involve future planning and investment to make improvements at Visitor Centres to better provide visitor information and services for New Zealanders and international visitors. The proposed future i-SITE network would move from the current widely dispersed visitor-centric model to a dual visitor/community centric model – a new, streamlined and improved network, supported and guided by Tourism NZ, and owned and operated locally, reflecting New Zealand-Aotearoa, our people, culture, the local region and natural environment and the elements that make our places special.

The Future Network will exist to support both visitors and locals alike and connect them to one another through greater understanding. It has an important role to play in the visitor journey, particularly in the post-arrival stage where visitors need personal guidance and detailed advice tailored to their own specific needs. Locations will tell their own immersive stories, ensuring visitors stay longer and have a quality experience, enriching the local community. And wherever they want to visit next, the network can plan and organise the remainder of their journey. Locals too, will find a new place to bring friends and whanau to learn about their home and wherever else they may wish to travel across our country.

How the future two tier network would look

The proposal for the Future Network is for there to be a similar number of locations as today but operating in a two-tier structure. Tourism NZ would look to continue to support the network via its role in VIN Inc.

- Tier 1 locations would be concept stores in key locations. These would choose to meet higher membership requirements under an amended VIN Inc constitution and co-invest with government in an internal upgrade to provide an enhanced visitor experience. They would continue to be members of VIN Inc.
- Tier 2 locations would operate under a secondary brand, with lower membership commitments to reflect their ongoing investment. They would not be members of VIN Inc although representation on the Board is under consideration and they would operate under a license agreement.

The two Tiers would work in partnership and be closely aligned. Tier 1 concept stores would be the hubs which would work closely with the Tier 2 locations, with each promoting each other to customers to encourage regional dispersal. The new network would need a good geographic spread of both Tiers to be viable and relevant to customers and owners alike.

There has been a steady move towards situating i-SITES in buildings that provide other services to customers under the control of the i-SITE owners – such as libraries, museums and council service centres. Co-locations would become more common under the new model as it would provide a more overt level of service and support for local government, making such clusters more complementary. Each site would continue to be independently owned and operated, with owners being financially responsible for the viability of their location, including building, operational and staff costs. Both tiers would be required to meet VIN Inc. minimum staff training requirements. VIN Inc would refocus training and support to meet the needs of the Future Network and would continue to act as national marketer of the entire network.

The Future Network Strategy

It has been clear for some time that to continue to be sustainable and provide their valuable service to visitors and communities, i-SITES need to adapt. In July 2019 the VIN board initiated the future network strategy, with the goal of identifying measures that would make the network more relevant to visitors, owners and other stakeholders. It's the boards view that to deliver the vision the following needs to be addressed:

- 1 The business model of the network – membership structure, and a clear and consistent revenue model that is future fit and provides VIN Inc with the ability to invest on behalf of the network in digital platforms that meet visitor needs and expectations.
- 2 Greater integration of i-SITES into the tourism ecosystem, including strategy alignment with destination management plans and the Department of Conservation.
- 3 Recognition of the important role i-SITES play in supporting destination and visitor management.
- 4 Consistent brand presence and experience.
- 5 Clear customer-led value proposition

Economic development and tourism planning specialist Stafford Strategy was engaged to research and investigate options. The VIN Board's preferred option from this process is for a two-tier network with robust, centralised support systems. The Future Network Strategy is based on this model, further refined to take into account the changing tourism environment post-COVID-19. Its goal is to enable the network to have a stronger national image and focus with a consistent level of service and location fit out, and which would be more experiential for both visitors and local people.

Tier 1 locations

Currently there is a lack of consistency and standardisation across different i-SITES. Interior fit outs are selected and funded by individual owners and there is no national staff uniform. While we have a recommended single supplier for our point of sale (PoS) system the final decision on what system to use lies with the owner. Commercial agreements with suppliers, retail sale items, websites and many other aspects of site operations are also decided by individual owners/managers and vary widely across different i-SITES.

All Tier 1 sites under the future network would have comprehensive exterior and interior brand signage. There would be a modular internal design fitout to give a standardised 'concept store' look and feel for layout and décor – while allowing for strong regionalised and Tikanga Māori content. This would include floor coverings, furniture, lighting and custom-designed interpretive displays. A national staff uniform with regional variations, would be introduced and there would be standardised national systems including for PoS, customer Wi-Fi, booking and information systems, payment systems and charges. Booking engines, where used, would be provided through a selected VIN Inc partner. Our strong preference would be to sell New Zealand made, rather than imported, merchandise (moving to being a mandatory requirement over time) and there would be centralised tourism product purchasing and packaging. Centres would provide information and sell tourism services for all areas of the country. Data gathering and sharing capabilities would be introduced, to provide better information for both marketing and benchmarking, and all sites would be integrated with a mix of nationally and locally managed digital assets, including for booking, websites, in-store information and digital advertising screens. VIN Inc would centrally manage Facebook and Google My Business channels – but with individually controlled local store pages. Service or credit card fees would not be charged at any site to support a strong marketing proposition for customers and VIN would assist with standardised agreements for national and regional operator brochure racking. VIN Inc would also approach prospective new owners to fill current gaps in key locations where i-SITES have closed.

Costs: Costs for interior fit out are likely to be split 50/50 between the owner and central government, subject to funding approval. An indicative cost for such an internal fit out ranges from \$200k-\$500k and will be determined as part of the brand/store design process and would be required during the FY23-FY26 period.

Tier 2 locations

Requirements for Tier 2 location owners would remain similar to today's i-SITES. Locations would not be required to have standardised fit outs but owners would use a modified sub-brand to link them to the network. Staff would wear the new national uniform and there would be the same standardisation as Tier 1 across a number of aspects of operation including fees and charges, PoS system, commercial agreements, customer satisfaction monitoring, data sharing, Wi-Fi, operator brochure racking, website booking engines and A/V screens.

Costs: Owners would decide if, when and how to include any internal fit out elements and fund that themselves.

Proposed new fee structure

The current VIN fee structure of \$1,650-\$2,805+gst would be replaced with fees in the range of \$5,000-\$10,000+gst for Tier 1 members and \$1,500-\$3,000 for Tier 2 licensees, subject to finalisation once the participation level is known. The Qualmark fee would continue to be included as part of these annual VIN membership/licensee fees.

Selecting a tier

Existing members will need to choose whether they wish to be a Tier 1 member or a Tier 2 licensee or exit the network. Owners would be able to leave the network at any time, although Tier 1 locations might be required to reimburse government contributions.

New overall brand

The internationally recognised 'i' logo would be retained but the i-SITE brand would be replaced with a new brand aligned to the philosophies of the Tiaki brand, with a strong visitor/community focus. A new name would be determined as part of the brand development process. The Tiaki kaupapa is jointly governed by Tourism NZ, DOC, Air NZ, NZ Māori Tourism, Tourism Industry Aotearoa, Local Government NZ and Tourism Holdings Ltd and is supported by a Tikanga Māori Advisor. The future network would be firmly aligned with existing strategies including: The Tiaki Promise, the Treasury's Living Standards network, the 2019 New Zealand-Aotearoa Government Tourism Strategy, the Tourism 2025 and Beyond sustainable growth framework, the Tourism Futures Taskforce report, Tourism New Zealand's 2021 – 2025 strategy and DOC's Heritage and Visitor Strategy.

Funding

At a national level, VIN Inc will continue to be funded by membership (or license) fees and by Tourism NZ, along with any commissions generated via national sales channels, national sponsorships and service level agreements with national organisations.

VIN Inc will seek government funding to cover the cost of brand and in-store design and development as well as rebranding all stores externally. It would also seek to cover an expected 50% of costs for Tier 1 store fit-outs with individual owners to fund the balance. Our bid would seek to have this made available over a period of up to three years as member funding becomes available.

Individual locations will continue to be self-funded and responsible for their own financial performance. Changes to the way the network will operate will affect traditional income streams. The aim is not to create a greater need for owner contributions however each center's income is determined by a number of localised market forces with some requiring greater subsidisation than others.

The future network in practice

The future network work would involve collaboration between communities, tourism operators, the Tiaki governance group, RTOs, iwi/hapu and DOC. It would provide integrated delivery of destination management strategies and incorporate safety, emergency management, product development, event support and placemaking. It would work to engage communities in the benefit and value of tourism, connecting them to their tourism offering and its role in enabling regional economic growth. It would provide a consistent physical network, with enhanced digital/online support and local experts sharing their expertise. It would include a comprehensive local, regional and national information and booking service. There would be a strong focus on sustainability strategy and commitment, Qualmark products and services and New Zealand products and merchandise. It would enable integration of local Māori stories into the physical network and benchmarks for operator partnerships around sustainability and Tiaki. A Business Development Manager would be appointed to enable income streams for members, licensees and VIN Inc, and a co-ordinated Tiaki Ambassador programme would be made available to support national and local initiatives.

What next?

Proceeding with a new model will require the support of key stakeholders; Tourism NZ as ongoing funder and the existing VIN Inc members. This will include members approving a revised constitution and membership and license requirements.

We have presented our vision and some of the detail around how the Future Network would work. We have considered your feedback during the initial consultation period and made some changes to this Final Proposal. We now need you to make a non-binding decision, by 29 October 2021, indicating your preference - to become a Tier 1 or Tier 2 location or to exit the network. This will enable us to understand your willingness to proceed and in which tier, so that we can make a

funding bid to government, via the Ministry for Business Innovation and Employment (MBIE).

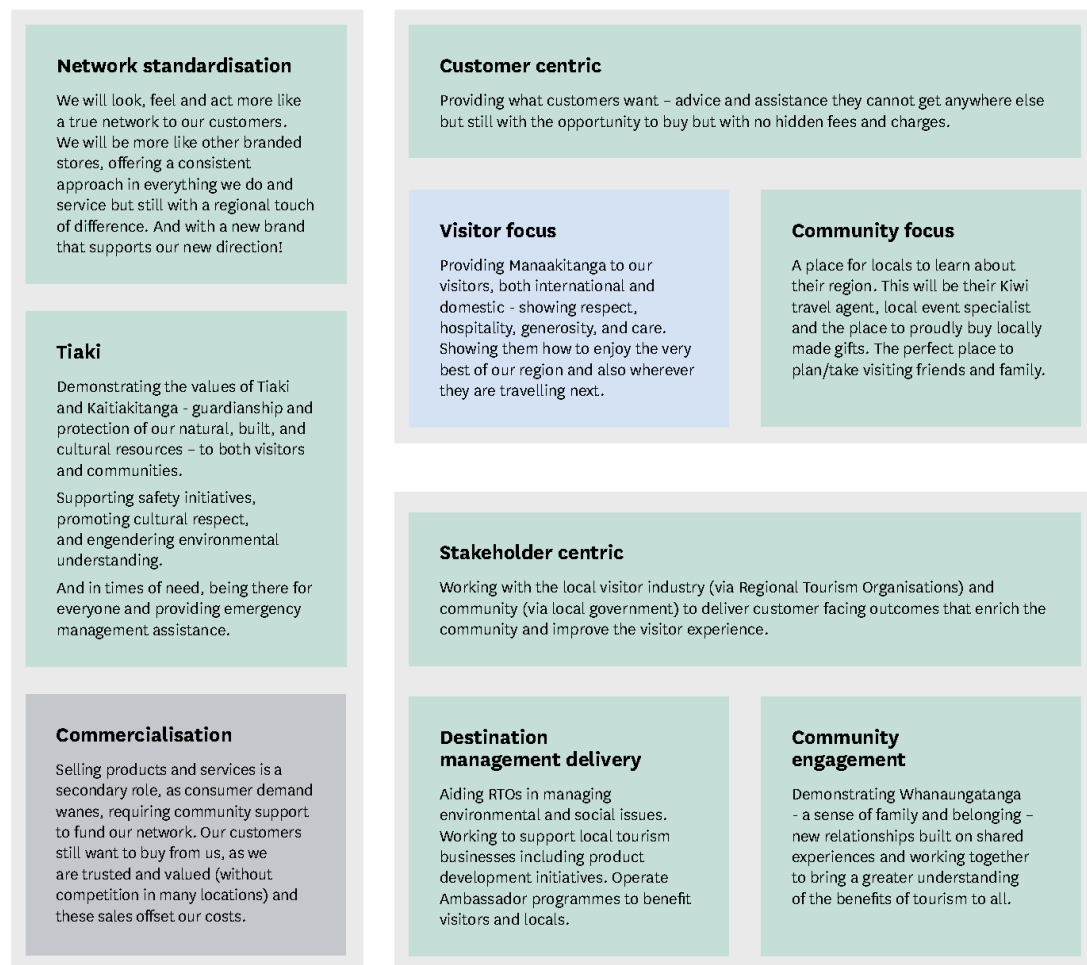
If members agree and the funding bid is successful, we will put plans in place to start the Future Network from 1 July 2022 (FY23), with a Special General Meeting held by June 2022 to approve a new constitution and licence agreements. If there is insufficient interest among members in proceeding or if funding is declined the Board will consider how the network might continue in its current form. Note FY22 is fully funded so the network can continue for the coming 12 months, business as usual, while all these decisions play out.



How will the Future Networks focus change?

The core purpose of the network is to deliver Manaakitanga, Kaitiakitanga and Whanaungatanga to enrich visitors and communities alike through the experience of tourism.

● More
 ● Same
 ● Less



Our objective is to increase brand equity, service standards, sustainability, instore foot traffic, and digital visitation while maintaining income streams.

What will the new structure look like?

VIN Inc will remain as the network governing body, brand owner and co-ordinator. It will remain a subsidiary of Tourism New Zealand, who will provide core funding which will be bolstered by membership and licence fees.



New rules

The current network is governed by a Board with all members having a say in setting the constitution. The Board sets membership standards and guides the Executive.

An amended constitution will be required, with a new Board. Only Tier 1 locations will be members of VIN Inc and bound by its constitution but representation on the Board is under consideration.

A license agreement will replace the current membership rules. Both Tier locations will be bound by differing license agreements.



A Tiered Network

There will be a smaller number of individually owned Tier 1 locations that will be fitted out to a higher consistent standard, requiring investment from both members and the network (via government grant).

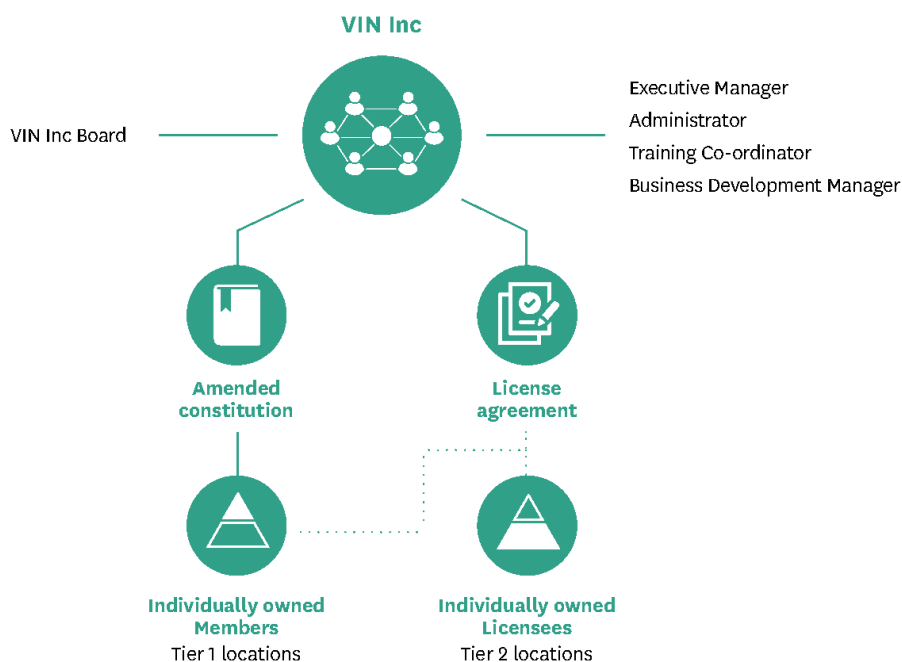
There will be a larger number of individually owned Tier 2 locations that will not require such investment.



A New Brand

The i-SITE name and logo will be replaced by a new brand, based on the principles of Tiaki but still using the internationally recognised *i* symbol.

Tier 1 locations will be fully branded whereas a sub-brand will be used by Tier 2 locations.



Future Network Principles

1 Connection to Community

- Showcasing regional diversity
- Enhancing place-making
- Integration with Destination Management Plans
- Coordination with Regional Tourism Organisations
- Improving social license.

The Future Network will be more focussed on providing value to the community. Each location will better reflect the community that it serves, making locals feel proud to visit and bring along their friends and whanau. Local funders will also realise better value through greater coordination with wider tourism and destination organisations and plans.

2 Diverse revenue sources

- Leveraging national network resources
- Stronger commercial partnerships and principles led by the establishment of a new Business Development Manager.

A key part of our proposition is to provide commercial services to customers, as demand continues to exist for booking and retail sales as well as information and advice. This income also helps offset the ongoing costs to owners. By working as a network and leveraging centralised purchasing services we can maximise these income streams and minimise local administration.

3 Consistent quality experience for customers

- Tiered model to best suit owners and customers
- Improved experience with internal store fit-out
- More consistency
- Enhanced retail quality.

Consistency driven by a strong new brand instore, externally and within our marketing, along with centralised support and enhanced training will help us deliver a quality experience for our customers throughout the country.

4 Operational flexibility

- Owner choice of Tiers
- Improved national funding and resourcing
- Digital platform enhancements
- Satellite location flexibility.

Operating a tiered brick and mortar network with pop-up satellites along with an integrated on-line presence ensures our customers can reach us for information and bookings 24/7 and provides owners with the flexibility to manage their resources.

5 Partnership value

- Closer partnership with DOC, Tourism New Zealand, local government, Iwi and tourism operators.

Our national and regional partners will be fully represented across both our in-store and on-line channels allowing their stories and products to be shared with our customers.

6 For the national good

- Greater linkages to national strategies and Tiaki principles in support of industry recovery.

The network will have a stronger and more integrated presence in our national tourism strategy delivering benefits for everyone.

7 National footprint

- Ensuring we have a network with good geographic spread across New Zealand-Aotearoa.

The ability to reach our customers across the country is paramount to ensure the regional spread of visitors and benefits to communities.

How will this be funded?

At a national level, VIN Inc will continue to be funded by membership (or license) fees and by Tourism NZ, along with any commissions generated via national sales channels, national sponsorships and service level agreements with national organisations. At a location level, Tier 1 capital investment will be required for store fitouts (jointly funded by members and government grants - subject to approval).

Individual location income streams

Individual locations will continue to be self-funded and responsible for their own financial performance. Most i-SITES currently make a loss and are subsidised by their owners, either directly or indirectly. Changes to the way the network will operate will affect traditional income streams. The aim is not to create a greater need for owner contributions however each centers income is determined by a number of localised market forces with some requiring greater subsidisation than others.

● More
 ● Same
 ● Less

Centralised support

VIN Inc will add a new Business Development Manager role to provide centralised support with a focus on increasing revenue for both the network and individual locations. This will create efficiencies of scale due to centralised procurement of retail items, national negotiated commission arrangements with suppliers, product packaging and sales, advertising and brochure racking sales.

Travel Ticket Sales (Commissions)

Travel sales have been declining as customers book online direct with suppliers. But by working smarter to get national travel deals, produce and market packages and sell online we hope to minimise this decline.

Retail Sales (Margins)

Many locations sell large amounts of souvenirs and retail items, often at high margins. Our new license agreement will move towards selling only New Zealand produced items to improve our marketing proposition as well as centralised procurement. This change will have a marked affect for some locations.

Service Fees

Locations often charged customers booking fees and credit card fees however these will be required to be waived under our new license agreement to improve our marketing proposition and ensure consistency.

Advertising Sales

Many locations sell advertising space to suppliers for instore space, both printed and digital. This will continue and move towards digital instore signage with the aim to increase revenue based on higher brand equity and increased foot traffic. Individual locations will still maintain an income stream from advertising.

Brochure Distribution

Charging for stocking supplier brochures is already decreasing as many suppliers move to e-brochures only. However a more centralised pricing and distribution strategy could encourage additional businesses to stock their brochures with the network. Individual locations will still maintain an income stream from brochure displays.

Other Income

Opportunities exist to partner with central and local agencies to deliver additional services. Some of these services would be in support of regional Destination Management Plans under contract, providing a contracted source of income.

Future Network at a glance



Higher Industry Standards

A smaller, more focussed network with higher standards for members and licensees to provide better service to their customers.



Enhanced Marketing

Stronger centralised marketing to ensure greater customer awareness strategies.



Strategic Alignment

The network will strongly align with the principles of the New Zealand-Aotearoa Government Tourism Strategy and other national strategies.



Visitor & community facing

The network will continue to enhance the visitor experience but will also ensure tourism enriches New Zealanders by helping to deliver Destination Management Plans.



Supporting NZ and local retail products

We will move towards selling only New Zealand made retail goods.



Taking sustainability seriously

All locations must meet the Qualmark Sustainable Tourism Business Award criteria and embrace the TIA Tourism Sustainability Commitment.



A data driven digitally enhanced brick & mortar network.

A network that works together both digitally and instore for its customers and stakeholders.



A true reflection of its local community

Each location will reflect its local identity and stories, in conjunction with Maori/iwi and regional tourism organisations.



Delivering on the Tiaki Promise

Ensuring visitors and locals care for our future, acting as a guardian, protecting, and preserving our home.



More synergy with DOC

Working more closely with DOC to expand their ability to reach visitors and communities.



A Clear Pathway

Existing members can choose to become a Tier 1 or Tier 2 location or exit the network. New potential locations can apply for either Tier.

Summary of key changes

	Current	New Tier 1	New Tier 2
Membership fees	\$1,650-\$2,805+gst	\$5,000-\$10,000+gst (TBC)	\$1,500-\$3,000+gst (TBC)
Membership of VIN Inc	All locations are members	Remain as members	No longer members
Rules of participation	Constitution, Membership Requirements & Standards	Constitution, Licence Agreement	Licence Agreement
Compliance	Qualmark (fee included in membership)	Qualmark (fee included in membership)	Qualmark (fee included in membership)
Brand	i-SITE	New brand – align with Tiaki values	New licensee sub-brand – align with Tiaki values
Interior fit-out	Mixed and inconsistent	Compulsory – full interior scheme	Optional – pick and choose assets
Interior fit-out cost	Owner funds	50/50 government/owner	Fully funded by owner
National staff uniform	Mixed – owners' choice	New regionalised national uniform	New regionalised national uniform
Service and credit card fees	Mixed – owners' choice	No fees	No fees
Use of POS system	VIN preferred supplier recommended	Must use VIN preferred supplier for every transaction	Must use VIN preferred supplier for every transaction
Commercial agreements with suppliers	Owners' responsibility	VIN Inc to assist with standardised agreements	VIN Inc to assist with standardised agreements
Retail item sales	Owners' responsibility	Transition towards NZ made goods only	Transition towards NZ made goods only
Automated door counter	Optional	Required and must use VIN preferred supplier	Required and must use VIN preferred supplier
Customer satisfaction monitoring	Optional	Required and must use VIN preferred supplier	Required and must use VIN preferred supplier
Data sharing	Recommended	Must collect and share nominated data	Must collect and share nominated data
Wi-Fi	Recommended	Must provide FOC – VIN Inc to manage messaging to users.	Must provide FOC – VIN Inc to manage messaging to users.
Operator brochure racking	Owners' responsibility	VIN Inc to assist with standardised agreements	VIN Inc to assist with standardised agreements
Compulsory FOC brochure racking	Must stock i-SITE Touring Map and all RTO official visitor guides	Must stock i-SITE Touring Map and any other approved material (Tiaki/DOC)	Must stock i-SITE Touring Map and any other approved material (Tiaki/DOC)
Local Qualmark business brochures	Owners' responsibility	Given priority location on rack	Given priority location on rack
Digital channels	Owners' responsibility	VIN Inc will centrally manage website, Facebook and Google My Business channels with local input	VIN Inc will centrally manage website, Facebook and Google My Business channels with local input
Individual websites	Owners' responsibility	If using a booking engine, then must be VIN Inc's preferred partner	If using a booking engine, then must be VIN Inc's preferred partner
A/V screens	Owners' responsibility	VIN Inc will centrally control messaging to 1 internal and 1 external video screen – additional screens under local control	VIN Inc will centrally control messaging to 1 internal video screen – additional screens under local control
Sustainability	Compulsory Qualmark and optional TIA Sustainability Commitment	Compulsory Qualmark and TIA Sustainability Commitment with enhanced goals.	Compulsory Qualmark and TIA Sustainability Commitment with enhanced goals.

The Detail: How the Future Network will operate

What we do now	What will change	What does this mean	When/How
Membership			
There are currently 63 i-SITES located across the country who are all members of VIN Inc.	There will likely be a similar number in future, but these will be in two Tier's: up to 20 Tier 1 locations that will choose to meet higher membership requirements and will co-invest in a refreshed internal upgrade to provide an enhanced visitor experience and will be members of VIN Inc; and up to 40 Tier 2 locations that will operate under a secondary brand with lower membership commitments to reflect their ongoing investment. They will not be members of VIN Inc but will operate under a license arrangement. The actual number and locations of both Tiers will be determined as part of the upcoming process.	Existing members will need to choose whether they wish to be a Tier 1 member or a Tier 2 licensee or exit the network.	<ul style="list-style-type: none"> Members need to make a non-binding commitment on their intentions by 29 October 2021. VIN Inc will then seek government funding to enable the new network to be established. The scale and conditions around this will determine the disposition of Tiered locations. Subject to funding approvals, a Special General Meeting in June 2022 will formalize the future network and membership of VIN Inc along with license arrangements. If funding is not approved, then the VIN Board will reconsider the future direction of the network.
Ownership			
Each i-SITE is independently owned and operated with owners being financially responsible for the viability of their location including building, operational and staff costs.	No change.	Each owner will continue to make decisions about the financial viability of their location and its ongoing existence.	<ul style="list-style-type: none"> Each owner can leave the network at any time (although Tier 1 locations funded by central government may have to reimburse government contributions).
Each i-SITE chooses to be a member of VIN Inc and must meet the membership requirements to be a part of the network and use the i-SITE brand.	Only Tier 1 locations will be members of VIN Inc. Tier 2 locations will have a licensing agreement with VIN Inc and representation on the Board is under consideration.	The constitution of VIN Inc and membership requirements will change to reflect an improvement in service standards and delivery.	<ul style="list-style-type: none"> From 1 July 2022 new membership and licensing requirements will be in place.

The Detail: How the Future Network will operate

What we do now	What will change	What does this mean	When/How
VIN Inc			
VIN Inc is the umbrella network operator, trading as i-SITE NZ, and is a subsidiary of Tourism NZ. It owns the brand and provides network support including marketing, training, and business support but does not own any locations nor does it become involved in the day to day running of individual owners' businesses outside ensuring its membership requirements are met.	VIN Inc will continue as is, until government financial support is forthcoming to enhance the Future Network, at which time an amended constitution will be required.	VIN Inc will remain a subsidiary of Tourism NZ and will continue to be jointly funded by Tourism NZ and membership fees.	<ul style="list-style-type: none"> VIN Inc's amended constitution will only be established once government financial support is forthcoming and will need to be approved by members in June 2022 at an SGM.
VIN Inc second's staffing resources from its parent, Tourism New Zealand. This includes an Executive Manager and an Administration Assistant. Their employment costs are fully met by their employer, Tourism NZ and this is recognized as an in-kind contribution to VIN Inc.	No change.	No change.	<ul style="list-style-type: none"> No change.
VIN Inc employs one contractor, a training coordinator, funded from VIN Inc's annual budget to deliver network training outcomes.	VIN Inc will additionally employ a Business Development Manager to deliver commercial outcomes for network locations. Their primary focus will be on establishing and supporting Tier 1 locations but with downstream benefits for Tier 2 locations.	There will be additional VIN Inc staff support for members with a greater commercial focus with benefits also for licensees.	<ul style="list-style-type: none"> The new contractor is included in VIN Inc's FY23 budget from 1 July 2022.
Purpose			
As set out in our current constitution the networks primary purpose is set around providing visitor information.	<p>While retaining a pivotal role to provide visitor information we will broaden this to engage more with the local community and tourism businesses, from a destination management point of view.</p> <p>i-SITES have always been involved in visitor safety and district emergency management and this will become of greater importance.</p> <p>We note the recently announced (23 April 2021) Review into the Future of Local Government that looks to achieve (amongst other outcomes) "effective partnerships between mana whenua, and central and local government in order to better provide for the social, environmental, cultural, and economic wellbeing of communities".</p> <p>An amended constitution will have broader objects that focus more on caring for people and place and contributing to preserving and protecting our land, in line with the principles of Tiaki.</p>	<p>There will be closer engagement with Regional Tourism Organisations and local government who control destination management plans for their districts and potentially the Tiaki partners to support their ideals.</p> <p>Locations will have similarity and consistency to underline their national importance and objectives but will be strongly regional in the way they portray their location through storytelling and links to the community and iwi and regional tourism and local business suppliers through the promotion of local products including produce and merchandise.</p>	<ul style="list-style-type: none"> The new constitution and membership and licensing criteria will set out requirements to facilitate closer community engagement.

The Detail: How the Future Network will operate

What we do now	What will change	What does this mean	When/How
Brand			
The network operates under the i-SITE brand, owned by Tourism NZ. Use of the brand is covered by a Graphic Standards document.	The i-SITE brand will be replaced by a new brand potentially aligned with the values of the Tiaki brand. Tiaki is a brand jointly owned by Tourism NZ, DOC, Air NZ, NZ Maori Tourism, TIA, LGNZ and ThI.	A new brand, potentially aligned with the values of Tiaki, will be developed along with guidelines for its use. It is likely that Tier 1 locations will be strongly branded whereas Tier 2 locations will likely use a sub-brand in a 'light' format. The internationally recognized 'italic i' symbol will likely be incorporated. The i-SITE brand will be formally retired and future use of the brand will be prohibited.	<ul style="list-style-type: none"> Brand development will be undertaken in late H2FY22 subject to government funding. Brand rollout would commence during FY23, once the brand architecture is fully developed. The brand will be extended to included interior fit out elements (see Store fit-out below)
Locations are known as 'i-SITE Visitor Information Centres'	There will be a name change to reflect the move to our new brand and our change of purpose.	The new name will be determined as part of the brand development process.	<ul style="list-style-type: none"> Brand development will be undertaken in late H2FY22 subject to government funding. Brand rollout and location name changes would commence from 1 July 2022.
Use of the brand by members, outside building signage, is not actively managed by VIN Inc.	Use of the new brand, particularly by members and licensees in their own local marketing activity will be more tightly controlled.	New brand rules and approval processes will be established.	<ul style="list-style-type: none"> From 1 July 2022
Membership rules			
<p>Membership rules are currently set out in three documents:</p> <ul style="list-style-type: none"> VIN Inc constitution (approved by members) Membership requirements and standards document (set by VIN Inc Board) Graphic standards document (brand use – set by VIN Inc Board) 	<p>The constitution will be updated although most of the current framework would remain.</p> <p>A new license arrangement would be entered into with both Tier 1 members and Tier 2 licensees, clearly setting out requirements that were previously covered in each of the previous three documents.</p>	An updated constitution, and a new license agreement will need to be drafted and approved.	<ul style="list-style-type: none"> Existing members would have the opportunity to input into these documents before being finalised at the SGM in June 2022 and taking effect on 1 July 2022.
New Locations			
Several i-SITES have closed down in the past few years with 'gaps' in key locations.	A plan will be developed to fill some of these gaps.	VIN Inc will approach prospective new owners in 'gap locations' to solicit interest, either as Tier 1 or Tier 2 centres.	<ul style="list-style-type: none"> Once government has indicated funding for the Future Network – H2FY22.
DOC			
Some i-SITES provide DOC information and services. This includes i-SITES co-located with DOC Visitor Centres and i-SITES that provide DOC bookings, information brochures and displays.	New locations will provide a more overt level of service and support for DOC, with a particular focus on Tier 1 locations which will be a target for a higher level of DOC interpretation and training of staff.	This proposal aims to develop a closer working relationship between DOC and VIN at agreed locations. These locations are expected to deliver several DOC services governed and supported by a formal MOU with VIN Inc.	<ul style="list-style-type: none"> To be determined as part of DOC's strategy and rolled out once an MOU has been finalised.

The Detail: How the Future Network will operate

What we do now	What will change	What does this mean	When/How
Membership fees			
<p>VIN Inc members pay an annual membership fee that ranges depending on their pre-COVID-19 revenue:</p> <p>\$1650+gst – annual revenue of less than \$100,000</p> <p>\$2205+gst – annual revenue of between \$100,000 and \$300,000</p> <p>\$2805+gst – annual revenue of greater than \$300,000</p>	<p>Indicative membership fees will be \$5000-\$10,000+gst for Tier 1 locations and \$1500-\$3,000+gst for Tier 2 locations. The final fee level will be determined once Expressions of Interest for each Tier is received.</p>	<p>Fees will increase for prospective Tier 1 members and may decrease for prospective Tier 2 licensees.</p>	<ul style="list-style-type: none"> From 1 July 2022
Co-locations			
<p>In recent years there has been a steady move to situating i-SITES in buildings that provide other services to customers but are under control of the i-SITE owner. Predominantly this applies to local government facilities under the one roof: i-SITES, libraries, museums, Council service centres, etc. Sometimes staff work across more than one business unit.</p>	<p>New locations will provide a more overt level of service and support for local government, making these clusters more complementary and encouraging more to happen.</p>	<p>Co-locations will become more common.</p>	<ul style="list-style-type: none"> Ongoing.
Satellites			
<p>Members are encouraged to operate seasonal and pop-up satellite locations.</p>	<p>This will continue with greater emphasis and support given to establishing mobile locations.</p>	<p>The network will focus more on leveraging and taking advantage of changing visitor flows and not be constrained by their permanent locations.</p>	<ul style="list-style-type: none"> Ongoing
Marketing			
<p>VIN Inc markets the broader network using national assets, in partnership with Tourism NZ, to promote the extent and value of the network to visitors.</p> <p>Individual locations do their own marketing, often in partnership with their Regional Tourism Organization, to promote their individual location and services, mostly at a local level.</p>	<p>VIN Inc will continue to act as national marketer of the network and will promote the existence of both Tier 1 and Tier 2 locations (showing clear differentiation) through its managed platforms and tools, including newzealand.com, isite.nz, and the i-SITE Touring Map and will engage in marketing campaigns to drive visitation to these channels which will then directly link to individual locations.</p> <p>VIN Inc will take more control of a number of existing platforms currently run independently by some locations to provide a clearer brand proposition and consistency of message. There will be greater capacity to market all year round.</p>	<p>VIN Inc's digital capability will be greatly enhanced to ensure the network has the ability to serve its customers through both face-to-face and online channels that complement each other.</p> <p>This will include enhancing the current national website (and potentially establishing new channels) to provide greater information and sales capacity as well as supporting individual locations own digital channels.</p>	<ul style="list-style-type: none"> Ongoing marketing. Additional channels from 1 July 2022.

The Detail: How each Tiered location will operate

What we do now	What will change	What does this mean	When/How
Store fit-out			
Tier 1			
<p>Each i-SITE location has its own internal/external look and feel except for customized external branding elements. Inside there is no continuity across the network and no sense of being in a themed store that is connected in any way with others in the network.</p> <p>The value of the network is therefore lost on many visitors who do not see the connection.</p>	<p>The intention is to create certain internal store elements and features that will be consistent across the network without detracting from its individual 'localized' nature.</p> <p>This look and feel will be drawn from the elements of the new brand.</p>	<p>Subject to government funding, an instore fit out design brief will be completed that sets out 'the standard' that Tier 1 members must adopt, subject to, and adapted for space and size requirements of their existing stores.</p> <p>It is likely the standard could include (but not limited to) several items that can be used in different quantities to adapt to different sized floor plates:</p> <ul style="list-style-type: none"> • signature carpet • signature painting • internal branding • standardized furniture including counter. • standardized freestanding brochure racking and digital displays. • modularized and standardized freestanding 'monuments' customized for 'stories' including Qualmark/Maori/DOC/NZ Cycle Trails/Tiaki interpretation (incorporating static and digital displays) • digital interactive information panels • standardized NZ and regional wall map • standardized retail display unit 	<p>It is likely that government funding will only be provided on a 50/50 basis so Tier 1 owners will be expected to contribute their share in either FY23 or subsequent years.</p> <p>The rollout would likely take place from 1 July 2022 unless conjoint funding was made available earlier.</p> <p>An indicative cost for such an internal fit out ranges from \$200k-500K and will be determined as part of the brand/store design process.</p>
Tier 2			
	<p>A limited number of branded fit out elements will be offered but these are optional and would be available at cost.</p> <p>Tier 2 licensees could then make the decision over time if and when to upgrade their existing locations to incorporate elements used by Tier 1 locations.</p>	<p>Available items would include:</p> <ul style="list-style-type: none"> • signature carpet • signature painting • internal branding • standardized furniture including counter. • standardized freestanding brochure racking. • modularized and standardized freestanding 'monuments' customized for 'stories' including Qualmark/Maori/DOC/NZ Cycle Trails/Tiaki interpretation (incorporating static and digital displays) • digital interactive information panels • standardized NZ and regional wall map • standardized retail display unit 	<p>It is likely that these items would not be available until after the majority of Tier 1 locations are outfitted.</p>

The Detail: How each Tiered location will operate

What we do now	What will change	What does this mean	When/How
External Branding			
Tier 1			
Each i-SITE location has its own external branding designed to match its exterior façade.	All existing exterior branding will be removed and replaced with the new brand.	As each location is different, a sign layout will be customized for each individual store.	It is intended to seek 100% government funding for the initial design, build and installation of exterior branding which will be rolled out from July 2022.
Tier 2			
	All existing exterior branding will be removed and replaced with the new Tier 2 brand.	As each location is different, a sign layout will be customized for each individual store.	It is intended to seek 100% government funding for the initial design, build and installation of exterior branding which will be rolled out from July 2022.
Tiers 1 and 2			
There is existing i-SITE branded wayfinding signage for both pedestrians and motorists on both footpaths and roadsides in many areas. However, this is inconsistent and missing in many locations.	Wayfinding signage where it exists will need upgrading with the new brand and additional wayfinding signage will need to be sourced.	Ownership of wayfinding signage is generally by local government and this will need their support and budgeting to change and/or increase. VIN Inc will also approach government to explore if any funding assistance is available.	Early consultation with local government to ensure plans are in place for existing signage to be rebranded in July 2022 and new signage to be budgeted for in subsequent years.
Staff qualifications			
Tiers 1 and 2			
VIN Inc sets minimum qualification and training standards for all staff, dependent on the type of work undertaken.	VIN Inc will continue to set these standards, but the standards may change based on changing national industry qualifications and the role of the new centres.	These changes will be made based on member and licensee feedback during FY22 across both Tiers.	Once approved, to be phased in from 1 July 2022.
Staff uniform			
Tiers 1 and 2			
There is no national standard uniform with individual locations deciding what is suitable. VIN Inc occasionally provides optional branded clothing on a cost only basis. A branded name badge is required.	A national uniform standard will be set as part of the brand design guidelines. All front-line staff will be required to wear the uniform and any designated branded name badge.	All staff will wear the same uniform across both Tiers. The design will allow for the inclusion of regional branding.	Once approved, to be phased in from 1 July 2022. VIN Inc to provide a uniform ordering system at cost to locations.
Staff training			
Tiers 1 and 2			
VIN Inc provides ongoing training to enable locations to meet national outcomes including webinars and workshops.	Training and support will be refocused to ensure new needs of the network are met including those that reflect our new brand values and those of our key stakeholders including DOC, local government, and Maori.	Training support will remain as a cornerstone of the national support provided by VIN Inc across both Tiers.	Ongoing and continuous.

The Detail: How each Tiered location will operate

What we do now	What will change	What does this mean	When/How
Business hours			
Tiers 1 and 2			
Individual locations can determine their own hours of operation.	No change.	Individual owners can tailor their business to their own local and visitor market.	Individual locations are responsible for accurately promoting their correct opening hours.
Qualmark			
Tiers 1 and 2			
All i-SITES must be Qualmark accredited. The Qualmark license fee is paid by VIN Inc and included in the VIN membership/ license fee.	No change.	Any location that fails to meet its Qualmark assessment will be required to take immediate remedial action. Qualmark assessments take place on an annual basis.	Ongoing
Service fees			
Tiers 1 and 2			
Any service fees are at the discretion of the owner but must be displayed to customers. This has led to a wide variety of fees being charged with no network consistency.	No service fees/booking fees will be levied by locations including no credit card surcharges.	The network will be able to promote itself as a 'no added fee' service to customers, providing consistency and simplicity.	For locations currently charging such fees, this will mean a reduction in income.

The Detail: How each Tiered location will operate

What we do now	What will change	What does this mean	When/How
Brochure display			
Tiers 1 and 2			
i-SITEs must display the officially nominated RTO brochure from each of the RTOs recognized by Regional Tourism NZ (RTNZ).	Requirement removed.	With brochure racking space becoming more limited, and some RTOs no longer producing official visitor guides, the decision on what visitor guides to stock will be a local decision.	Less space will need to be reserved for RTO visitor guides. Instead of carrying all 31 it is likely this will be reduced to 5-6 from the surrounding regions. To be phased in from 1 July 2022.
i-SITEs must stock any i-SITE New Zealand approved Tourism New Zealand, i-SITE or Qualmark material supplied free of charge for distribution.	Locations must stock any VIN Inc approved, DOC and official local RTO/local government material supplied free of charge for distribution.	This ensures national material such as the i-SITE Touring Map and Tiaki is carried by all locations. It broadens the scope to include material produced by DOC and the local RTO/local government entity and any additional material endorsed (and marketed) via VIN channels.	To be phased in from 1 July 2022.
Individual i-SITEs currently make their own decisions around costs charged to suppliers to stock their brochures. This can be a major source of revenue for some locations.	VIN Inc, through its new Business Development Manager, would work with locations to develop a national pricing strategy for brochure racking (and ancillary advertising) within centres that could be purchased on a national, regional, or local basis. All Tier 1 locations would participate but Tier 2 locations could opt out.	Brochure racking (and advertising) should be more attractive to suppliers and result in wider placements. Locations would still have the ability to set pricing and retain revenue for their own store displays and would share in revenue from sales covering national and regional plans.	To be phased in from 1 July 2022.
Qualmark licensees receive no preference.	Qualmark licensees in the surrounding RTO region would be able to stock their brochure, at cost, within the Qualmark module included as part of the Tier 1 store fit outs or in Tier 2 general racking.	This will boost the visibility of Qualmark products.	To be phased in from 1 July 2022.

The Detail: How each Tiered location will operate

What we do now	What will change	What does this mean	When/How
Travel booking services			
Tiers 1 and 2			
Locations must provide a comprehensive, objective, local and regional information booking service.	No change.	Locations must provide information, and sell, all regions of New Zealand and not just their own, ensuring we remain as a national travel network. Equally, objectivity means putting the customer first and providing options that best suit their needs, without favouritism to any one supplier.	Ongoing and continuous.
Individual locations currently negotiate commercial terms of trade with individual suppliers. This means suppliers often have different terms with different locations.	VIN Inc, through its new Business Development Manager, would work with locations and suppliers to develop a national set of terms and conditions/ national supplier contracts.	Locations can opt-out if they wish to retain a more advantageous local supplier relationship. It is expected that such centrally negotiated terms might provide for increased location remuneration via increased commissions.	To be phased in from 1 July 2022.
Individual locations develop their own deposit, cancellation "no show" and or refund policies.	VIN Inc, through its new Business Development Manager, would work with locations to develop a national set of policies.	Having a more consistent system will improve the consumer experience and allow for customers to book through one location and cancel and be refunded at another.	To be phased in from 1 July 2022.

The Detail: How each Tiered location will operate

What we do now	What will change	What does this mean	When/How
Technology systems			
Tiers 1 and 2			
All members should use our preferred technology supplier, for recording and reporting all in-store point-of-sale transactions and training management data. 95% of the current network currently uses our preferred supplier but not all business transactions are captured.	This will be a full and compulsory requirement – with every travel sales and retail sale to be recorded. VIN Inc would work with our preferred supplier to make it more network friendly including form input standardization to make reporting more consistent and to enable staff to work from other locations.	The few remaining locations would need to adopt our preferred supplier and the entire network would need to be trained to use it more consistently. As is the case currently, each location determines the number of system licenses required and budgets the cost accordingly.	To be phased in from 1 July 2022.
Around one third of locations currently use our preferred automated door counter system to track visitor usage. This system provides detailed data on visitor numbers but because it is restricted to only a portion of the network it has limited value.	All locations will be expected to install and maintain our preferred system and share data.	Members and licensees will have to budget for this service.	To be phased in from 1 July 2022.
A small number of locations currently use a number of automated systems to gather customer feedback on the experience they have within the i-SITE. Because it is restricted to only a portion of the network it has limited value.	All locations will be expected to install and maintain a new national system and share data. This survey could be expanded to provide additional information on customer feedback relating to the wider region.	Members and licensees will have to budget for this service.	To be phased in from 1 July 2022.
It is recommended that i-SITES actively promote any i-SITE New Zealand approved digital applications to consumers to encourage use of the i-SITE network. In the past this has been restricted to apps such as Campermate to assist with Responsible Camping issues.	It is expected that VIN Inc will engage with third party suppliers to promote the network through various digital channels, and it would be a requirement that all members and licensees actively support those channels.	This would not be at a cost to members and licensees but may impinge on any individual competing services they may be promoting.	To be developed from 1 July 2022.
Wi-Fi			
Tiers 1 and 2			
It is expected that the centre should provide access to free Wi-Fi internet, either within or immediately outside the centre. In practice several do not.	Free Wi-Fi provision will be mandatory. VIN Inc will investigate central provision using the same provider for Tier 1 locations to allow measurement of usage and the ability to control messaging to users.	Individual members and licensees will be responsible for ongoing Wi-Fi costs.	To be developed from 1 July 2022.

The Detail: How each Tiered location will operate

What we do now	What will change	What does this mean	When/How
Data Sharing			
Tiers 1 and 2			
Locations are required to provide any statistical information as required by i-SITE New Zealand, either directly or via authorized third party suppliers. Any information collected by i-SITE NZ is held in confidence but may be reported in summary format, identifying each member by location, to participating members for benchmarking purposes. In practice this does not always happen due to technology issues and residual concerns around sharing data.	This will be a full and compulsory requirement with systems put in place to gather data streams seamlessly that will be shared openly with all members and licensees.	New locations will become data gathering centres to better inform both the network and the wider tourism industry. Shared data improvements will cover, but not be limited to, the areas of sales, visitor numbers and customer profiles, behaviour, and satisfaction.	To be phased in from 1 July 2022.
Digital channels			
Tiers 1 and 2			
Currently each individual member is responsible for creating and managing their own social media channels. Currently there is no consistency to the look and feel of these channels and many locations do not use any channel. Facebook is underutilised as a marketing tool due to lack of skills and capacity within i-SITES.	VIN Inc will develop a strategy to centrally manage a national umbrella Facebook channel with individual local store pages. Individual locations will still retain the ability to create and actively manage most content.	Current individual Facebook pages will need to be retired. Users will have an improved digital experience that will benefit the entire network whilst allowing individual locations to retain their own individuality. This will enable national marketing campaigns to better target customers.	To be phased in from 1 July 2022.
Currently each individual member is responsible for creating and managing their Google My Business listing. These are often not maintained frequently and accurately.	VIN Inc will develop a strategy to centrally manage all Google My Business listings.	Existing individual GMB listings will be managed directly by VIN Inc. This will enable national marketing campaigns to better target customers.	To be phased in from 1 July 2022.
Currently each individual member is responsible for creating and managing their own individual website, although not all choose to do so.	No change. VIN Inc will require that some branding elements be incorporated into individual websites and that these be linked to the national website.	This will improve the new brands visibility across the network.	To be phased in from 1 July 2022.
Currently individual member websites may include third party booking engines and retail online stores for merchandise sales. Only a small number currently do this.	Members and licensees will only be able to use the VIN Inc approved third party booking engine and retail online store provider.	Having a single provider will improve the user experience across all channels. Some existing members will need to look at changing their current arrangements.	To be phased in from 1 July 2022.

The Detail: How each Tiered location will operate

What we do now	What will change	What does this mean	When/How
A/V screens			
Tiers 1 and 2			
Many individual centres have at least one large screen TV fixed behind the counter to convey messaging and advertising to customers. A few have external facing TVs.	It will be a requirement for Tier 1 locations to have at least one internal and one external screen, and for Tier 2 locations to have at least one internal screen that will be network managed by VIN Inc so that national public service messaging and advertising can be standardised.	Locations can have additional screens under their own control (for local advertising revenue generation). VIN Inc controlled screens will be provided for Tier 1 locations as part of the internal set-up costs.	To be phased in from 1 July 2022.
Retail sales			
Tiers 1 and 2			
Preference should be given to selling New Zealand made goods. In practice many i-SITES sell large quantities of souvenirs, particularly at the 'bottom-end' of the market, with many produced overseas.	Eventually only New Zealand assembled or produced items will be permitted to be sold at Tier 1 locations. Professional display racking and display systems will be included as part of Tier 1 store fit outs. VIN Inc, through its new Business Development Manager, would work with locations to develop a national buying strategy to source national retail items at the best price. Individual locations will be encouraged to purchase locally made products and produce reflecting their own region directly.	Locations will move away from looking like retail souvenir stores and have a more professional look and feel. A consistent 'made in NZ' statement will assist our brand and marketing positioning. The move to "New Zealand made only" will be done over time, once network needs and supplier capabilities are assessed.	To be phased in from 1 July 2022.
Health and Safety			
Tiers 1 and 2			
Individual centres and their owners must decide what steps to take in regard to health and safety legislation and their role in providing information and/or recommendations to customers. The owner is the PCBU.	No change.	While VIN Inc will provide advice to the network from a national standpoint the individual owners remain responsible.	Ongoing

The Detail: How each Tiered location will operate

What we do now	What will change	What does this mean	When/How
Meetings			
Tiers 1 and 2			
The centre or its owner is expected to send at least one representative with the authority to participate and if necessary, vote on issues at the Annual General Meeting or Special General Meeting and Annual Conference.	Both Tier 1 and Tier 2 representatives would be expected to attend any annual conference or regional meeting, including any AGM or SGM. Only Tier 1 members would be able to vote at any AGM or SGM.	Tier 2 locations are no longer members of VIN Inc so have no voting rights but representation on the Board is under consideration.	Ongoing
The centre is expected to be represented at their relevant i-SITE Regional Cluster meetings.	No change	No change	Ongoing
Satellite Centres			
Tiers 1 and 2			
Any centre wishing to operate a staffed "satellite centre" as an extension of its main centre under i-SITE identification must first apply to the VIN Inc Board for approval. Satellite centres are distinct from full i-SITE centres in that they must be either: <ul style="list-style-type: none"> A temporary location (pop-up booths at events, for example) A permanent location but operating on a seasonal basis (summer only, for example) A space within a DOC Visitor Centre operating either on a seasonal or permanent basis 	The Board will revisit the place that satellites have in the architecture of the two-Tier network once the full size and scale of the network is more fully understood.	Satellites will be encouraged to a greater extent as they enable locations to be more flexible and go to where changing visitor flows go.	Ongoing

Q&A

I want to be a Tier 1 location – what do I do?

- Ensure you are aware of the Tier 1 requirements above and can potentially meet them from 1 July 2022.
- Ensure you have the ability to co-fund your locations internal fit out to meet our standards and have ~\$100k-\$250k to contribute in the period FY23-FY26.
- Ensure you understand the financial and non-financial implications of meeting our new criteria.
- Express your intention to VIN Inc when they seek non-binding expressions of interest in October 2021.
- Await advice from VIN Inc on whether their funding application to MBIE, likely to be made in late 2021, is successful as this will determine whether the proposed model will proceed.
- Review the draft constitution and licensee arrangements due in early 2022. Vote at the SGM in June 2022 to proceed.

I want to be a Tier 2 location – what do I do?

- Ensure you are aware of the Tier 2 requirements above and can potentially meet them from 1 July 2022.
- Ensure you understand the financial and non-financial implications of meeting our new criteria.
- Express your intention to VIN Inc when they seek non-binding expressions of interest in October 2021.
- Await advice from VIN Inc on whether their funding application to MBIE, likely to be made in late 2021, is successful as this will determine whether the proposed model will proceed.
- Review the draft constitution and licensee arrangements due in early 2022. Vote at the SGM in June 2022 to proceed.

I do not see our location as being in either Tier – what do I do?

- Express your intention to VIN Inc when they seek non-binding expressions of interest in October 2021.
- Await advice from VIN Inc on whether their funding application to MBIE, likely to be made in late 2021, is successful as this will determine whether the proposed model will proceed.
- Review the draft constitution and licensee arrangements due in early 2022. Vote at the SGM in June 2022 – even though you do not intend to participate after 1 July 2022 you may still wish to vote even if it is not for you.

What if I do not like all or part of the new proposal?

- Indicate your intention to leave the network when we seek non-binding Expressions of Interest in October.
- If the proposal proceeds, then you can vote at the SGM in June 2022, knowing that you will withdraw from 1 July 2022.

What will happen to the i-SITE brand?

VIN Inc will retain ownership rights of the brand but will withdraw it from use. It can legally stop any entity from using the brand.

What can I do if I leave the network?

You must remove any signage and advertising relating to the i-SITE brand, but you can continue to operate under your own individual brand as a visitor information centre without any support from VIN Inc. You may wish to reapply to join the network at a future date.

What happens if you do not get sufficient interest in your non-binding Expressions of Interest and what will you consider as insufficient?

A revised business case will need to be based on a minimum number of locations to make the network viable. If this is not met, then the Board will reassess the business case and talk to key stakeholders to see if an alternative is possible within the framework of the proposal. If this is not possible then the Board will consider how to keep the current network operating under the i-SITE brand which may lead to eventual dissolution of the network.

If you get the interest, what happens if government funding is not forthcoming?

The Board will consider how to keep the current network operating under the i-SITE brand which may lead to eventual dissolution of the network.

What is the clear difference between Tier 1 and 2?

Tier 1 locations will have a much stronger brand presence and will support this with a standardised interior look and feel. Staff and systems will receive priority support from VIN Inc to ensure staff are well trained and capable to deliver both commercial and non-commercial related programmes and those of our key partners, including DOC and local government. Tier 1 locations will need to make a major financial contribution in partnership with government to complete the internal fit out, with a staggered contribution, and will pay a higher VIN Inc membership fee than before. Tier 1's remain members of VIN Inc and Tier 1 criteria will be set out in a licence agreement.

Tier 2 locations will use a 'light' level of exterior branding. While their interior fit outs will not be required, licensees can purchase elements to enhance their locations. Support levels from VIN Inc in the training and business development area will be at a lower level than Tier 1. Tier 2 locations will pay a lower VIN Inc membership fee than before. Tier 2's will no longer be members of VIN Inc and will have no voting rights but representation on the Board is under consideration and Tier 2 criteria will be set out in a licence agreement. Over time, a Tier 2 location may seek to apply to become a Tier 1 location, subject to Board approval.

Will members be involved in the process around operational details?

Once the network proposal receives confirmation of government funding there will be a number of projects that will require member input, likely through the establishment of Working Groups. Workstreams will include brand development, store fitout and constitution/licensee agreements that will set out the specifics around operating requirements.

What is Tiaki, who is on the Tiaki Governance Group and what role will they play?

Tiaki means to care for people and place. New Zealanders have a special connection to the land and want to help visitors travel safely and conscientiously. The Tiaki Promise has a set of guiding principles for visitors to follow, showing them how to contribute to preserving and protecting our land.

The Tiaki kaupapa is jointly governed by seven organisations – Tourism NZ, DOC, Air NZ, NZ Maori Tourism, TIA, LGNZ and Thl and is supported by a Tikanga Māori Advisor. This group will be consulted on potential alignment of the network with the values of the Tiaki brand. It is expected that the five non-commercial partners – Tourism NZ, DOC, NZ Maori Tourism, TIA and LGNZ could take an active role in working with VIN Inc and its members in our brand development, store fitout and constitution/licensee agreements to ensure our new brand and their own individual goals are aligned where appropriate.



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VIN Inc Final Proposal

Feedback from Consultation

Report to Members – 20 September 2021

1. Background

The VIN Board shared a Proposal and Consultation Document outlining its vision for the Future Network with members of the i-SITE network on 29 July 2021. Members were asked to provide feedback via an online survey tool by 9 September.

The Board considered this feedback and has incorporated a number of changes into their Final Proposal Document. This document will solicit members non-binding Expressions of Interest by 29 October. This will allow the Board to decide on a formal outcome and to begin more in-depth discussions with members and stakeholders along with making a funding bid to government.

2. Member feedback

Feedback from members was widespread (100% response rate) and supportive (67% in favour).

Specific feedback around the detail surrounding the proposal was generally positive with several areas highlighted by a number of respondents that the Board has agreed required further clarification and/or amplification in the Final Proposal document.

This summary will identify those specific areas that have been modified from the original proposal and this should be read in conjunction with the Final Proposal document.

3. Final Proposal changes

The following changes have been made to the Final Proposal document based on feedback received from members or have been acknowledged by the Board as future action points.

Tier differentiation and alignment

Feedback: Make it clearer how these Tiers will be different but work together.

- We have accentuated Tier 1 and Tier 2 differences showing that they will still act as a network and not two different entities – both from a visitor flow perspective and a network operability point of view.
- We have clarified that there is the ability for Tier 2 locations to move to become a Tier 1 location over time.
- We acknowledge that the connection between Tier 1 and Tier 2 locations remains important to ensure the network operates in coordination and supports each other and the overall intention is to always include both Tiers in all meeting channels where possible.

Tier 2 representation

Feedback: Tier 2's asked for representation so as to be able to influence the network at a governance level.

- We have agreed that some form of Tier 2 representation will be considered as part of the new governance model.

Regional branding

Feedback: Locations value a national brand but want it to work at a regional level with their existing brand.

- We have accentuated that the future branding and in-store design will have a regional presence within an overarching national framework – localisation is a key driver to our future success.
- We have clarified that the new brand will be designed with a view to work in tandem with a regional brand

Business Development Manager (BDM)

Feedback: There was strong support for this new position being established but a few areas of clarity were sought.

- We have clarified that the Business Development Managers (BDM) role will benefit both Tiers through work on systems and processes.
- We agree that part of the BDM's role will be to work with members to design templates for regional marketing to ensure compatibility with both national and regional brands.
- In the travel booking services space, we agree that this is a complex area, and the BDM will not be involved in negotiating commercial arrangements that cut across existing agreements and some locations can opt-out if they have a better local deal. Consultation with locations will be a priority.

Geographical coverage

Feedback: There was interest in what VIN will do to fill regional gaps after the network is established.

- We have confirmed that we will be actively seeking to fill geographical gaps in key areas where no member will exist after the new network commences.

Booking channels

Feedback: There was concern that an emphasis on digital booking channels was given too much priority and that members own channels would suffer.

- We have accentuated that any digital booking channel is primarily a supporting feature for our customers and not designed to 'take on' private sector booking channels therefore our investment won't be excessive or designed to suppress existing member booking online channels

Store fit-outs

Feedback: There was concern that each location was different when it comes to internal and external fit-out and that this should be taken into consideration.

- We agree that Tier 1 store fit-outs will be closely coordinated with Tier 1 members to take account of each location's circumstances including any shared services as well as size, shape and other building features that cannot be changed. The agility and modular style of any fit out is important so that components, while standardised, will be able to be used in different ways in different locations.
- We agree that any exterior brand signage will be specifically designed for each individual location and will consider other requirements such as the nature of the building and other third party signage requirements and will be done in consultation with each owner.

Staff uniform

Feedback: A national uniform was well supported but many were interested in styles and regional branding.

- We agree that any uniform decisions will only be taken after close consultation with both Tier 1 and Tier 2 locations to ensure it is fit for purpose and aligned with regional brand.

Wayfinding signage

Feedback: It was pointed out that wayfinding signage was often expensive and hard to organise.

- We acknowledge that wayfinding signage is complex and often funded by local government and that we will seek a contribution as part of our government funding bid.

Network costs

Feedback: Members were interested in knowing some of the future network system costs and also when we will be able to narrow the window in ranges for membership fees and Tier 1 store fit-out costs.

- We acknowledge that a specific number of our requirements will need to be budgeted for as a direct cost for each location, such as technology subscriptions (e.g., Bellwether door counter). We confirm that VIN intends seeking network wide purchasing for systems that should provide cost savings from what could be negotiated on an individual basis, and we will provide an indication of installation and/or subscription costs once we understand the likely extent of the new network.
- We also acknowledge that further discussion will be required with the confirmed locations to understand their specific existing systems so as to develop a transition plan as opposed to an immediate commencement date for compliance.
- The future extent of our network will enable the Board to define the membership fee level more closely, post EOI's being received.
- Work will be undertaken to define preliminary estimates for Tier 1 store fit-outs with more detail only being possible once Tier 1 locations and government contributions are confirmed.

Brochure display

Feedback: Members were keen to be able to offer brochure space on a national and regional basis but still wanted to control their own local pricing.

- We have accentuated that brochure display local pricing remains in the hands of each location and that the aim to introduce wider regional and national pricing options would add new revenue and the development of these plans would be undertaken by the BDM in close consultation with locations.
- We acknowledge the need to work with industry to provide e-brochures with both in-store delivery (QR codes and email).

Technology systems and digital channels

Feedback: Members wanted clarity on their ability to manage local content on their channels as well as more training support and data protection.

- We agree that VIN would provide more emphasis on training managers and staff in use of technology systems and data provision and will ensure suppliers provide ongoing support.
- We have accentuated that localised control within an agreed templated framework remains paramount – individual control of social media and channels and websites will remain. VIN Inc will provide branded look and feel (considering regional branding) to standardise and manage back office data collection and provide some navigational elements on individuals web sites to show alliance with the network. Consultation around details with locations would occur before any implementation. It should be

noted that privacy and data compliance best practice can be provided by VIN Inc due to its connectedness with its parent body, something that smaller existing locations may find difficult and expensive.

- We can confirm that any data sharing will only be for the benefit of the network and its members/licensees for uses such as target marketing and benchmarking – and only aggregated national data would be used externally, to show the value of the network.
- We have clarified that VIN Inc seeks control of only a set number of A/V screens for consistent national public service messaging and branding as well as national advertising campaigns and that locations would be free to have their own additional screens that would be entirely under their control and for which they could generate their own income.

Retail

Feedback: Some members were concerned about loss of revenue from retail and their inability to make their own purchase decisions.

- We acknowledge the value that retail generates for many and the ongoing need for local selection and purchase of items that meet our agreed principles. These agreed principles, such as New Zealand made, and how this is defined, along with sustainability thresholds, would be consulted and agreed on by locations before implementation and may be brought in over a period of time to assist with the cost of transition.
- In addition to local purchasing of local items, VIN Inc would give locations access to their nationally provisioned line of items that meet our agreed principles but without any obligation for locations to purchase.

Satellites

Feedback: Members supported the ability to operate satellite locations more easily but wanted some additional clarity around running multiple locations.

- The Board will revisit the place that satellites have in the architecture of the two-Tier network once the full size and scale of the network is more fully understood as it recognises that single owners with multiple locations need to be treated in a fair and equitable manner and not provided with undue hindrance from an operational and cost perspective as long as the network's agreed standards are met.

Council Report

Item 14

Committee: Community Committee

Date: 12 October 2021

Author: Lance Vervoort

Authoriser: Lance Vervoort

Position: General Manager Community

Position: General Manager Community

Report Name: General Managers Report

Report Status	<i>Open</i>
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Purpose - *Take*

1. To inform the Community Committee on topical issues, areas of concern and items which need to be brought to the Committee Member's attention, but which do not necessitate a separate report or decision.

Staff Recommendation - *Tuutohu-aa-kaimahi*

That the Community Committee:

- a) receives the report;
- b) defers the reporting of community engagement around playgrounds funding to the November 2021 Community Committee meeting to be reported as part of the review into external funding and partnerships;
- c) approves an increase to the Approved Contract Sum for the Zoo Waiwhakareke Shared Entry Precinct to \$7,725,000.00;
- d) delegates authority to the Chief Executive to award the contract for the construction of the Zoo Waiwhakareke Shared Entry Precinct – Stage 1B portions, subject to the Approved Contract Sum not exceeding \$7,725,000; and
- e) delegates the General Manager Community to approve progress payments for the Construction Contract up to the Approved Contract Sum.

Executive Summary - *Whakaraapopototanga matua*

2. This report provides updates to Community Committee Members on activities, actions or projects contained within the plans or strategies for which this Committee and the relevant General Manager have responsibility over and for which significant progress has been made.
3. The following matters are included in this report:
 - i) Libraries going fines free for their Junior and Young Adult Collections and the related outcome of the 'Pay it Forward' food drive,
 - ii) Funding for increasing library collection digitisation
 - iii) Playgrounds funding discussion deferral
 - iv) Welcoming Communities update
 - v) Zoo Waiwhakareke Contract approval

4. Staff consider the have low significance and that the recommendations comply with the Council's legal requirements.

Discussion - *Matapaki*

Libraries fines free and Pay it forward initiative

5. From 1 July 2021, overdue fees for Junior and Young Adult collections for Hamilton's libraries were removed. Items from these collections no longer accrue daily overdue fines if returned late (regardless of the borrower's age).
6. This initiative aims to remove any barriers preventing families and young people from engaging with their local Library.
7. Outstanding overdue fines for these collections, totalling \$30,791.10, were also waived.
8. This initiative followed other libraries going fines free around New Zealand.
9. Hamilton City Libraries ran a month-long 'Pay it Forward' foodbank drive to celebrate the fee waiving. This initiative gave people the opportunity to easily and conveniently give back to the community.

Customer feedback and response

10. After announcing Libraries were removing overdue fines on Junior and Young Adult items, feedback from the public was overwhelmingly positive.
11. The Libraries received 59 emails relating to the initiative; 75% were positive and thanked Hamilton City Libraries for removing the fines.
12. The Facebook post announcing the change received lots of positive engagement and was shared widely.
13. In-person feedback in libraries was all positive. The following is a sample of the positive feedback received:
 - i. *Great, thank you. This is very much appreciated.*
 - ii. *That's SUCH brilliant news! Thank you :)*
 - iii. *How cool is this initiative! I will definitely donate to Women's Refuge.*
 - iv. *Thank you very much for waiving my son's fees. It is very much appreciated. He is looking forward to going to the Library tomorrow to get some more books, and we'll make sure to return them on time next time! We will make sure to bring some food to donate.*
 - v. *That is such a great initiative. Any move to get young people reading is always welcome.*
 - vi. *Tena Koe. This is very welcome news for younger people. Well done. But how about something on offer for the 70+ years.*
 - vii. *That's awesome!!! As a family of readers, the initiative is appreciated. Thank you!*

'Pay it Forward' campaign

14. Accompanying the fee waiving, Hamilton City Libraries ran a month-long 'Pay it Forward' foodbank drive. Between 1 July and 1 August, customers were invited to donate non-perishable items. This campaign gave people the opportunity to easily and conveniently give back to the community.

15. At the conclusion of the campaign, approximately \$710 worth of non-perishable items were collected across all six of our libraries. These items were presented to *Te Whakaruruhau – Waikato Women's Refuge*.

Customer trends for return of items

16. It is too early to report on return-time trends, as there is insufficient data available yet on the return of items. But anecdotally, there appears to be no negative impact on return times so far.
17. Customer return trend data will be presented as part of next year's 'fees and charges' considerations.

Impact on library membership and engagement

18. The monthly new Junior and Young Adult memberships grew by 48.54% in July.
19. However, the Nationwide lockdown has negatively impacted membership growth in August.

New members			
	Previous 12 months (Monthly average)	July	August
Junior and Young Adult membership	103	153	67

20. The monthly issues of the Junior and Young Adult physical collections grew by 19.81% in July.
21. The Covid-19 lockdown impacted issuing of the collection in August.

Items on loan from the physical collections			
	Previous 12 months (Monthly average)	July	August
Junior items	38,396	45,566	22,707
Young Adult items	3,386	4,494	2,188
Total	41,782	50,060	24,895

22. Although it is too early to get any trend data, there appears to have been a positive impact on membership and issues in the month following the removal of fines on Junior and Young Adult overdue fines. Staff will continue to promote and engage with this demographic through Libraries customer engagement platforms and report back on trends via this Committee.

Libraries Digitisation

23. At the March 2021 Community Committee meeting, staff assured the Committee that the Libraries digitisation programme was adequate and that collections were being well looked after.
24. Staff were asked to report back on how additional funding could be found to increase the libraries collection digitisation program.
25. Staff have reviewed the *Ngāa Koorero Tuku Iho/Heritage and Archives* programme priorities and identified that the focus for the remainder of the current LTP years needs to be on physical collection management. This includes a review of what we hold and upgrading storage and housing. Staff are also working closely with the Activation and Engagement librarians to develop resources that support the New Zealand history curriculum, a compulsory syllabus component from 2022.
26. The Community Committee can be assured that staff will continue to digitise the Heritage and Archive collections and make them available on the Libraries online platform.

27. Hamilton City Libraries have 17,585 items available online, about 7% of their collection. Hamilton City Libraries have digitally imaged 36,000 objects since 2005. This figure represents around 18% of the heritage and archive collections, which contain over 200,000 individual items.
28. A review of the operational and capital project budgets also concluded that all budgets have been fully allocated for the remainder of the current LTP years. Libraries staff recommend that the digitisation project should not take precedence over the already allocated budgets.
29. After reviewing Libraries priorities and budgets, staff do not recommend repurposing funds from other areas of the library work programme to fund further digitisation of the collection.

Playground Funding

30. At the June 2021 Community Committee staff were asked to report back to the October 2021 meeting on ways to further engage with the wider community and external funders on play facilities renewals and creation.
31. Since the June committee meeting staff have engaged SGL to complete a review the external funding and partnerships activity and provide recommendations on resourcing and tactics to deliver on the targets for the priority projects included in the LTP. As play spaces are identified as a priority for funding within the LTP and form part of this review, staff recommend this item deferred and that this matter is reported on as part of the full report back to council on the SGL review at the November 2021 Community Committee.

Welcoming Communities

32. Hamilton City Council was accepted into the national welcoming communities programme in March 2021 alongside 14 other communities.
33. At the heart of the programme is the Welcoming Communities Standard which provides councils and communities with a benchmark for what a successful welcoming community looks like. The outcomes-based standard is made up of eight outcome areas that are important to creating a welcoming and inclusive environment.
34. Accreditation as a Welcoming Community can occur and recognises that the Council in partnership with its community:
 - i. has developed a Welcoming Plan and is putting in place a range of activities for newcomers and those who have lived here longer
 - ii. is clear about what it wants to achieve and is working towards meeting the Welcoming Communities Standard's outcomes
 - iii. has strong governing, advisory, project management and monitoring arrangements
 - iv. is partnering with the community to promote and implement the programme.
35. A public expression of interest process was run in June 2021 to establish an advisory panel to provide direction in the developing of a Welcoming Plan for Hamilton.
36. The advisory panel has been established with the following membership;
 - i. Councillor Kesh Naidoo-Rauf
 - ii. Councillor Mark Donovan
 - iii. Milton Ngaruhe (Te Ngaawhaa Whakatupu Ake representative)
 - iv. Eric Pene (Te Ngaawhaa Whakatupu Ake representative)
 - v. Jawaid Miandad
 - vi. Richard Lawrence
 - vii. Mayssaa Sheik Al Ard
 - viii. Vanisri Mills
 - ix. Jenny Nand
 - x. Deon de Klerk

- xi. Jannat Maqbool
- 37. Work on the first edition of the Hamilton Welcoming Plan is progressing with workshops having occurred prior to lockdown with the Settlement Sector. Staff are still working towards bringing the first edition to the 25 November Community Committee.
- 38. The official signing of commitment has been rescheduled due to Covid-19 alert level increases. Council will be notified of the new date once it is confirmed.

Zoo Waiwhakareke Shared Entry Stage 1 Contract

- 39. On 24 August 2021, the Finance Committee approved the completion of the full scope of works within the Zoo-Waiwhakareke Entry Precinct Project Stage 1B, as set out in the staff report as well as related adjustments to external revenue expectations in 2021/2022 and 2026/2027. This approval brought the total confirmed funding for Stage 1B to \$1,800,000. The report omitted a corresponding request for Finance Committee approval to increase the existing contract sum to deliver these works.
- 40. The existing contract for the construction of Stage 1 of the Zoo Waiwhakareke Shared Entry Precinct has an Approved Contract Sum not exceeding \$5,925,000. The awarded contract was structured to include 'separable portions' so that the contract could cover Stage 1A and, at a later date, Stage 1B, subject to Stage 1B funding being achieved. At the time the construction contract was awarded, only Stage 1A was included in the contract sum as Stage 1B funding had not been secured.
- 41. The Finance Committee's approval for Stage 1B completion means an increase of \$1,800,000 is now required to the existing Approved Contract Sum of \$5,925,000. This will enable the separable portions for Stage 1B to be awarded and the works commenced. The new total Approved Contract Sum to complete Stage 1 of the Zoo Waiwhakareke Shared Entry Precinct Project in full will be \$7,725,000.
- 42. Stage 2 of the Zoo Waiwhakareke Shared Entry Precinct which includes the carparks, access and road improvements, is covered under a separate Construction Contract.
- 43. Staff recommend an increase to the Approved Contract Sum for the Zoo Waiwhakareke Shared Entry Precinct to \$7,725,000.00

General Manager Community Moving On

- 44. Time flies and after 10 years I move on from the GM Community role into the CE position. I'm proud to say that over the last decade much has been achieved in the community portfolio and it has been my privilege to work with many enthusiastic Committee's and Committee Chairs. There have been many highlights with the following just but a few:
 - i. Development and implementation of many strategies, plans and policies (that are not coffee table books) such as the Open Space Plan, Public Art Process, Zoo Master Plan, Libraries Strategic Plan, Museum Strategic Plan, Hamilton Gardens Masterplan and associated Management Plan, the award-winning Play Strategy, Age Friendly Plan, City Safety Strategy, Community Occupancy Policy, the West Town Belt Masterplan and many Reserve Management Plans.
 - ii. Significant upgrades to numerous sportsfields with improved drainage, irrigation and turf along with the development of a range of new changing facilities.
 - iii. A significant upgrade to Waterworld.
 - iv. The development of the successful partnership indoor recreation centre at the Rototuna High Schools (The Peak).
 - v. Upgrades and the injection of new technology to our central and suburban libraries.
 - vi. Development, ongoing planting and the public opening of Waiwhakareke Natural Heritage Park.

- vii. Progressing development of several more gardens at Hamilton Gardens and being recognised as International Gardens of the Year in 2014.
 - viii. Start of development at the Hamilton Zoo.
 - ix. Rolling out the significant Playgrounds of the Future Programme which include the development and upgrade of both destination and neighbourhood playscapes throughout the city.
 - x. A real focus on fostering partnerships to deliver for the community e.g. external funding programme; K'aute Pasifika development at Hinemoa Park; Rototuna Pool proposal; access to school grounds for the community.
45. I want to thank everyone who made my job as GM Community a very enjoyable and rewarding one and I know the same support will be given to Helen Paki who has moved into the role as Acting GM. There is an ambitious and exciting 10 Year Plan work programme which needs to be delivered and which will certainly help make Hamilton a great place to work, live and play in and visit!

Options

46. No options are available for the Committee to consider.

Financial Considerations - *Whaiwhakaaro Puutea*

47. There are no financial considerations required for the decisions required in this report.

Legal and Policy Considerations - *Whaiwhakaaro-aa-ture*

48. Staff confirm that the recommendation in this report complies with the Council's legal and policy requirements.

Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga*

49. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').
50. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
51. The recommendations set out in this report are consistent with that purpose.

Risks - *Tuuraru*

52. There are no known risks associated with the decisions required for this matter.

Significance & Engagement Policy - *Kaupapa here whakahira/anganui* Significance

53. Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the recommendation(s) in this report has/have a low level of significance.

Engagement

54. Given the low level of significance determined, the engagement level is low. No engagement is required.

Attachments - *Ngaa taapirihanga*

There are no attachments for this report.

Resolution to Exclude the Public

Section 48, Local Government Official Information and Meetings Act 1987

The following motion is submitted for consideration:

That the public be excluded from the following parts of the proceedings of this meeting, namely consideration of the public excluded agenda.

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

General subject of each matter to be considered	Reasons for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
C1. Recommendations from Public Excluded Community Grants Allocation Sub-Committee Meeting) Good reason to withhold) information exists under) Section 7 Local Government) Official Information and) Meetings Act 1987)	Section 48(1)(a)

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

Item C1.	to prevent the disclosure or use of official information for improper gain or improper advantage	Section 7 (2) (j)
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