



Notice of Meeting

A meeting of the Community Development and Wellbeing Committee will be held in the Council Chamber, 136 Main Road, Pahiatua on **Wednesday 5 February 2025** commencing at 1:00pm.

Bryan Nicholson
Chief Executive

Agenda

1. **Welcome and Meeting Opening**
2. **Apologies**
3. **Public Forum**

A period of up to 30 minutes shall be set aside for a public forum. Each speaker during the public forum section of a meeting may speak for up to five minutes.

Standing Orders may be suspended on a vote of three-quarters of those present to extend the period of public participation or the period any speaker is allowed to speak.

With the permission of the Chairperson, members may ask questions of speakers during the period reserved for public forum. If permitted by the Chairperson, questions by members are to be confined to obtaining information or clarification on matters raised by the speaker.

3.1 **Public Forum - Hato Hone St John**

Gareth Collings, Area Operations Manager, Mid Central, of Hato Hone St John, will be in attendance to talk to the committee about the new Pahiatua Ambulance Station.

4. **Notification of Items Not on the Agenda**

Major items not on the agenda may be dealt with at this meeting if so resolved by the Council and the Chairperson explains at the meeting at a time when it is open to the public the reason why the item was not listed on the agenda and the

reason why discussion of the item cannot be delayed until a subsequent meeting.

Minor matters not on the agenda relating to the general business of the Council may be discussed if the Chairperson explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at that meeting, but no resolution, decision or recommendation may be made in respect of that item except to refer it to a subsequent meeting.

- 5. Declarations of Conflicts of Interest in Relation to this Meeting's Items of Business**
- 6. Confirmation of Minutes 3**
Recommendation
That the minutes of the Council meeting held on 6 November 2024 (as circulated) be confirmed as a true and accurate record of the meeting.
- 7. Petition**
- 7.2 Presentation of Petition 9**
Presentation of petition received on 29 January 2025 from Marie Power, with 99 signatures.
Statement of petition: *"We, the residents of a residential zone and surrounding area petition the Tararua District Council to control the noise pollution from the Industrial areas which are too close to residential zones.*
A wood chipping business has started up in Millers Street which is far too close to residential zones with the noise it is projecting travelling a great distance and annoying a lot of residents living in residential zones. It is having a detrimental effect on a lot of elderly residents. We demand that the District Plan is adhered to."
- 8. Reports**
- 8.1 Management Report 15**
- 9. Items not on the Agenda Accepted in Accordance with the Procedure Outlined as per Agenda Item 4**
- 10. Closure**



Minutes of a meeting of the Community Development and Wellbeing Committee held in the Council Chamber, 136 Main Street, Pahiatua on Wednesday 6 November 2024 commencing at 1:00pm.

1. Present

Her Worship the Mayor - Mrs T H Collis, Crs E L Peeti-Webber (Deputy Mayor), N L Chase, A K Franklin (via Teams), S M Gilmore, P A Johns, M F Long, K A Sutherland and S A Wallace (via Teams).

In Attendance

- Mr R Suppiah - Group Manager – Corporate and Regulatory (via Teams)
- Mrs K Tani - Group Manager – Strategy and Community Wellbeing
- Ms S Lowe - Group Manager – People, Capability and Customer Experience (via Teams)
- Ms K Stevens - Community Partnerships Coordinator
- Mrs A Dunn - Manager – Democracy Services
- Ms S Ellis - Democracy Support Officer

2. Welcome and Meeting Opening

The Deputy Chairperson opened the meeting with an introduction including an acknowledgement of the polish children’s reunion, and a commendation of the Pahiatua Museum and the Chairperson’s work in organising the event.

Councillor P A Johns joined the meeting at 1:02pm.

3. Apologies

That the apology from Councillor S M Wards be approved, and leave of absence granted for the meeting.

Collis/Sutherland

Carried

4. Public Forum

There were no requests for Public Forum.

5. Notification of Items Not on the Agenda

No additional items were notified.

6. Declarations of Conflicts of Interest in Relation to this Meeting's Items of Business

Cr E Peeti-Webber – Sport Manawatu.

7. Confirmation of Minutes

That the minutes of the Council meeting held on 4 September 2024 (as circulated) be confirmed as a true and accurate record of the meeting.

Johns/Sutherland

Carried

Councillor S A Wallace left the meeting at 1:04pm

8. Presentations

8.1 Presentation - Pahiatua Community Plan

Ali Romanos, Chairperson of Explore Pahiatua Community Committee, was in attendance to present the proposed Pahiatua Community Plan. He made acknowledgement of the support provided to Explore Pahiatua from the Community Partnerships Coordinator, and commended the progress made in assembling the document.

He noted that Pahiatua had a well-established structure which promoted community involvement and engagement, and spoke to his satisfaction at having a document that could be put forward to project stakeholders and funders. It was underlined that the Plan was a living document that would be updated as and when projects were considered or completed; and it was acknowledged that several of the projects included in the current Plan were well underway or even completed.

Councillor S A Wallace returned to the meeting at 1:11pm

It was additionally noted that some projects had been cancelled as well; this was with a notable reference to the youth services projects, given the service had moved out of Pahiatua at present.

The Committee commended the work undertaken for the Community Plan. Regarding community consultation, it was noted that primarily in-person measures were undertaken, and that social media – notably Facebook – was not well utilised.

It was asked when construction of the Pahiatua Pool would begin, and whether the \$5.1 million figure was still correct; it was noted that the figure was now closer to 6 when accounting for GST.

8.2 Presentation - Norsewood Community Plan

Phil Grant and John Ellison of Norsewood Promotions were in attendance to present the proposed Norsewood Community Plan. They noted their pride at having a document to present to potential project funders.

They spoke about the plans for the implementation of a heritage trail, which could constitute a good tourist attraction for the area. They added that a trial run including similar signboards would be undertaken on a private wetland.

They outlined plans for the construction of a 'long house', noting that Norsewood currently had no large standing hall capable of safely accommodating a larger capacity than 50 people. They noted that it would be difficult to find funding for, but that efforts to get the community involved would be emphasised, and the comparative ease of starting local projects in a smaller village as opposed to a larger town was not something to be overlooked.

Regarding Connect Tararua, it was underlined that the lacking internet in the region was still affecting business.

The importance of marketing small towns was discussed, as well as what projects would be eligible for external funding, and whether consultants could be solicited in some areas.

It was noted that, given the Scandinavian connection, IKEA could be contacted to ascertain any interest in helping build the project.

The inclusion of smaller projects alongside long-term projects was commended by the Committee, and the high turnout to local events such as the Viking Festival was lauded. It was queried whether Norsewood had considered the support of a twin town/village, but given the responsibility and mutual support required this was unlikely at this stage.

It was noted that, on account of a prominent organiser of the Viking Festival being unable to remain in New Zealand next year, there may not be a Viking Festival until 2026.

9. Reports

9.1 Bush Multisports Trust Annual Report 2024

The Community Development and Wellbeing Committee considered the report from the Manager - Democracy Services dated 19 September 2024 that presented

for consideration the Bush Multisports Trust Annual Report for the period ending 30 June 2024, as required by the Bush Multisports Trust and Tararua District Council contract.

Raylene Treder of the Bush Multisports Trust and Rebecca Brown, Bush Multisport Facility Manager, were in attendance and spoke to their report.

It was acknowledged that the effectiveness of the new insulation for the stadium in winter was yet to be evaluated, but that groups and teams utilising the space had observed a difference in temperature and were overall happy with the change.

A heavy fibre curtain was noted to have been installed as an optional divider, allowing the room to be used as both a sporting facility and conference hall. The curtain was stated to be insulated, albeit with a gap on top, and that its heaviness would prevent it from being able to fly open and cause a disruption.

That the report from the Manager - Democracy Services dated 19 September 2024 concerning the Bush Multisports Trust Annual Report 2024 be received.

That the Annual Report from the Bush Multisports Trust for the period 1 July 2023 to 30 June 2024 be received.

Peeti-Webber/Johns

Carried

9.2 **Sport Tararua Quarterly Report to September 2024**

The Community Development and Wellbeing Committee considered the report from the Group Manager - Strategy and Community Wellbeing dated 29 October 2024 that presented for consideration the Sport Tararua Quarterly Report for the period ending 30 September 2024, as required by the Sport Tararua and Tararua District Council contract. Carl Johnstone, Victor Romero and Murray Te Huki, alongside Hinekawa Wilson-Munday, were also in attendance to speak to the report.

Councillor N L Chase joined the meeting at 2:03pm

The attendance of extra Sport Manawatu members at the meeting was well-received, and it was recommended that other members be included next time to provide insight into differing areas of the organisation.

That the report from the Group Manager - Strategy and Community Wellbeing dated 29 October 2024 concerning the Sport Tararua Quarterly Report to September 2024 be received.

That the Quarterly Report from Sport Tararua for the period 1 July 2024 to 30 September 2024 be received.

Long/Sutherland

Carried

The meeting adjourned at 2:09pm, and reconvened at 2:20pm.

9.3 **Management Report**

The Community Development and Wellbeing Committee considered the report from the Group Manager - Strategy and Community Wellbeing dated 30 October 2024 that provided an update on key activities and items of interest over the period since the last report to the committee.

Councillor K A Sutherland returned to the meeting at 2:22pm.

In response to a question about costs for hireage of digital spaces, and the new digital spaces trailer, clarification was provided that use of Digital Spaces and equipment was available for the use of local organisations or businesses in order to deliver these services or programmes, these were available at no charge, however this excluded the use of the digital trailer.

Her Worship the Mayor left the meeting at 2:35pm and returned at 2:36pm.

Discussions were had regarding what issues raised by pensioner housing tenants could be resolved by the tenants themselves or required the submission of a CRM. It was also added that, while streamlining of future operations via leaving minor maintenance issues to tenants themselves was under consideration, the data provided via inclusion of minor concerns in CRMs was invaluable at this time.

That the report from the Group Manager - Strategy and Community Wellbeing dated 30 October 2024 concerning the Management Report be received.

Johns/Long

Carried

9.4 **Capital Programme Report**

The Community Development and Wellbeing Committee considered the report from the Manager - Programmes & Projects dated 23 October 2024 that provided an update on the capital programme and key project statuses.

Her Worship the Mayor left the meeting at 3:08pm.

It was requested that project sheets be included regarding the Pahiataua Pool project.

It was asked whether all digitised records would be available from March 2025, as real estate agents were found to have difficulty obtaining property information quickly.

That the report from the Manager - Programmes & Projects dated 23 October

2024 concerning the Capital Programme Report be received.

Sutherland/Peeti-Webber

Carried

10. Items not on the Agenda

Nil

There being no further business the Chairperson thanked those present for their attendance and contributions, and declared the meeting closed at 3:12pm.

Chairperson

**We the residents of a residential zone and surrounding area
petition the Tararua District Council to control the noise
pollution from Industrial areas which are too close to residential
zones.**

**A wood chipping business has started up in Millers Street which is
far too close to residential zones with the noise it is projecting
travelling a great distance and annoying a lot of residents living
in residential zones, it is having a detrimental effect on a lot of
elderly residents.**

We demand that the District plan is adhered to.

| <u>NAME</u> | <u>ADDRESS</u> | <u>PHONE NUMBER</u> | <u>SIGNATURE</u> |
|---------------------------------|----------------|---------------------|------------------|
| Ian Power | [REDACTED] | [REDACTED] | [REDACTED] |
| RICK GRAHAM | [REDACTED] | [REDACTED] | [REDACTED] |
| Richard Taylor | [REDACTED] | [REDACTED] | [REDACTED] |
| JAYNE BRILLER & OLIVER ALLEN | [REDACTED] | [REDACTED] | [REDACTED] |
| KARA ROBINSON | [REDACTED] | [REDACTED] | [REDACTED] |
| GARY TROW | [REDACTED] | [REDACTED] | [REDACTED] |
| Sandy Sloane | [REDACTED] | [REDACTED] | [REDACTED] |
| Rena AUGUST | [REDACTED] | [REDACTED] | [REDACTED] |
| Shirley Walker | [REDACTED] | [REDACTED] | [REDACTED] |
| Monica Hook | [REDACTED] | [REDACTED] | [REDACTED] |

| <u>NAME</u> | <u>ADDRESS</u> | <u>PHONE NUMBER</u> | <u>SIGNATURE</u> |
|-------------------|----------------|---------------------|------------------|
| Kathleen Bell | [Redacted] | [Redacted] | [Redacted] |
| David Ireland | | | |
| Susan Lyford | | | |
| Liz Parkes | | | |
| IREY FORREST | | | |
| Ikore Tetuka | | | |
| Rob O'Malley | | | |
| Debbie Hocking | | | |
| Ma Martin | | | |
| AN CUSHING | | | |
| WALCOLM MCNAIR | [Redacted] | [Redacted] | [Redacted] |
| Val Grace Fairley | | | |
| -ily Philpott | | | |
| Elsie BROAD | | | |
| MARLENE Amboy | | | |
| Jenise Innes | [Redacted] | [Redacted] | [Redacted] |
| Mavis King | | | |
| Kuani Wright | [Redacted] | [Redacted] | [Redacted] |
| Dorothy Lock | | | |
| Gaemad sock | | | |
| Jo TURNER | [Redacted] | [Redacted] | [Redacted] |
| Pot Woble | | | |
| Terry PRISK | | | |

| <u>NAME</u> | <u>ADDRESS</u> | <u>PHONE NUMBER</u> | <u>SIGNATURE</u> |
|---|----------------|---------------------|------------------|
| Clive Hoar | [Redacted] | [Redacted] | [Redacted] |
| Lloyd + Lynela Parkes - Rona Newell - Charmley ALLAN TOXWARD Pam + Keith Crosse JP Coote JP McLean | [Redacted] | [Redacted] | [Redacted] |
| Sameer Sethi | [Redacted] | [Redacted] | [Redacted] |
| Kaylynn Christison | [Redacted] | [Redacted] | [Redacted] |
| Pam Prender Marie Power | [Redacted] | [Redacted] | [Redacted] |
| Matthew Donaldson Chris Brown Peter Noble - Campbell Sue Noble - Campbell Gus Augustine | [Redacted] | [Redacted] | [Redacted] |
| Inting Veekamp Val Clarke Sarah Bailey Bruce Johnson | [Redacted] | [Redacted] | [Redacted] |
| Johnny + Irene Andrew Donaldson Dianne Paddick | [Redacted] | [Redacted] | [Redacted] |

| <u>NAME</u> | <u>ADDRESS</u> | <u>PHONE NUMBER</u> | <u>SIGNATURE</u> |
|-------------|----------------|---------------------|------------------|
|-------------|----------------|---------------------|------------------|

WEN FERGUSON

nda Owen

June McHugh

Javell Burlace

Kora Maris

Fiken Thomson

Scott + Denise Eagle

Lobyn Butfield

ERRY GEMMELL

Paul Tougher

Jenessa Green

Marcelle Chamberlain

Mike Lovett

Kay Hewitt

JO Phillips

Krystina Prisk

JESS Gore

Diane Clayton

Steve Taylor

570

| <u>NAME</u> | <u>ADDRESS</u> | <u>PHONE NUMBER</u> | <u>SIGNATURE</u> |
|---|----------------|---------------------|------------------|
| WINCENT PINE Alicia Beckett Bally Bassett | [Redacted] | [Redacted] | [Redacted] |
| Geraldine Beer C. Christison Jay Herbert Shawn Williams Julie Green MAREE TAYLOR Sue Graham | [Redacted] | [Redacted] | [Redacted] |
| Nadine S. Peck E. Nicol | [Redacted] | [Redacted] | [Redacted] |
| L. Livingstone PAT HEARIKI T. Lilo J. Fletcher Chris Adrian Ma Na Mauurangi | [Redacted] | [Redacted] | [Redacted] |



Report

Date : 31 January 2025
To : Chairperson and Committee Members
Community Development and Wellbeing Committee
From : Kawtar Tani
Group Manager - Strategy and Community Wellbeing
Subject : **Management Report**
Item No : **8.1**

1. Recommendation

- 1.1 *That the report from the Group Manager - Strategy and Community Wellbeing dated 22 January 2025 concerning the Management Report be received.*

2. Reason for the Report

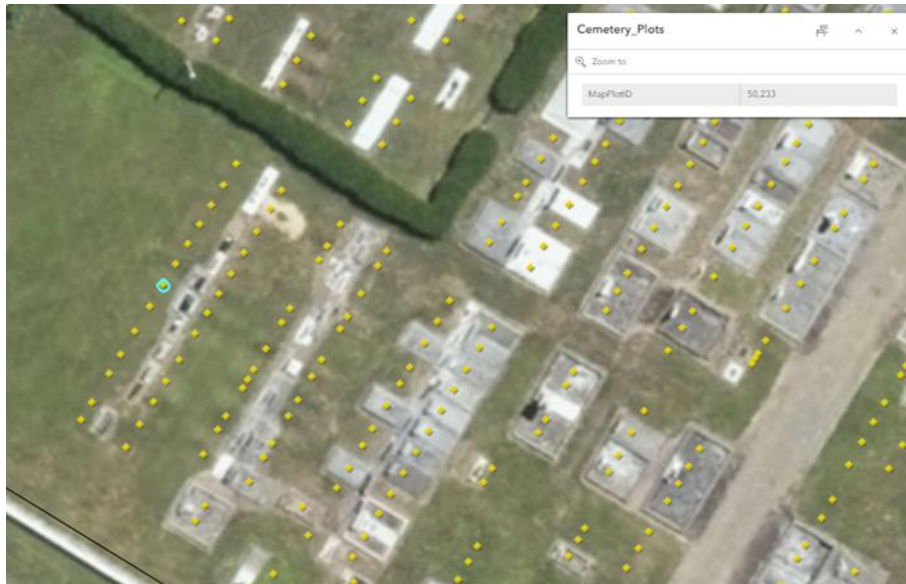
- 2.1 This report is to update the Community, Wellbeing and Development Committee on key activities and items of interest over the period since the last report to the committee.

3. Facilities

3.1 Cemeteries

- 3.1.1 The last two months has shown a decrease in burials and ashes interments across the district; however, the Christmas break has led to a small influx in reserved plot applications.

- 3.1.2 The district wide cemetery GIS mapping contract for plotting data is almost complete. From here we will work with the IT team to integrate this data into the cemetery processes. The first stage of this will be pulling the mapping through to the web site search, to enable easier searchability for families, genealogists, contractors and community groups in our cemeteries.



3.1.3 The Mangatainoka Cemetery extension is near completion, with four new concrete berms laid, lawn seeded and fencing yet to be carried out.



3.1.4 Two new ashes berms have been laid at Mangatera cemetery and two new full burial berms laid at the Woodville Pinfold Road cemetery.

3.1.5 Old Gorge cemetery suffered a severe blow on the weekend of 7th-8th December when a large elm tree fell in the severe winds. The tree was found to be rotted at the base. The tree fall caused major damage to 7 historic monuments in total. The tree was cleared immediately with caution to prevent any further damage. The cemetery was closed to the public for 2.5 days.



3.2 Property

3.2.1 The Ormondville Domain Lease was terminated early, last year, by the lessee. This went out for Tender at the end of November and a new lessee has been accepted by Tender. Four tenders were received in total.

3.2.2 Victoria Domain lease expires at the end of February. The Domain Board were in contact early to ensure early advertising of the Lease. Tender applications close 31st January at 4pm.

3.3 Aerodrome

3.3.1 Dannevirke Aerodrome hosted the Annual NZ Autogyro Association Fly In, Auckland Anniversary weekend.

3.3.2 Facilities have reached out to the Wheels with Attitude group, to arrange a meeting and discuss the potential use of Dannevirke Aerodrome for the event in 2026. This could require a full day shut down for aircraft activity.

3.4 Pensioner Housing

3.4.1 As of the end January, the current vacancies status is as follows:

| Town | Complex | No. of units | Total Days Vacant | Under maintenance | Under tenancy offer | Expected tenancy start date |
|------------|--------------|--------------|-------------------|-------------------|---------------------|-----------------------------|
| Dannevirke | Aften Court | 1 | 26 | 1 | 1 | Feb |
| Pahiatua | Kowhai Place | 1 | 25 | 1 | 1 | Feb |

3.4.2 Since November 2024, we have successfully filled 4 units, and we anticipate that all units will be fully tenanted by the start of February.

3.4.3 Several maintenances have been completed, new “No Parking” signs have been installed at both Aften Court and Kowhai Place in response to tenant concerns about visitors parking within the complex. New carpet has been installed in units at Aften, Elsinore, Gordon and Burns Street.

3.4.4 All units now have fibre boxes installed, ensuring better connectivity for our tenants.

3.4.5 In November, rent increase letters were distributed, with the new payments set to begin in February for 50 tenants.

Below are the total number of Pensioner Housing Enquiries and Complaints

| | Number of Enquiry Only | Number of Complaints |
|---------------------|------------------------|---|
| July 2024 | 16 | Nil |
| August | 14 | 1 - Poor communication regarding Chorus Installation |
| September | 13 | 2 – Ground maintenance |
| October | 13 | 1 – non resident disposing of rubbish in tenant bins 1 – garden waste bin location at the complex was moved needs to go back to its original location. |
| November | 13 | 1 – Noise control |
| December | 1 | Nil |
| January 2025 | 5 | 1 – non resident vehicle parking in complex blocking access for residents. |

3.4.6 Below is the current waiting list for Pensioner Housing:

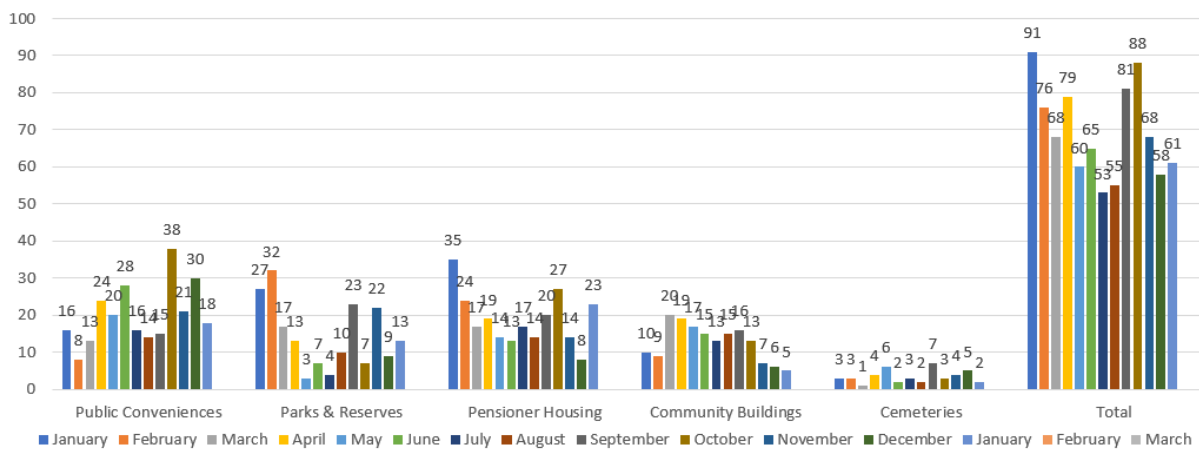
| Town | Total Number of People | Meets Criteria | Out of District | Two Bedroom | Has Pets | Under 65 |
|-------------------|------------------------|----------------|-----------------|-------------|----------|----------|
| Dannevirke | 14 | 11 | 3 | 0 | 2 | 2 |
| Woodville | 6 | 6 | 0 | 0 | 0 | 0 |
| Pahiatua | 5 | 4 | 1 | 0 | 0 | 1 |
| Eketāhuna | 1 | 1 | 0 | 0 | 0 | 0 |

3.5 Maintenance CRMs

3.5.1 Below are the number of Maintenance CRMs received for Council facilities:

| | Public Conveniences | Parks & Reserves | Pensioner Housing | Community Buildings | Cemeteries | Total |
|-----------|---------------------|------------------|-------------------|---------------------|------------|-------|
| January | 16 | 27 | 35 | 10 | 3 | 91 |
| February | 8 | 32 | 24 | 9 | 3 | 76 |
| March | 13 | 17 | 17 | 20 | 1 | 68 |
| April | 24 | 13 | 19 | 19 | 4 | 79 |
| May | 20 | 3 | 14 | 17 | 6 | 60 |
| June | 28 | 7 | 13 | 15 | 2 | 65 |
| July | 16 | 4 | 17 | 13 | 3 | 53 |
| August | 14 | 10 | 14 | 15 | 2 | 55 |
| September | 15 | 23 | 20 | 16 | 7 | 81 |
| October | 38 | 7 | 27 | 13 | 3 | 88 |
| November | 21 | 22 | 14 | 7 | 4 | 68 |
| December | 30 | 9 | 8 | 6 | 5 | 58 |
| January | 18 | 13 | 23 | 5 | 2 | 61 |
| February | | | | | | |
| March | | | | | | |

Maintenance CRM's Recieved



3.5.2 During the reporting period, public toilets received 11 reports of vandalism from stolen dispensers to removal of a hand dryer exposing wires. Parks and Reserves experienced illegal dumping, track and tree maintenance requests. Pensioner Housing maintenance included external water leak, heatpumps not working, oven/element replacements. Cemetery maintenance addressed water leak at Mangatera cemetery, fallen tree at Old Gorge Cemetery. Community Building / Council property CRMs raised concerns regarding user of the facilities leaving lights on, vandalism of security lights at the Dannevirke Sports Centre and dump stations not working.

3.5.3 Pahiatua Cultural Centre experienced ADT Pressure Washing clean.

3.5.4 Before:



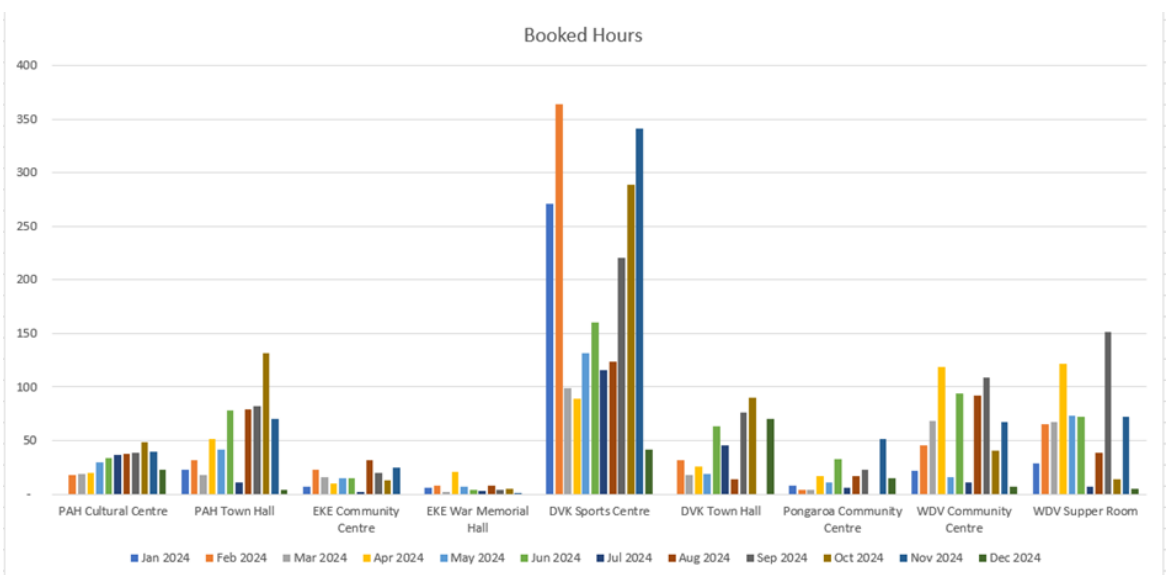
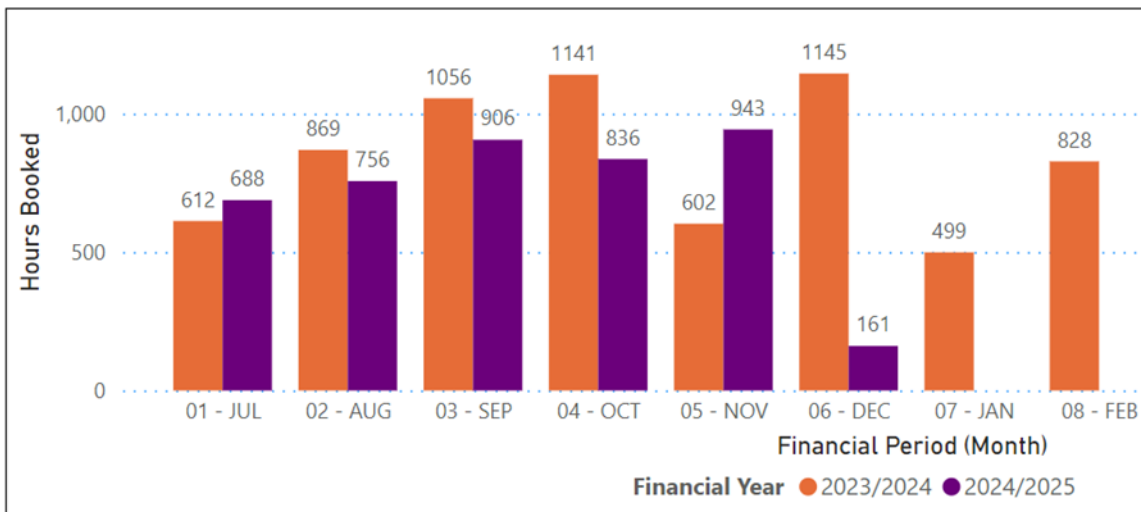
3.5.5 After:



3.6 Community Buildings

3.6.1 Below are the total number of hours per month the Community Building's have been utilised:

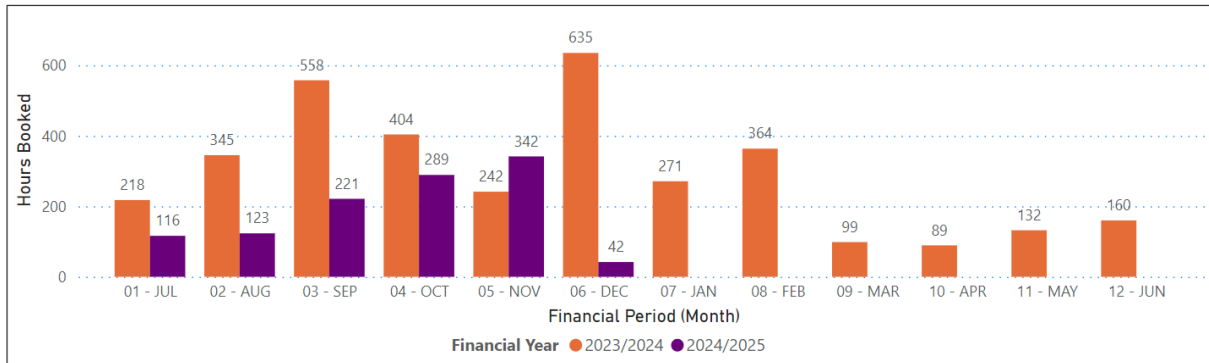
| Financial Year | 2023/2024 | | 2024/2025 | | Total | |
|------------------|-------------|-----------------|-------------|-----------------|-------------|------------------|
| Financial Period | Bookings | Hours | Bookings | Hours | Bookings | Hours |
| 01 - JUL | 159 | 612.25 | 189 | 687.59 | 348 | 1,299.84 |
| 02 - AUG | 166 | 869.00 | 222 | 756.46 | 388 | 1,625.46 |
| 03 - SEP | 153 | 1,055.50 | 192 | 905.50 | 345 | 1,961.00 |
| 04 - OCT | 156 | 1,140.72 | 174 | 836.00 | 330 | 1,976.72 |
| 05 - NOV | 148 | 602.49 | 202 | 943.03 | 350 | 1,545.52 |
| 06 - DEC | 104 | 1,145.00 | 25 | 160.70 | 129 | 1,305.70 |
| 07 - JAN | 83 | 499.00 | | | 83 | 499.00 |
| 08 - FEB | 145 | 827.50 | | | 145 | 827.50 |
| 09 - MAR | 129 | 532.46 | | | 129 | 532.46 |
| 10 - APR | 135 | 890.71 | | | 135 | 890.71 |
| 11 - MAY | 187 | 642.93 | | | 187 | 642.93 |
| 12 - JUN | 185 | 797.50 | | | 185 | 797.50 |
| Total | 1750 | 9,615.06 | 1004 | 4,289.28 | 2754 | 13,904.34 |



Dannevirke Sports Centre Bookings:

3.6.2 Dannevirke Sport Centre bookings for the latest report period, predominantly made up from Basketball, Ruahine Ramblers, Rangitāne, Te Ringa kaha, Table Tennis, Indoor Bowls, Pickleball. The Boxing room is regularly booked by Muaythai Club as well now.

3.6.3 The data for the December 2023 is corrupted by bookings made for 24 hour periods rather than the specific time utilized. The corrected number is 267 hours. Basketball and Ngāti Kahungunu Kapa Haka being the majority bookings.



3.7 Public Conveniences

3.7.1 We are continuing to experience high levels of theft of toilet paper and damage / blockages especially during the school holidays. Condition assessments are scheduled to be carried out in February.

3.8 Parks and Reserves

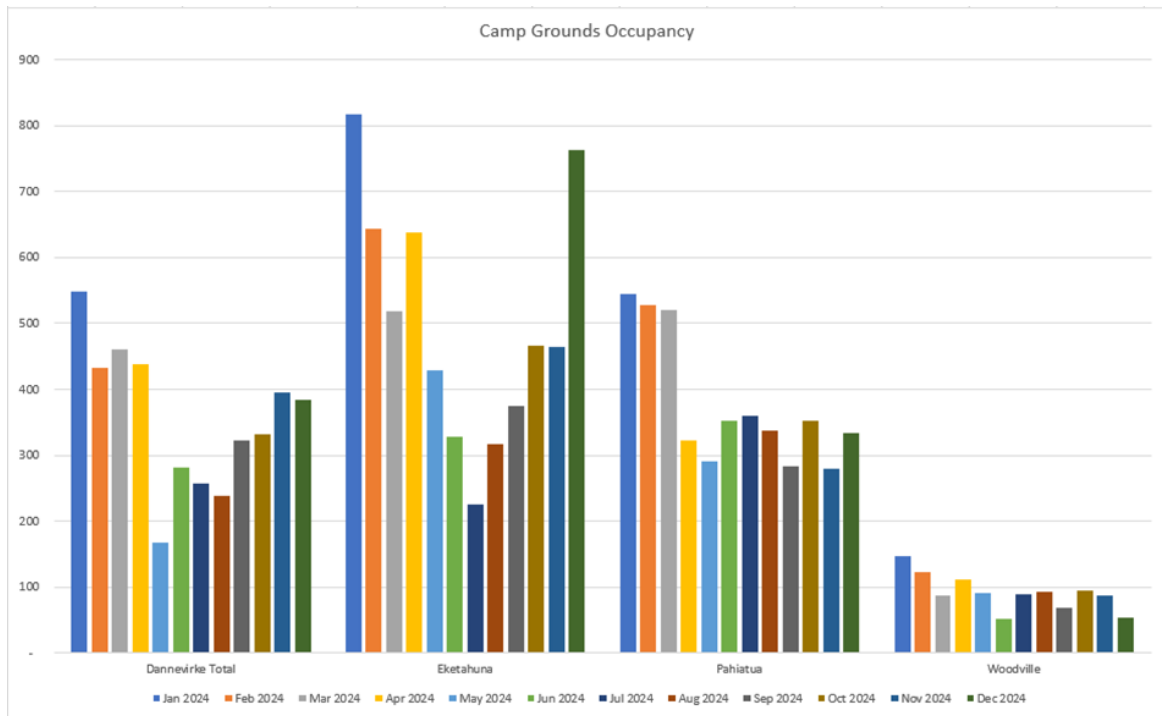
Eketahuna

3.8.1 All weed spraying has been completed. We have also planted out some new shrubs and plants in a couple of the town gardens to brighten up the town. Local contractors have grown 2 trays of marigolds from seed that are ready to be planted out in the gardens – just a little bit more colour. WGS have had many compliments regarding the new plants and adding some colour to gardens. WGS also received a positive compliment about the town as a whole, lawns and gardens, looking good at the Santa Parade last Saturday.

3.8.2 The Cliff Walk path overgrowth has been trimmed back during December.

Campgrounds

3.8.3 Campground occupancy rates across the district are reported to the Facilities Team by each Campground Manager. Data captured reflects the number of visitors per night.



3.8.4 Dannevirke Campground

The lead up to Christmas was steady but enquiries for cabins outstripped supply with the cabins having been booked back in October. We received a bit of disappointment from people looking to book, but most were understanding, finding they had nowhere else to go because they left it to the last minute.

There have been some minor plumbing issues to fix but nothing that impacted any guests or operations and this is being attended to.

The operators received new uniform shirts just before Christmas and the response from guests has been very positive. Operators expressed that they now feel a sense of belonging as part of the Campground.

An investigation into the running of a night sky viewing event at the campground is underway, targeting those interested in night sky viewing. This would require operators to turn-off all main campground lights for the nighttime phases, red lighting will be set up (keeps night vision) around the toilets etc for the timeframe. This is weather dependent.

3.8.5 Eketāhuna Campground Report

Visitor numbers over the Christmas / New Year period were very good. The Palmerston North caravan club had a lot of numbers in the camp over Christmas. A lot of big family groups were also in the camping ground. Some family groups have been coming back year after year. It was good to see large numbers of children running around the camp and swimming in the river.

3.9 Swimming Pools

3.9.1 The outdoor pools were all opened for the summer season just before Christmas and over the New Year as the weather was so poor and the water not warm enough. The Environmental Health Officer and Facilities representative have visited all three outdoor pools to confirm operations. However; a positive new addition in Woodville is the new water heating equipment which will prolong the season slightly and make swimming more comfortable consistently.



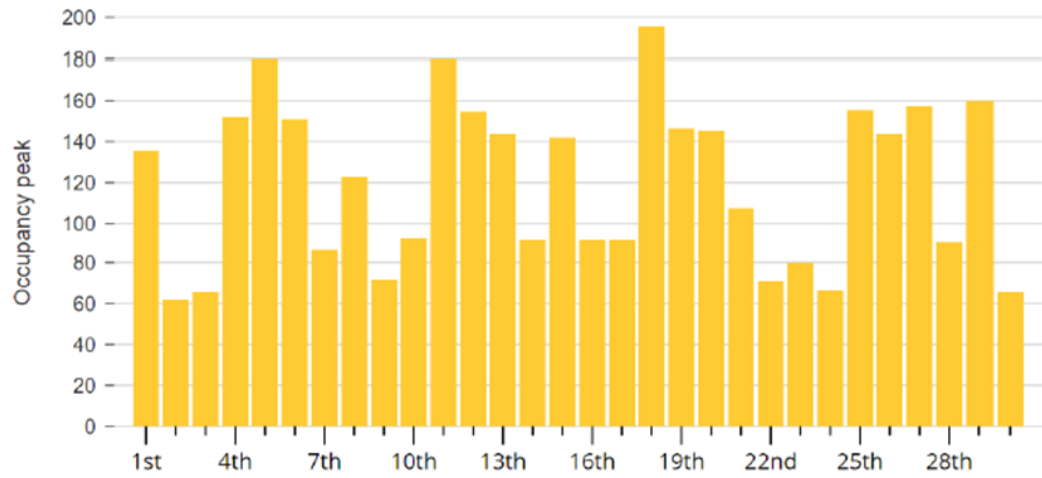
Waisplash



New inflatable toys

Attendance graphs - Occupancy

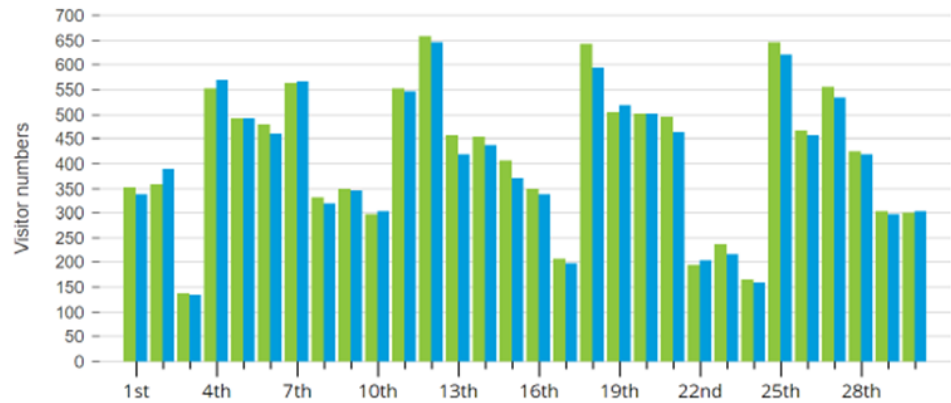
Monthly statistics



< 2024 November >

Attendance graphs – Visitors

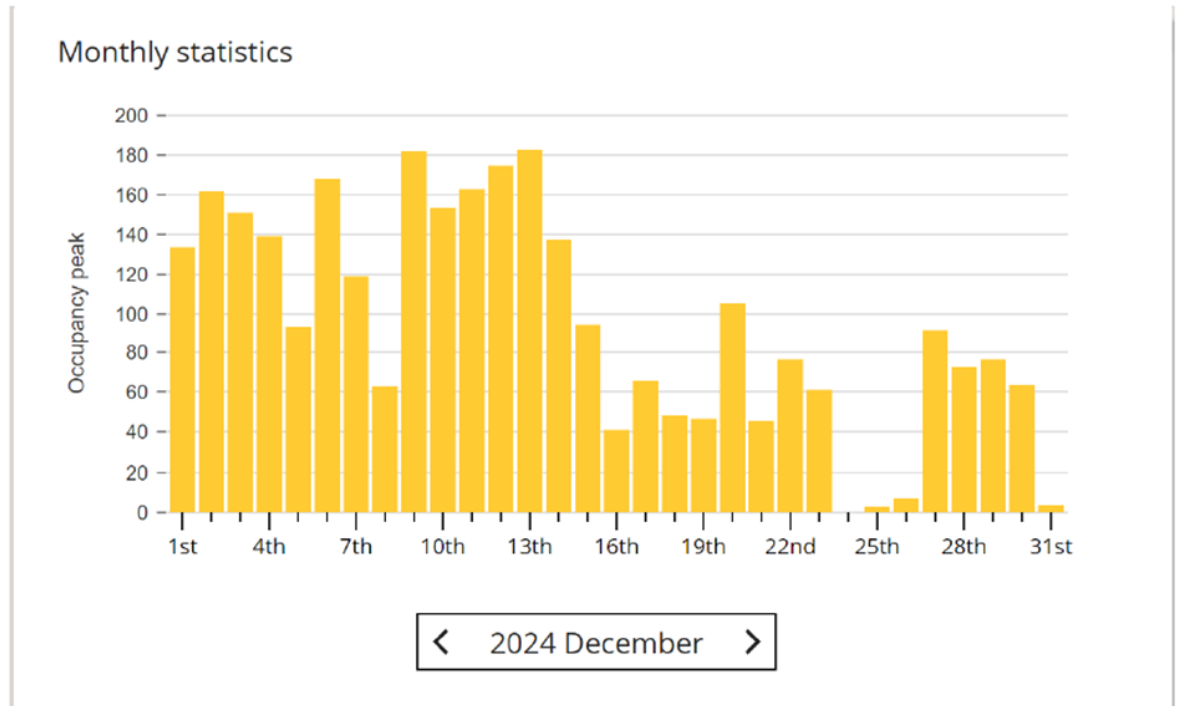
Monthly statistics



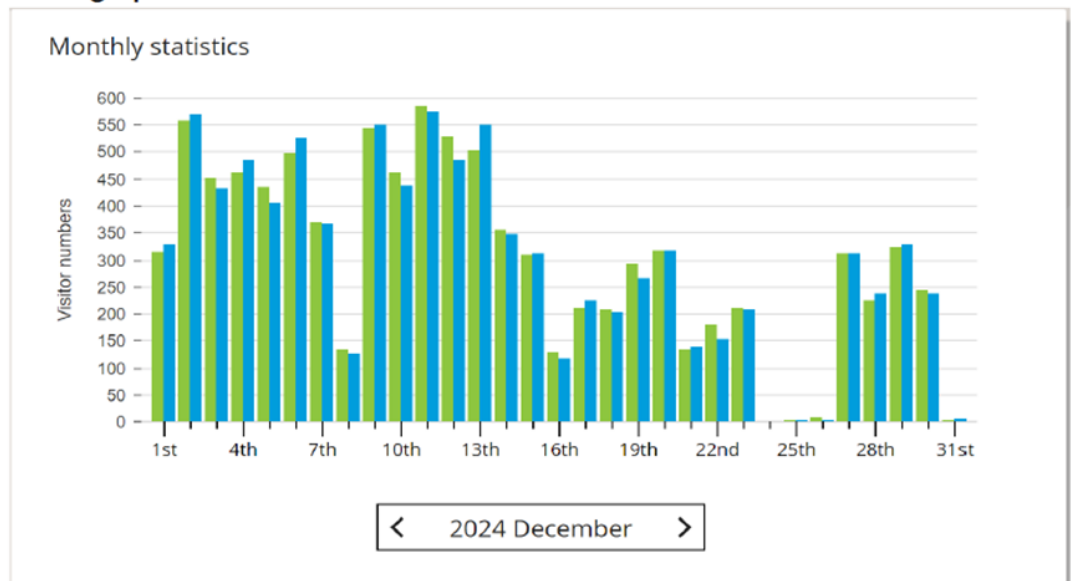
< 2024 November >

In – Green, Out - Blue

Attendance graphs - Occupancy



Attendance graphs – Visitors



In – Green, Out - Blue

Total in – 9,321

Pool Attendance Numbers Previous Financial Year

| 2023/2024 | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | Total |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Swims | | | | | | | | | | | | | |
| Adult | 155 | 86 | 136 | 169 | 121 | 174 | 267 | 163 | 161 | 201 | 162 | 139 | 1934 |
| Adult & Baby | 58 | 41 | 48 | 48 | 29 | 30 | 60 | 48 | 40 | 58 | 23 | 45 | 528 |
| Aqua Aerobic | 13 | 17 | 23 | 12 | 20 | 15 | 5 | 20 | 26 | 20 | 15 | 8 | 194 |
| Membership cards | 126 | 109 | 79 | 19 | 15 | 11 | 14 | 84 | 48 | 45 | 41 | 33 | 624 |
| Child | 547 | 255 | 434 | 504 | 306 | 462 | 631 | 357 | 574 | 504 | 215 | 272 | 5061 |
| Family Pass | 16 | 6 | 31 | 34 | 30 | 42 | 67 | 31 | 15 | 28 | 12 | 11 | 323 |
| Player of day | 6 | 8 | 5 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 14 | 21 | 57 |
| P.H.O Entry | 25 | 17 | 11 | 12 | 19 | 6 | 4 | 10 | 2 | 3 | 43 | 0 | 152 |
| Pre-School | 116 | 70 | 101 | 164 | 86 | 118 | 143 | 97 | 64 | 157 | 61 | 85 | 1262 |
| Seniors | 18 | 13 | 13 | 11 | 24 | 25 | 54 | 46 | 27 | 24 | 37 | 29 | 321 |
| Spectator | 266 | 256 | 498 | 857 | 706 | 676 | 502 | 1052 | 1352 | 561 | 354 | 298 | 7378 |
| Staff Entry | 21 | 34 | 39 | 29 | 16 | 39 | 82 | 14 | 20 | 21 | 5 | 2 | 322 |
| School Holiday Blow up & entries | 142 | 31 | 49 | 89 | 12 | 28 | 207 | 0 | 22 | 199 | 0 | 0 | 779 |
| CASUAL TOTAL | | | | | | | | | | | | | |
| Concessions | | | | | | | | | | | | | |
| Swim Card | 413 | 440 | 400 | 276 | 299 | 274 | 369 | 366 | 322 | | 334 | 307 | 3800 |
| Aqua | 179 | 226 | 214 | 167 | 198 | 102 | 40 | 264 | 217 | 347 | 233 | 168 | 2355 |
| School Bookings | 743 | 784 | 463 | 972 | 802 | 681 | 85 | 2392 | 1798 | 147 | 18 | 33 | 8918 |
| Swim School | 670 | 1190 | 937 | 1074 | 1379 | 503 | 11 | 1187 | 979 | 376 | 1136 | 891 | 10333 |
| LTS Spectator Free | 117 | 424 | 230 | 385 | 373 | 132 | 53 | 281 | 317 | 530 | 775 | 816 | 4433 |
| Complex Bookings entries | 35 | 275 | 44 | 85 | 0 | 252 | 76 | 0 | 520 | 267 | 62 | 149 | 1765 |
| Total Patronage | 3666 | 4282 | 3755 | 4908 | 4435 | 3570 | 2670 | 6412 | 6506 | 3488 | 3540 | 3307 | 50539 |

4. Community Development

4.1 Freedom Camping Bylaw

4.1.1 This bylaw was initiated in January by a team from Facilities, Regulatory, Planning, Roding, Strategy, Community Development and the site.

4.1.2 In short, the Freedom Camping Act 2011 permits freedom camping in any local authority area but may be prohibited or restricted by a bylaw. [Freedom Camping Act 2011 No 61 \(as at 13 July 2023\), Public Act Contents – New Zealand Legislation](#)

4.1.3 Section 145 of the Local Government Act gives general bylaw making power to local authorities. Bylaws may be for the purposes of protecting the public from nuisance; protecting, promoting and maintaining public health and safety; and minimising the potential for offensive behaviour in public places.

4.1.4 The next steps are:

- Review CRMs and the reserves list provided on Tararua.com and engage with Iwi.
- A report will be brought to Council before drafting the new bylaw.

4.1.5 Below is the timeline for this project. Specific dates for consultation are yet to be decided.

| 2025 | | | | | | | |
|-------------------|----------|---------------------------------------|---------------------------------|--------------------------------|----------------------------|----------|-------|
| Jan | Feb | Mar | Apr | May | June | Jul | Aug |
| Initiate Research | Research | Report to Council. Council direction. | Statement of Proposal and Draft | Special Consultative Procedure | Hearings and Deliberations | Finalise | Adopt |

4.2 Contestable Grant

- 4.2.1 This update provides a summary of progress for the first round of the District-wide Contestable Fund 2024/2025, outlining key activities and application status to date. The fund, which supports community initiatives across the district, opened on the 13th of January and will close at midnight on the 7th of February.
- 4.2.2 Applications for this funding round will be assessed upon closing by the Group Manager Strategy and Wellbeing, and the Strategy and District Development Manager, with recommendations and supporting application details scheduled to be presented to the Council for final determination on the 26th of February.
- 4.2.3 As of 29th of January, a total of 19 applications have been submitted, with an additional 10 applications currently in draft or in unsubmitted form for the main contestable fund.
- 4.2.4 For the urgent funding round, one draft application has been received, but no final submissions have been made.
- 4.2.5 Numerous enquiries were received regarding the Contestable Fund scheme, which we continue to monitor closely to provide timely support and address any questions or clarifications raised by applicants. These interactions are helping to provide valuable feedback to inform potential improvements to the process for future funding rounds.

4.3 Road Numbering and Naming Policy

- 4.3.1 This policy was initiated in January by a team including Land and Property Data Analyst, GIS Manager, IT Projects with Transport personnel.
- 4.3.2 The Local Government Act 1974 provides for road naming and numbering. The NZ Addressing Standard AS/NZS 4819:2011 outlines specific rules for street addressing and road naming, though it is copyrighted and cannot be shared.
- 4.3.3 Local authorities create their own policies incorporating these rules to ensure they can be shared with the public, offer a locally tailored approach to road naming, and provide guidance for developers and the community.
- 4.3.4 While local authorities do not have jurisdiction over the naming of private roads. Such names must still comply with regulations, and councils are responsible for submitting all new road names for registration with the Chief Surveyor of the land district.
- 4.3.5 The next steps are:
- to engage with Iwi and research other councils' policies.
 - A report will be brought to this committee with a draft and to seek direction from elected members on the proposed guidance.

4.3.6 Timeline

There is not a legislated timeframe for developing this policy. It will be progressed as a priority by the Land and Property Data Analyst.

| Jan | Feb | Mar | Apr | May | June | Jul |
|----------------------|------------|----------------------|--|-----|-----------------------------------|-----|
| Initiate Research | ELT CDW | Research analysis | Issues and options to ELT and CDW | | Final policy to ELT and CDW | |

5. Communications

Below is a breakdown of the topics, activities and outputs that the communications team has dealt with during the reporting period.

5.1 Water conservation

The communications team has been proactive in promoting water conservation efforts to help prevent the imposition of water restrictions in towns within the Tararua District. The team has been promoting straightforward water conservation techniques that everyone can use. The water conservation communications strategy was executed in two phases: "Preparing for Summer," which ran from the end of October to December 1st, and "Conserve Water to Avoid Water Restrictions."

5.1.1 Activity and outputs:

Print media (Bush Telegraph):

2 x ½ page water conservation infographics designed and published

2 x ¼ page water conservation infographics designed and published

Online (Facebook and Website):

The Communications Team updated the "How much water are we using in our towns?" webpage. It shows treated water production and consumption per cubic meter in tables and graphs, updated weekly from 1 December to 31 March.

Updating and maintenance of the Water Conservation Tips webpage.

Based on the water production and consumption information, a water consumption animation developed and published regularly on Facebook.

3x direct Facebook posts on water conservation.

Water you waiting for? Email signature designed for TDC staff

Geotargeting:

Design for water conservation TVNZ Ads on Pause was written and submitted for reach throughout the district (geo-targeting) - with 9000 impressions throughout the district.

MREC (Media Rectangle) water conservation slide geotargeted to digital devices on Trademe, Stuff, NZ Herald, and other platforms - with 60,000 impressions throughout the district.

Radio:

Script for water conservation radio adverts developed and broadcast throughout the district (geo-targeting). Adverts also shared and broadcast on local radio - 211 water conservation adverts played on the ZB Newstalk, iHeartradio and the Hits.

Signage:

Six 1105mm x 2300mm water conservation signs were designed. Installed in front of water restriction signs, in Dannevirke (Stanley Street, New World, Huia Range), Woodville and Norsewood.

Further water conservation signage displayed on Pahiatua's community sign boards and on electronic signs at the Dannevirke Town Hall, Dannevirke High School, and Rinitawa Art & History Galleries in Woodville.

5.2 Bylaw Consultations

Traffic and Road Use, Waste Management and Minimisation, and Trade Waste were consulted on with the public.

5.2.1 Activity and outputs:**Print media: (Bush Telegraph)**

4 x media releases were written and published in the Bush Telegraph.

One separate media release was published in the Bush Telegraph to clarify information that had been circulating online about stock crossings as part of the Traffic and Road. The communications team has been proactive in promoting water conservation efforts to help prevent the imposition of water restrictions in towns within the Tararua District. The team has been promoting straightforward water conservation techniques that everyone can use. The water conservation communications strategy was executed in two phases: "Preparing for Summer," which ran from the end of October to December 1st, and "Conserve Water to Avoid Water Restrictions. "Use bylaw. In addition, an infographic was developed to clarify the process of obtaining permits for Stock crossings.

Online: (Facebook and website)

Separate webpages for each bylaw developed, including FAQs, factsheets and submission forms.

3 x website news articles were written and published.

4 x Facebook posts with links to the bylaw webpage were posted.

2 posts on the Traffic and Road Use Bylaw were posted with a combined FB Reach: 7.5k, FB Likes: 36, FB Comments: 91, FB Shares:11).

5.3 Proposed District Plan Review pre-consultation

The Communications Team promoted the understanding of what a District Plan is, what Council is aiming to achieve and how to leave feedback.

5.3.1 Activities and Outputs:

Print media: (Bush Telegraph)

2 x media releases were written and published in the Bush Telegraph

2 x full Bush Telegraph pages were developed to support the campaign and promote the District Plan consultation venues in 2025.

Online: (Facebook and website)

Website page developed which includes the following materials: FAQs, timeline for the pre-consultation period, feedback form and summary documents.

Seven factsheets written and designed, i.e. Subdivision Factsheet, Transport Factsheet, General Industrial Zone Factsheet, Residential and Settlement Zone Factsheet, Mixed-use zone Factsheet, Rural and Rural Life-style Factsheet.

A series of three animations have been created to facilitate the comprehension of information addressed by a District Plan. These are featured on the website and posted on Facebook.

Six Facebook posts were posted promoting drop-in sessions and general information about the Proposed District Plan Review.

Geotargeting:

MREC (Media Rectangle) Proposed District Plan Review advert geotargeted to digital devices on Trademe, Stuff, NZ Herald, and other platforms, with 60,000 impressions throughout the district.

Radio: 212 district plan adverts played on the ZB Newstalk, iHeartradio and the Hits. Shared and broadcast on local radio stations.

5.4 Rates postponement policy consultation

This focus area was coming to end over the reporting period, the Communications Team worked to keep the public informed of Council's proposed options and how and where to make formal submissions.

5.4.1 Activities and Outputs:

Print: (Bush Telegraph)

Infographic developed and printed in the Bush Telegraph

Online: (Website)

Website page developed and maintained. Website views totalled 21 over the first five days of the reporting period (last 5 days of consultation).

5.5 Urban Design Strategy

The focus of communications was to provide the public with an understanding of why Council is working on an Urban Design Strategy, what it is aimed at providing and to promote feedback and various drop-in sessions.

5.5.1 Activities and Outputs:

Print: (Bush Telegraph)

Two Bush Telegraph articles published (outlining the strategy and promoting the remaining drop-in sessions).

Online: (Facebook and website)

Three Facebook posts promoting the remaining drop-in sessions and links to the Urban Design Strategy webpage.

Facebook reach for combined posts was 13,244, 51 likes, 26 comments and 26 shares. Website article and news views totalled 69.

5.6 80th Anniversary of Polish Children's arrival at Pahiatua

This focus area was in support of multiple NZ and international agencies, including TDC to mark the 80th anniversary of the arrival of Polish refugee children to Pahiatua in 1944.

5.6.1 Activities and Outputs:

Liaison: Communications Team staff were required to liaise with the Office of the Polish Ambassador and local organisations in order to inform correct and timely communications to the media and public.

Print: (Bush Telegraph)

A half page was written and designed to promote the event in the Bush Telegraph.

Online: (Facebook and Website)

Facebook Posts detailing the event highlights during the two dates (1 and 2 November 2024) held in Pahiatua.

(Website news article promoting the event with 72 views, Facebook reach was 4,000, Website news views totalled 72).

Full page article was written in the Pānui Pulse for all TDC staff.

On-site:

The Communications Team undertook official photography duties and operated the sound equipment during the event.

5.7 Norsewood Boil Water Notice

Initial, follow up and concluding communications were conducted in order to keep Norsewood residents aware of a Boil Water Notice.

5.7.1 Activities and Outputs:

Online: (Facebook, Website and Antenno)

Initial Facebook post, daily updates and lifting of the notice were posted on the situation.

A website news article was published and updated from commencement to conclusion.

The website Boil Water Notice page was updated. Two Antenno notifications were sent for initial information and on conclusion.

Facebook reach was 5,400 with 4 likes, 19 comments and 16 shares. Website news views totalled 22.

Media Release:

A media release was sent to mainstream media outlets.

5.8 Website Maintenance & Statistics

Overview: The Communications Team has been actively maintaining the Council's website, ensuring it remains a vital source of information for both the Council and visitors.

5.8.1 **Key Activities:**

Website Maintenance:

Performed regular maintenance on nearly 500 pages of the Council website.

Made a plethora of changes to pages as requested by content owners.

Made numerous amendments to project pages.

Citizenship Page:

Created a citizenship thumbnail.

Created an informative Citizenship page highlighting details on TDC Citizenship Ceremonies and how to apply for citizenship.

Draft Urban Design Strategy page:

Compilation of FAQs

Creation of survey

Draft District Plan Review

Compilation of FAQs

Creation of survey

Breaking down of key document into chapters for ease of reading

Uploaded all relevant documentation

Website Archiving:

Continued using the PageFreezer website archive platform to view and use both websites as they appear on any given date since archiving commenced in December 2023. This practice is in accordance with our responsibilities under the Public Records Act 2005.

Feedback and Enquiries:

Responded to, actioned, or took note of 11 examples of feedback, comments and enquiries on the website feedback page.

5.8.2 **Website Statistics (15 October – 15 December 2024):**

TDC (www.tararua.govt.nz) website:

Total visitors 14,558 – see chart 1 (amber bar).

Top Pages: Cemetery records (details/search) and rates search (likely because of rates due in November)

Visitors (www.tararua.com) website:

Total visitors 3,814 – see chart 1 (blue bar).

Top Pages: Events and accommodation.

Chart 1: Total monthly number of visitors (by IP address) to our websites

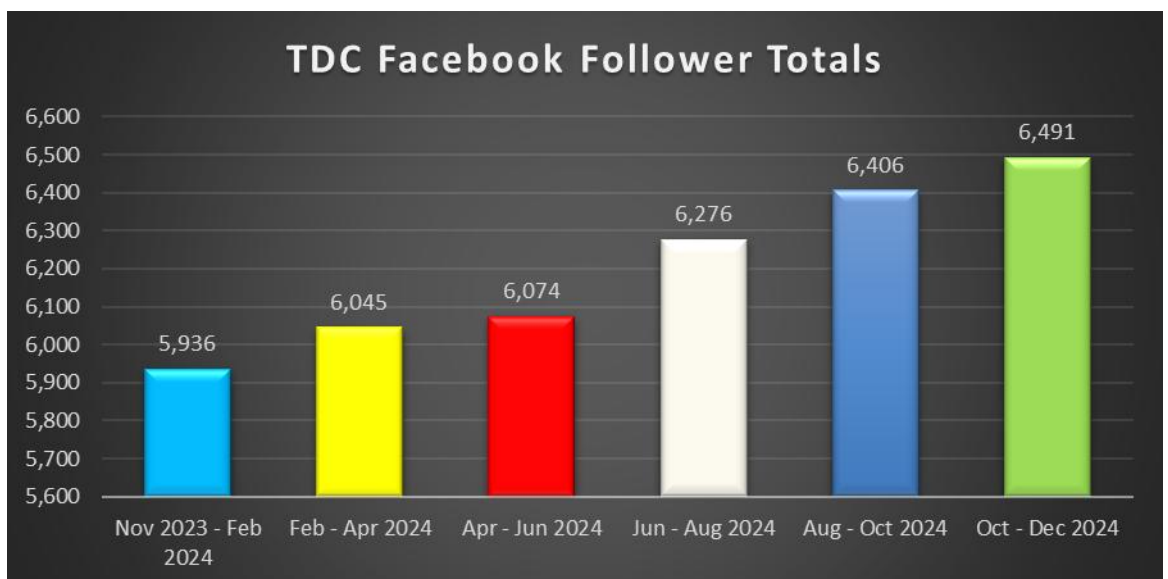


*Note: In the bar chart, above, the December 23 – February 24 spike was unfiltered PageFreezer IP addresses archiving the website multiple times daily. These IP addresses have now been filtered.

5.8.3 Facebook

Overview: Facebook followers continue to rise on our Facebook page, 85 new followers in the reporting period taking us to 6,491 followers (see chart 2). The team continues to create informative posts, responding to comments and responding to private messages.

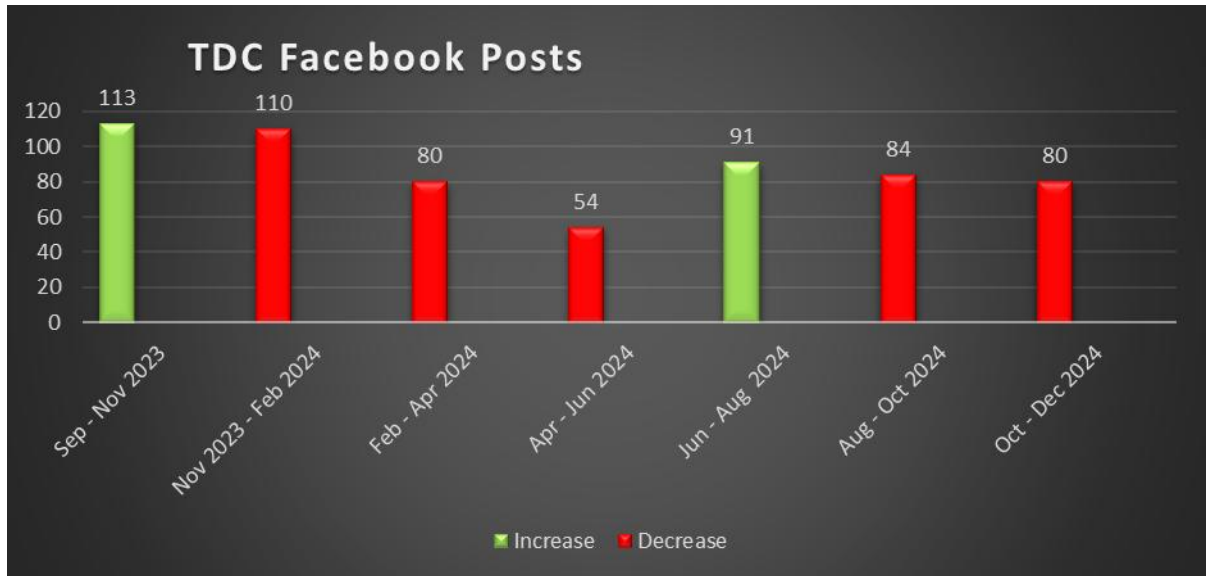
Chart 2: Total of TDC Facebook followers throughout reporting periods



Facebook Statistics:

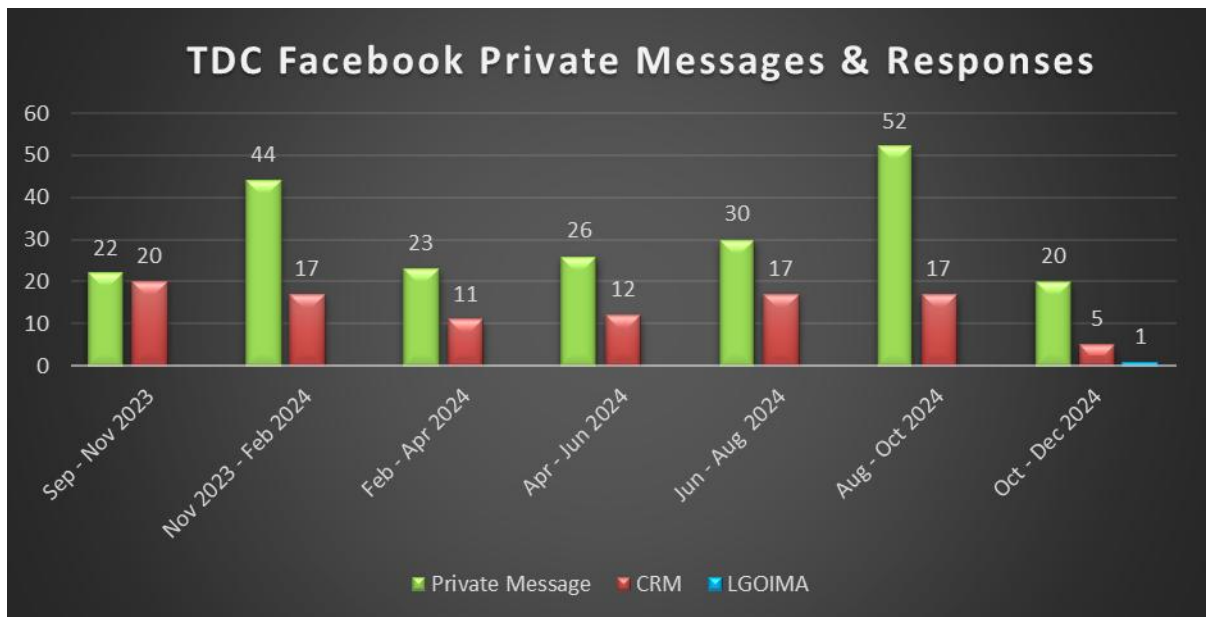
Facebook posts – 80 new posts (as compared to 84 in the previous report). Many posts resulted in significant engagement. Where possible, the team continues to provide answers to comments and questions on Facebook - see chart 3:

Chart 3: Facebook posts made over the reporting period



Private Messages and Responses – There were 20 private message conversations (Messenger) which were all responded to. 5 of this total were turned into CRM’s and 1 was classed as a LGOIMA for additional action - see chart 4:

Chart 4: Total of private messages received via the TDC Facebook page



Note: Green represents total private messages, amber shows portion treated as CRM’s and blue shows portion treated as LGOIMA requests.

5.9 Social Media Rules of Engagement

In 2025, we’re planning on doing things a little differently on our Facebook page (you may have noticed already!). Part of these changes includes making sure that we provide a safe, respectful, and inclusive online space for our community. To support this, we’re introducing Rules of Engagement for our Facebook page (See attached Facebook Rules of Engagement).

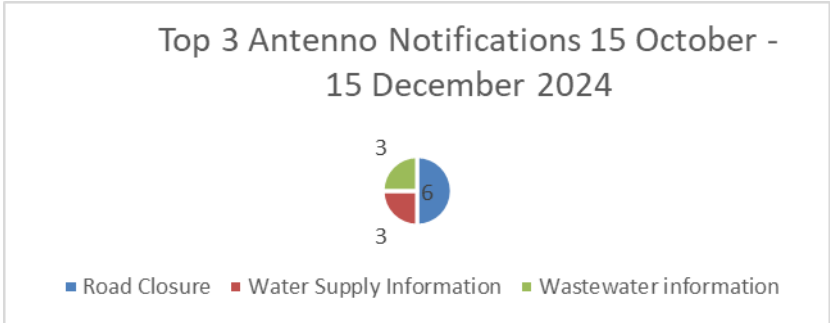
5.10 Antenno

Overview: Antenno continues to be a useful tool to help enhance overall communications throughout the district. It is often used to draw attention to communications already made on our Facebook and website channels as well as for routine communications (such as recycling reminders). There are currently 949 Antenno users (down 4).

5.10.1 Antenno Statistics:

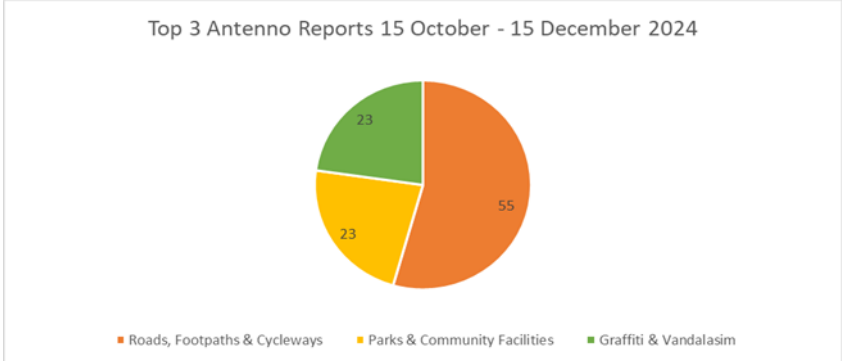
Antenno Notifications: 37 – Top 3 notifications shown in chart 5:

Chart 5: Top 3 Antenno notifications from council



Antenno Reports: 140 – Top 3 report topics show in chart 6:

Chart 6: Top 3 Antenno report topics to council

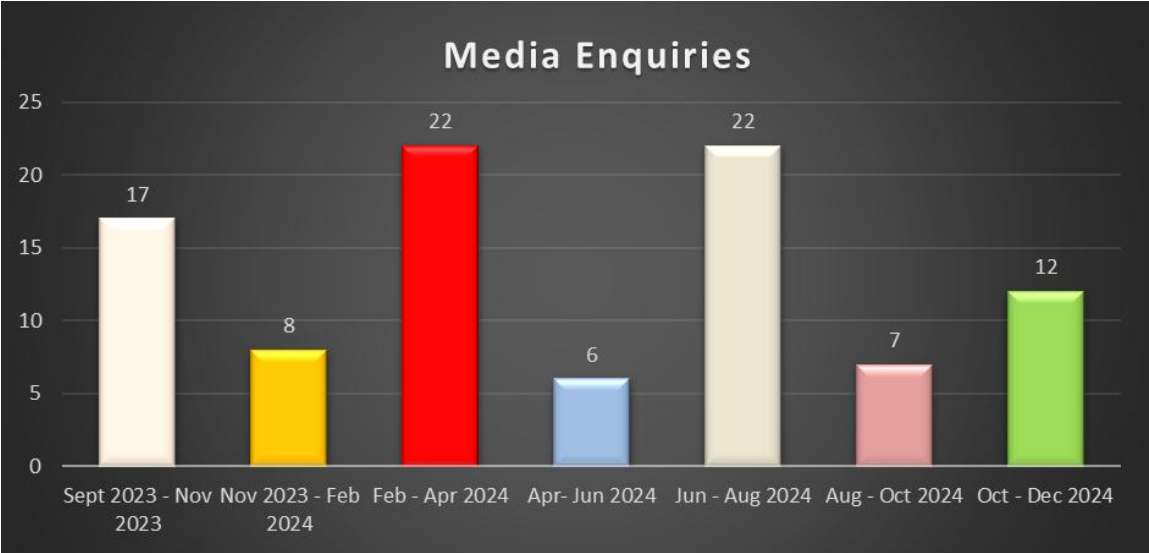


Note: Analysis of the Antenno report data shows a continued increase in the cases of reported vandalism and graffiti over this reporting period (15 reports August to October and 23 in this reporting period).

5.11 Media Enquiries, Mentions & Releases

12 Media Enquiries were responded to by the team including Stuff.nz, Hawkes Bay Today and the Bush Telegraph. The Norsewood Boil Water Notice in early November was enquired about the most. Chart 7 shows recent media enquiry totals:

Chart 7: Total numbers of media enquiries to TDC



44 Media Mentions were collected over the reporting period. All media mentions are sent to the Mayor, Councillors and ELT for their awareness. The top TDC media mention revolved around Council’s stance on the Toll Road; the next highest mention was on the Norsewood Boil Water Notice. Chart 8 shows recent media mention totals, Chart 9 show the tone of media mentions:

Chart 8: Number of media mentions for the reporting period

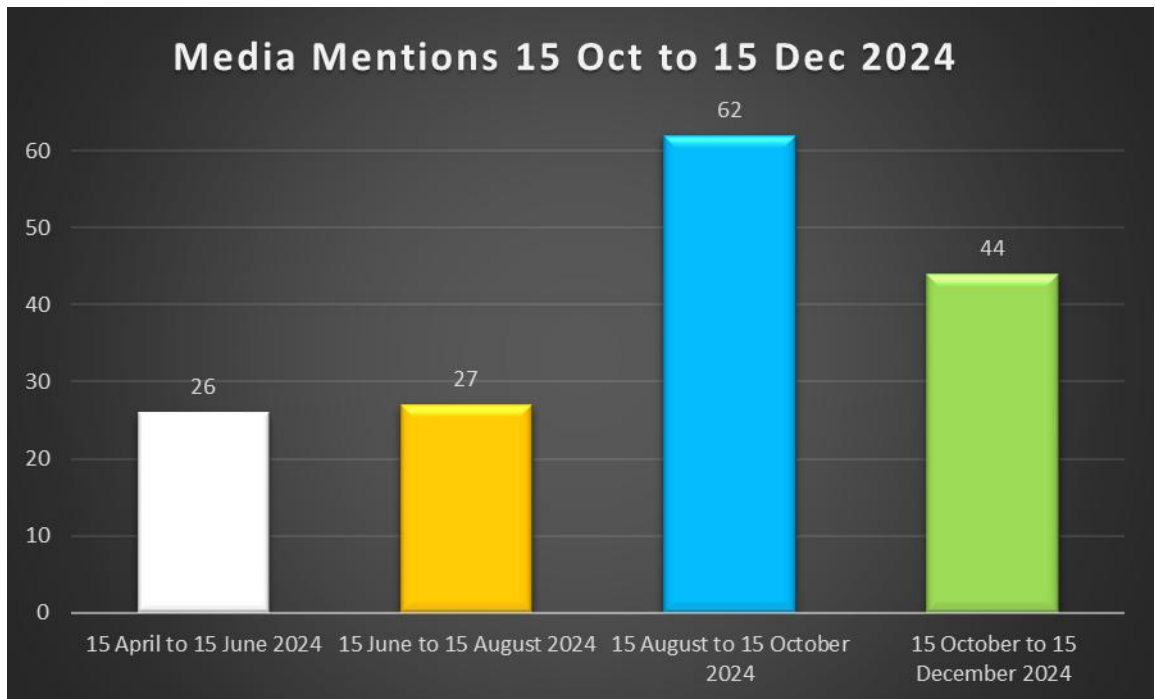
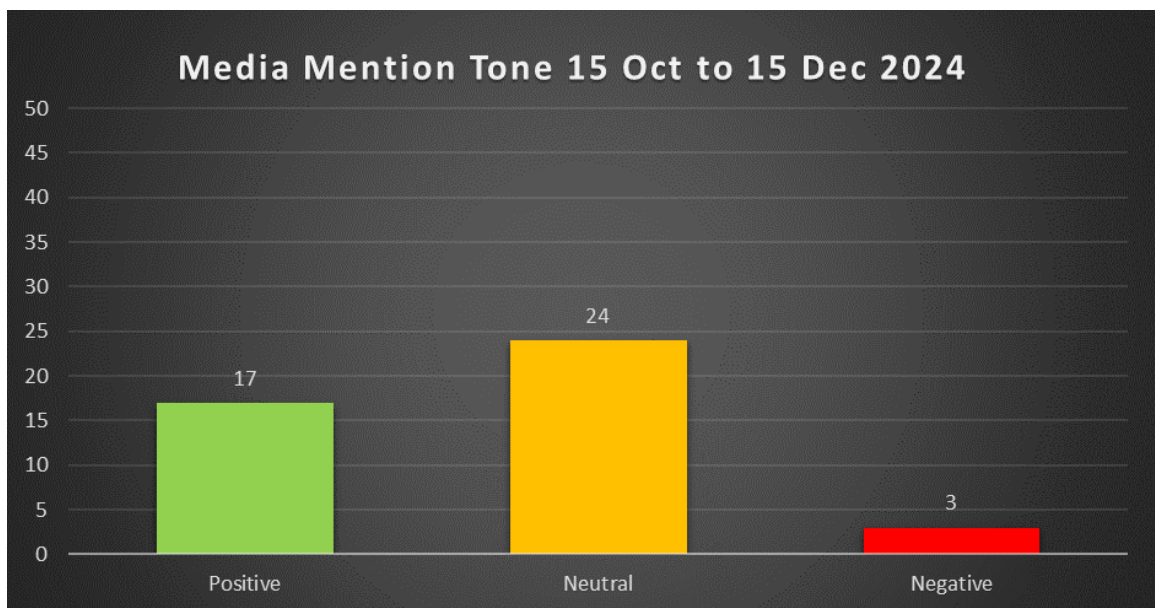
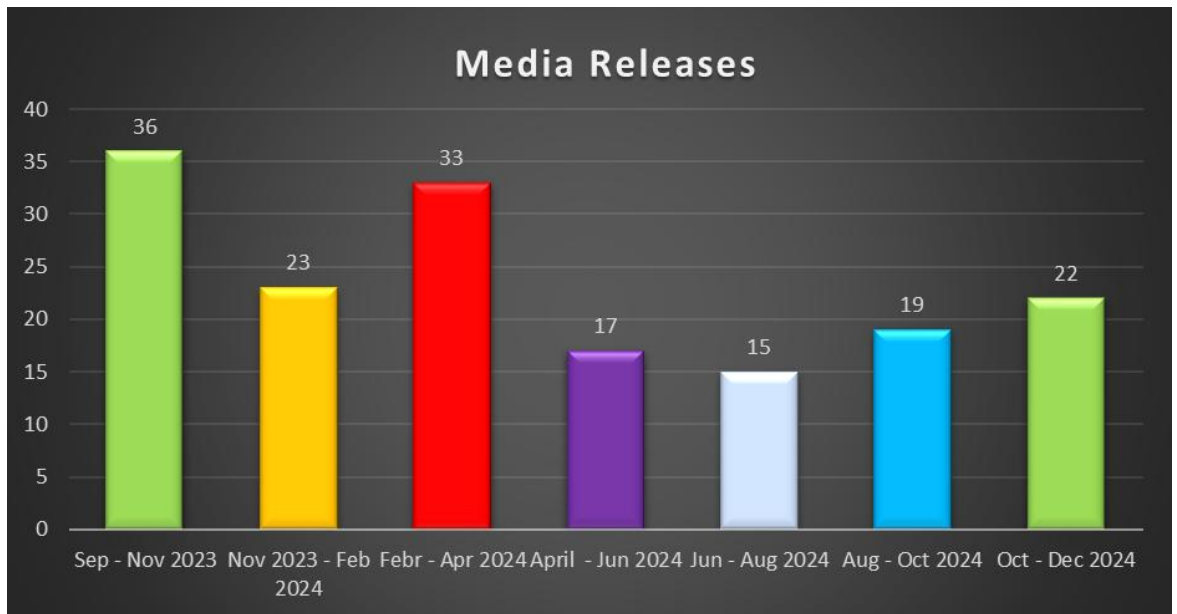


Chart 9: Breakdown of positive, neutral and negative tone of media mentions



22 media releases were sent out to mainstream print, radio and TV media outlets. Examples of media releases have included Urban Design Strategy, Local Water Done Well options, relocation of Council Chambers and good news stories such as the Mayors Task Force for Jobs celebration of sustained employment – Of note is that the Birch North Forest sale media release required substantial liaison with Ingka Investments - see chart 10 for data:

Chart 10: Number of media releases sent over various reporting periods



5.12 Bush Telegraph

We have produced the following for the Bush Telegraph over the reporting period:

- 4 x regular Council Bush Telegraph pages
- 5 x ½ page (2 x water conservation, Polish 80th, Mayor & councillors Christmas message and Stock Crossing)
- 2 x ¼ page (water conservation)
- 6 x ½ pages (Mayor & Councillors Christmas wishes, Polish reunion, 2 x water conservation, Local Water Done Well and Traffic & Road Use Bylaw)
- 6 x full page articles (Dannevirke Impounded water supply, 2 x District Plan, Council Christmas closures, what's happening in 2025 and Annual Report infographic).

5.13 Graphic Design/Animation

20 graphics/animations were created by the communications team in support of various campaigns and events, they were:

Dannevirke Impounded water supply

Email signature water conservation banner

ShakeOut '24 video reel

Reformatting the Recovery Plan

Edited the Recovery timeline

CEG recovery presentation

Creation of the Health & Safety SOP template

Annual Report infographic for the Bush Telegraph

2 x signs for the Woodville campground

District Plan infographic for the Bush Telegraph

Direct Debit update for the Bush Telegraph

Local Water Done Well webpage

Stock crossings flow chart and Bush Telegraph page

Water usage animation

National Planning standards MREC animation

Zoning changes MREC animation

What is a District Plan MREC animation

Water conservation boards

Images 4 - 6: Various graphic design in support of themes and campaigns



5.14 Civil Defence Communications

The Communications Team took over the role of Duty Regional Civil Defence communications on 1 October. Duties include monitoring the regional Civil Defence Facebook page, responding to comments and private messages and posting relevant information, which in October has included information on ShakeOut 2024.

The Communications Team attended the 2024 regional PIMs hui held by Horizons Regional Council. The Team Leader presented during the meeting, sharing our experiences on our Cyclone Gabrielle response which was well received. The

Communications Team received training on Space Weather. Further Civil Defence messaging on Space Weather is to be signed off soon by the National Emergency Management Agency and our own Civil Defence work areas will be updated with relevant Space Weather material and messaging.

5.15 Digital Spaces Trailer

The Communications Team trialled the Digital Spaces Trailer at the Dannevirke Golf Club as a proof of concept. The Communications Team facilitated a live All Staff Meeting at the Dannevirke Golf Club on 13 December with the same functionality as had previously been possible in the Dannevirke Council Chamber.

5.16 Other activities

- Published 2 new staff member Introductions.
- Promoted ShakeOut 2024 on Facebook and on internal channels -including a video of TDC staff participation.
- Drafted the All Staff Meeting agenda and produced the All Staff Meeting presentation. Set up and operated the meeting out of the Digital Spaces Trailer.
- Updated the Emergency Initial Communications Key messages to include a section on Space Weather.
- Assisted the Mayor in the preparation and execution of 2 Citizenship Ceremonies. The Communications Team updated the presentation for the 23 October and 7 November ceremonies. In addition, the Communication team took photographs throughout the ceremonies, created media releases, website news articles and Facebook posts.
- Armistice Day photography and Facebook story.
- Drafted and published 2 Pānui Pulse newsletters (editions 34 and 35).
- TDC 2025 Photography Competition entries continue to come in, these have been processed by the team as they arrive, and all relevant documentation updated.
- Processed 2 applications for use of the Stanley Street community signboards.
- 10 website feedback forms were dealt with by the Communications Team, 8 of these were actionable within an hour of receipt. The other two were not actionable. Responses were provided to all submitters who left contact information.
- 2 new forms (Adoption form (Animal Control) and Application for Direct Invoicing of Family of the Deceased (Cemeteries).
- 12 forms were updated by the Communications Team and uploaded onto our website and LOKI – including a new Stanley Street Signboard Application Form.
- 12 new TDC branded MS PowerPoint templates were designed.
- 7 new TDC branded MS Word templates were designed.

6. DigitalSpaces

6.1 Activity Funding Statement

All development initiatives detailed in this report for DigitalSpaces are funded through the Ministry for Business, Innovation and Employment's Provincial

Growth Fund - with the exception of the DigitalSpaces trailer, which is financed through a partnership between Ministry for Business, Innovation and Employment (Provincial Growth Fund) and Department of Internal Affairs.

6.2 Business Events

DigitalSpaces supported the end of year All Staff Meeting that was held at the Dannevirke Golf Club on 13th December 2024. DigitalSpaces provided audio/visual support and internet access for the event.



Digital Hub Activator - Evan Morgan gave a presentation at the All Staff Meeting on the DigitalSpaces Trailer. Tours for interested parties were given.



The DigitalSpaces Trailer was used to watch “live” the announcement that Te Ahu a Turanga would not be tolled.

Jaron Vince - Mayors Taskforce for Jobs Coordinator is looking into opportunities to make use of the DigitalSpaces Trailer for upcoming events to promote the MTFJ service.

6.3 Data Capture and Service Marketing

- The Mailchimp sign-up form is in place and is being used to encourage businesses to engage with DigitalSpaces whether that be for events, equipment, or workspaces.
- Currently, 207 businesses are receiving information via Mailchimp.

- Posts for the next 3 upcoming training sessions continue to be published on the DigitalSpaces Facebook page and shared on The Tararua District Council and community Facebook pages.

6.4 Within the Hub Work Room

- DigitalSpaces was used 13 times by individuals using the online registration form and several times for community events. These clients included students, new businesses, established professionals, and community groups.
- DigitalSpaces helped support Rinitawa Gallery by giving advice on social media and external software integration answering general technology questions to help streamline their intranet.
- New clients primarily came through word-of-mouth recommendations and promotional material and external signage.

6.5 Next Quarter

The DigitalSpaces Activator will continue to promote the service with a focus on researching new events for the remainder of the calendar year.

There are planned purchases for improving livestreaming and audio/podcasting recording capabilities.

- Due to high demand a second “Business Photography for Beginners” course has scheduled for late March.
- Additional courses on Website SEO and Google Adwords will be run by the Digital Hub Activator.

7. Library

All Library team members attended de-escalation training in October, delivered by CERT, to support the Unreasonable Behaviour Policy.

The Senior Librarian, retired on 18 October 2024 after 23 years of service. Their achievements were recognised at a farewell event attended by Her Worship the Mayor and colleagues.

7.1 Library Programmes & Engagement

The "I Spy" school holiday programme engaged 204 children who completed daily worksheets for prizes.

The "Elf on the Shelf" activity in December attracted participation across all branches, with highlights shared on Facebook.

A new Christmas initiative, "Letters to Santa," received 175 letters from tamariki, with personalised replies delivered before Christmas.

7.2 Branch Operations

Eketāhuna Library welcomed three classes from Eketāhuna School in October for stories and crafts, marking their first visit in some time.

Halloween-themed gift packs were distributed to tamariki across the District, with Pahiatua featuring a standout display.

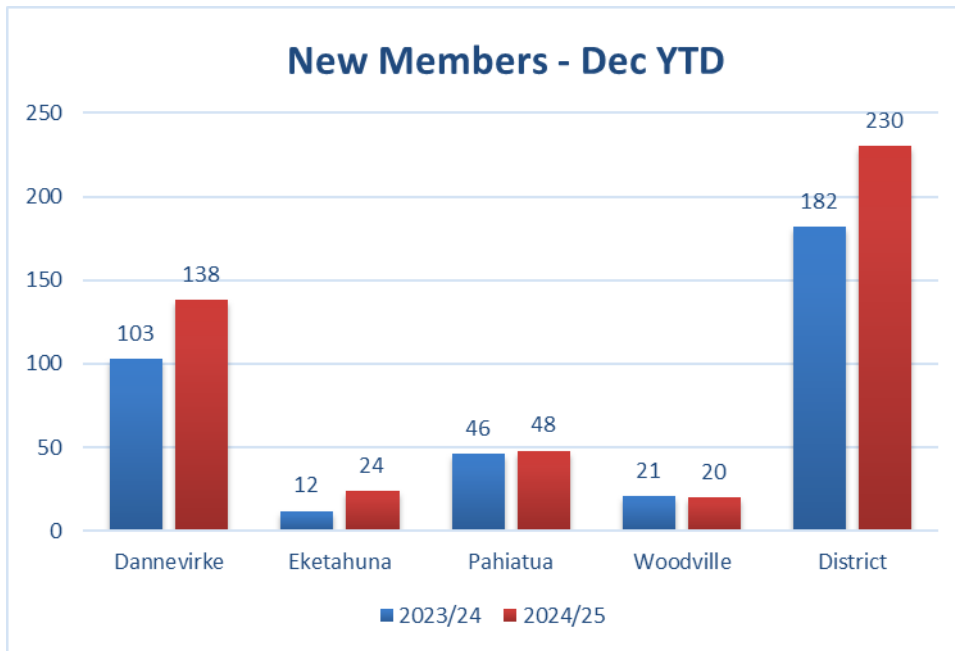


We experienced minimal disruption to our service over the past three months. Closures experienced over this period were related to attendance at staff meetings, safety training, and a vacancy. In November, all branches bar Pahiatua experienced 100% normal opening hours.

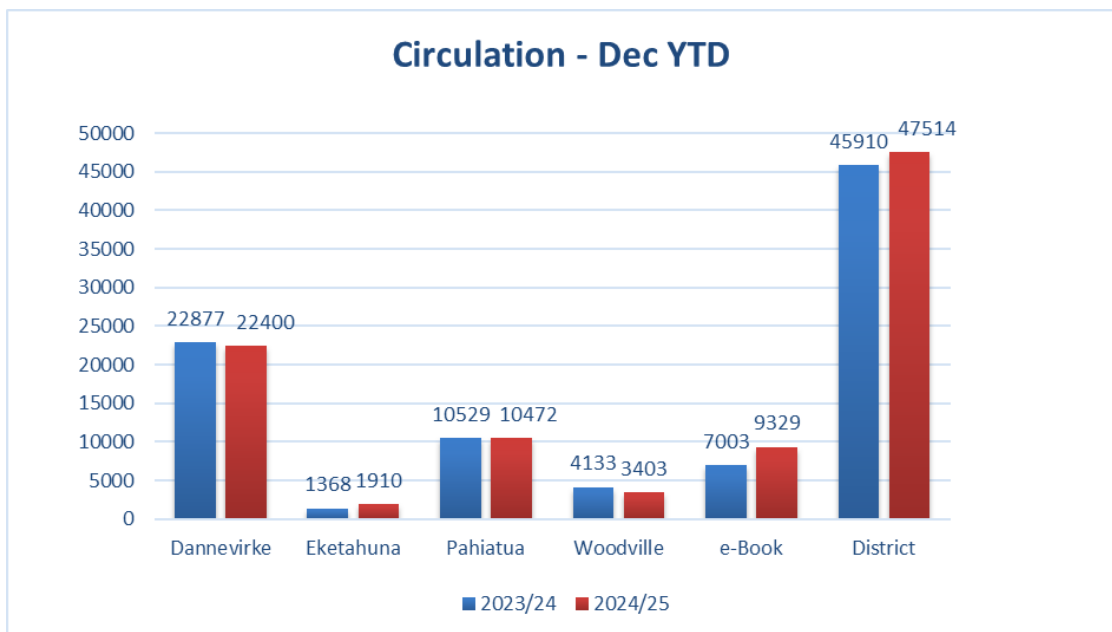
- Dannevirke Library experienced 97.3% normal opening hours.
- Eketāhuna Library experienced 96% normal opening hours.
- Pahiatua Library experienced 90.8% normal opening hours.
- Woodville Library experienced 98.3% normal opening hours.

7.3 Statistics

As at 31 December 2024:

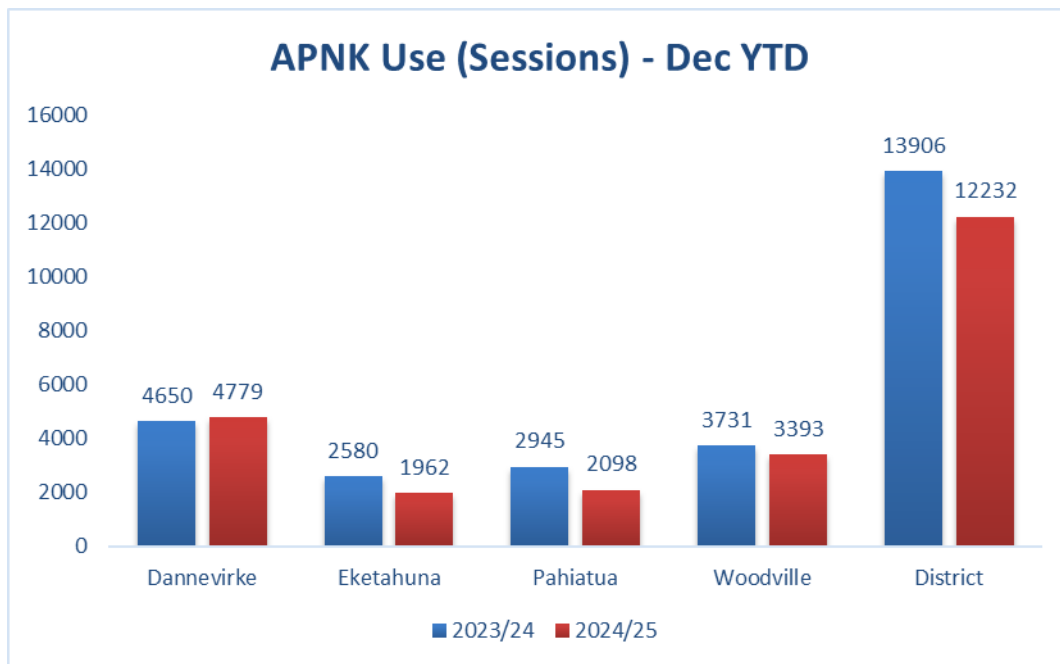


New member numbers measure the total count of individuals who registered as library members. These numbers are useful for understanding growth in library membership, gauging the success of outreach or engagement efforts, and tracking the library's ability to attract new users in the community.



Library circulation numbers measure the total number of items borrowed or checked out by library users during a specific period, including physical items like books, DVDs, magazines, and other lendable materials as well as e-books.

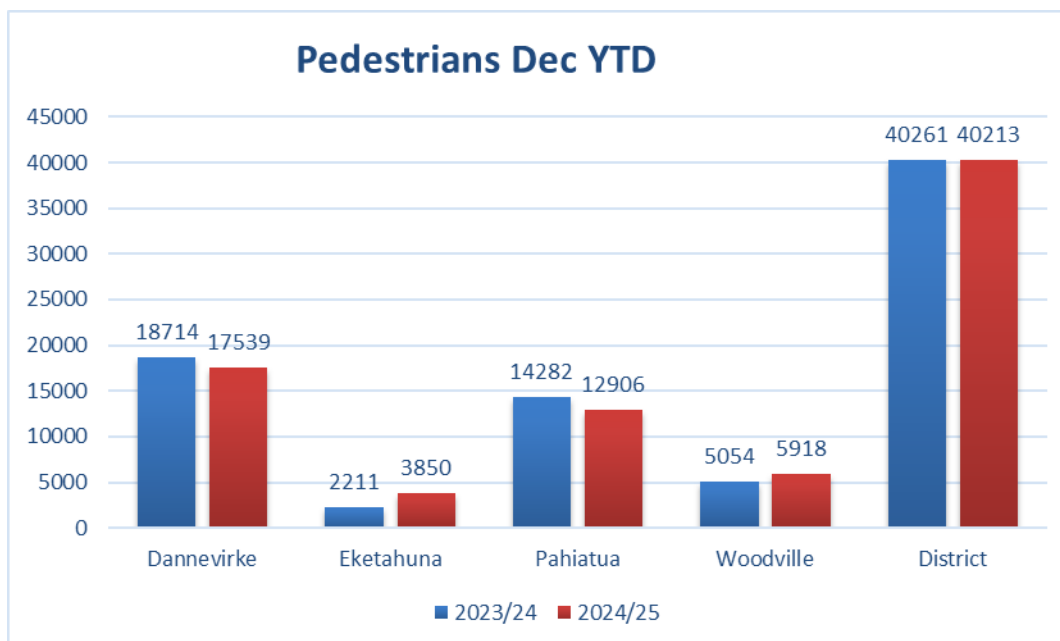
Circulation numbers are an important metric for evaluating the library's usage, identifying trends in borrowing habits, and assessing the effectiveness of the library's collection in meeting community needs.

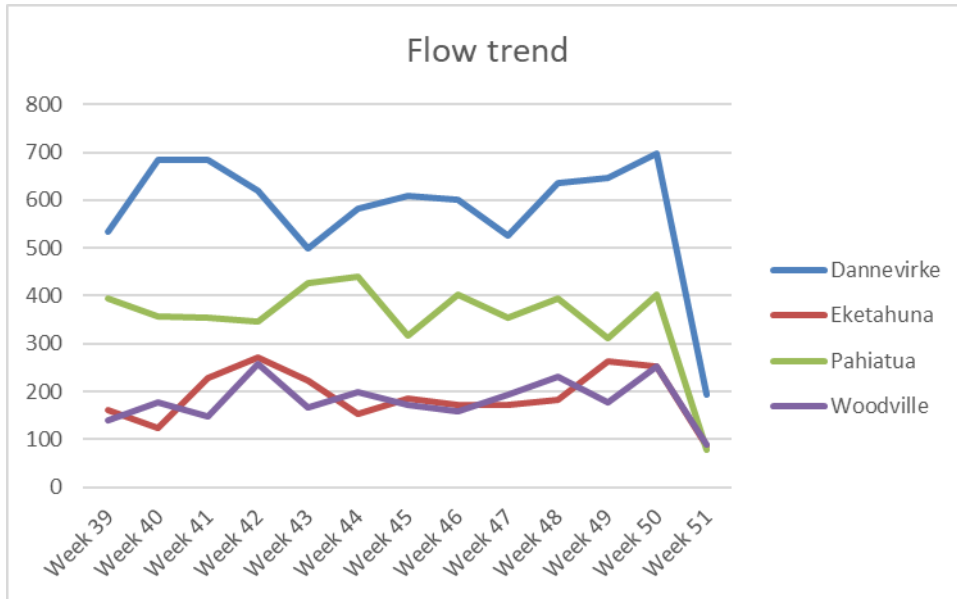


APNK sessions refer to instances where users access APNK services, including;

- Logging onto a public computer provided by APNK.
- Connecting to APNK's free Wi-Fi using their own devices.

Each session is counted when a user starts and ends their access, either through logging into a computer or connecting to the network. These session counts can be considered as a measure of how well the library is serving its community's digital needs.





NB: Week 51 included Statutory holidays. Our opening hours totalled one and a half days. After some initial issues, the ToF door counters are now returning accurate data.

8. Customer Services

8.1 Service Centre Opening Hours

Dannevirke Service Centre achieved 100% operational hours for January 2025.

Pahiatua Service Centre opened 98% of available hours, with two lunch break closures (2 hours total) due to staff leave.

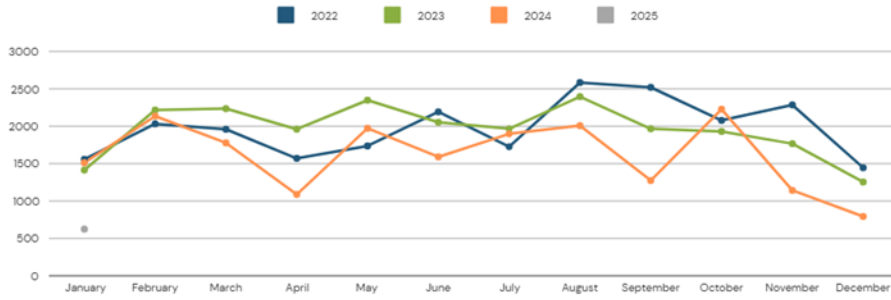


8.2 Call Centre Performance

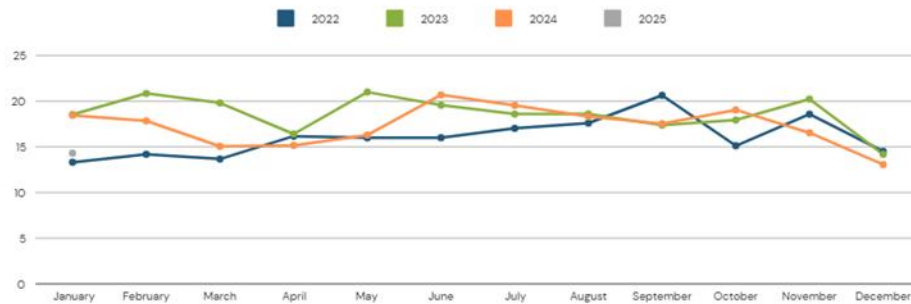
Call volumes continued their downward trend from late 2024, with fewer than 1,000 calls recorded in January 2025. This reduction aligns with notable improvements in call wait times during November and December, which averaged just 14.31 seconds—the lowest on record. Abandoned call rates also reached a low, with only 27 and 23 calls abandoned in November and December, respectively.

Call Statistics

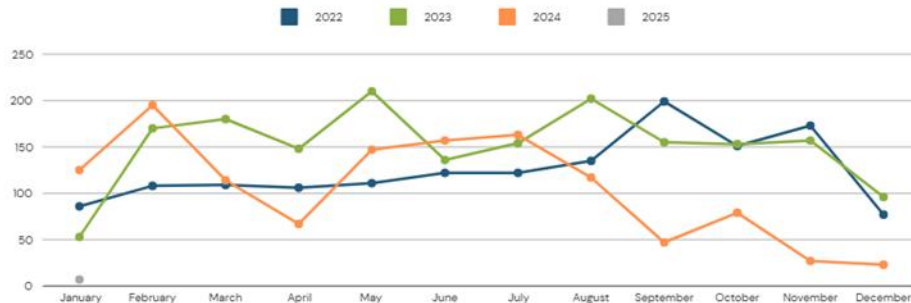
Total Calls Received



Average Wait Time for incoming calls



Abandoned Calls

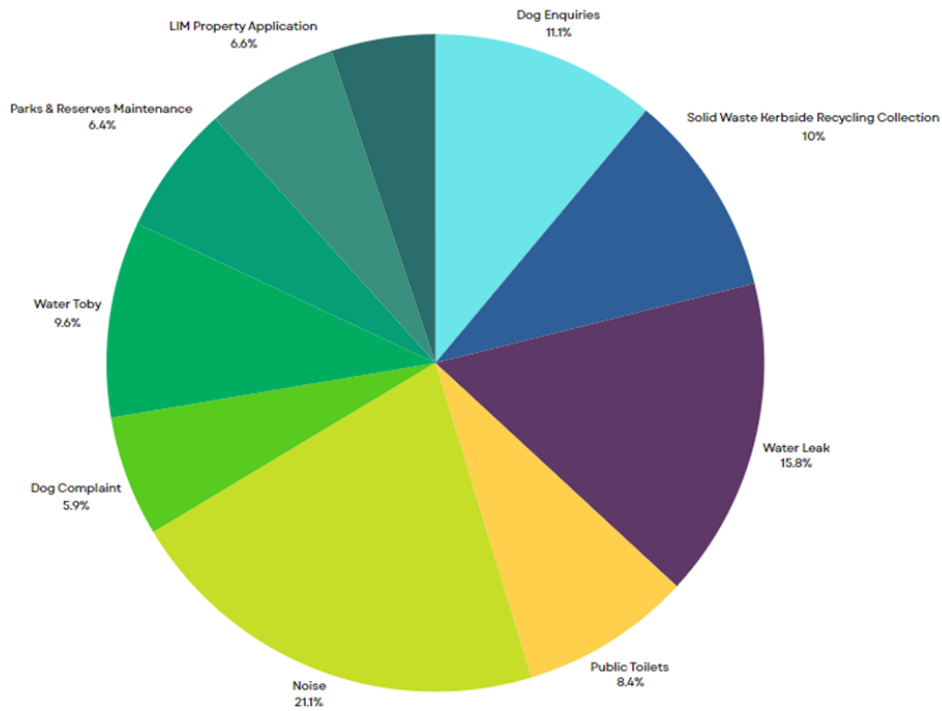


8.3 CRM Insights

Noise and Noise Complaints was the most frequently recorded CRM category in November and December, driven by holiday and festive activities as well as noise complaints related to the industrial area on Miller Street.

CRM Statistics - November - December 2024

| | | |
|----------------------|------------------|----------------------|
| Total CRM's Received | Total Open CRM's | Total Resolved CRM's |
| 1319 | 128 | 1191 |

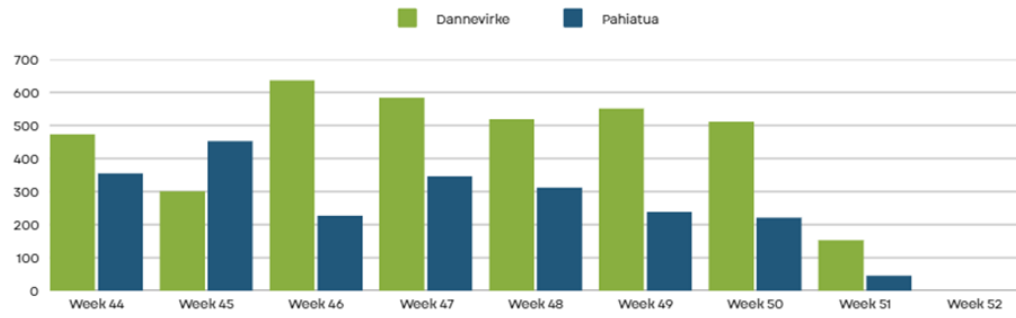


8.4 Service Centre Visitor Flow

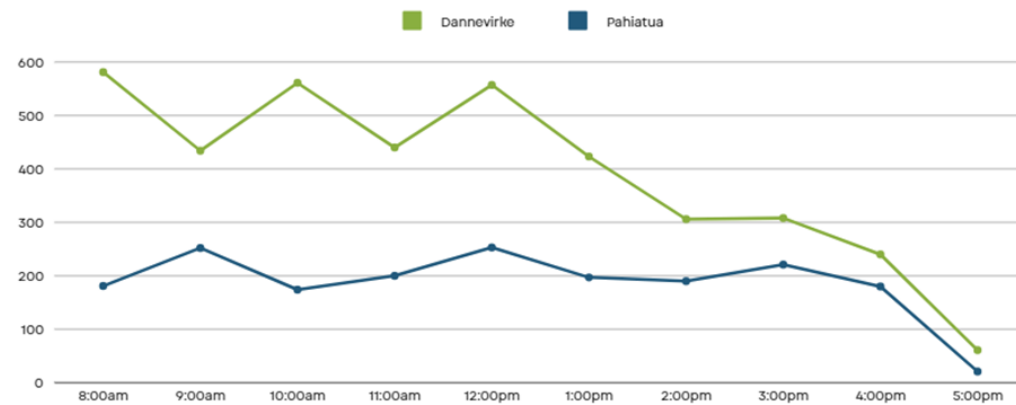
The visitor data shows peak time at 10:00am and 12:00pm. Week 45 experienced higher staff and customer activity, influenced by council meetings, training and rates discussions.

Service Centre Flow Monitoring Report

Total number of visitors to our Service Centres for November to December 2024 (currently includes staff)



Hourly distribution of visitors to our Service Centres for September - October (currently includes staff)



Attachments

1. [Facebook Rules of Engagement 2025](#)

FACEBOOK

Introducing Our Facebook Rules of Engagement

In 2025, we're planning on doing things a little differently on our Facebook page (you may have noticed already!). Part of these changes includes making sure that we provide a safe, respectful, and inclusive online space for our community. To support this, we're introducing **Rules of Engagement** for our Facebook page.

Why are we introducing these rules? Meta, the company that includes Facebook, is making changes to how it moderates comments and content. In response, we're taking proactive steps to ensure this page remains a positive environment for sharing updates, engaging with our community, and encouraging real and respectful discussions.

We know some people may have mixed feelings about this change, and that's okay. Introducing rules of engagement is a standard practice for Facebook Pages, including those run by councils across New Zealand. These rules are consistent with Facebook's Community Standards, the Harmful Digital Communications Act 2015, and our own council policies.

Thank you for being part of our Facebook community. Your support in following these rules ensures that we the conversations we have on this Page are constructive and benefit our whole community. We're grateful for your understanding and your ongoing participation. Let's keep this space one where we can share, learn, and grow together.

To keep this post as a clear reference for everyone, **we've turned off comments** and will pin it to the top of our page.

What This Page Is For

- A place to respectfully share your thoughts and ideas about council work.
- A way to notify us of issues you think need addressing or planning.
- A platform for sharing information, updates, and constructive conversations.

What This Page Is Not For

- Personal attacks, harmful or disrespectful comments.
- Formal complaints (visit [link] for the correct process).
- Campaigning, spam, or sharing inappropriate content.

You can read our full Rules of Engagement here:

www.tararua.govt.nz/socialmedia



The screenshot shows a dark blue background with the Tararua District Council logo at the top left. The main heading is "RULES OF ENGAGEMENT FOR OUR FACEBOOK PAGE". Below this, a bold statement reads: "To maintain a safe and inclusive online experience for everyone, we will not tolerate comments, images, mentions, or tags that include:". This is followed by a list of six prohibited items, each marked with a red 'X' icon: violent, obscene, profane, hateful, suggestive, or racist content; comments that threaten or defame any person or organisation; unreasonable off-topic comments by a single user; repetitive comments by single or multiple users (spam); publicising personal information or contact details; and comments specifically relating to an individual's or someone else's nomination, intention to run for Council, or election campaign. The final item is "Anything else that Council officers deem to be misinformation or unreasonably inappropriate." At the bottom, there is a paragraph explaining that non-compliance may result in removal of content and a record of the incident, and a note that serious cases may be reported to Facebook or the Police.

WEBPAGE:

How we monitor and moderate our social media

As part of our commitment to creating a safe and inclusive online space for our community, we have implemented **Rules of Engagement** for our Facebook page. Meta is making changes to how it moderates comments and content on Facebook. In response, we are taking proactive steps to ensure this page remains a positive environment for sharing updates, engaging with the community, and encouraging respectful discussions.

These rules will:

- Promote respectful and constructive communication.
- Protect our staff, representatives, and community from harmful behaviour.
- Ensure safe and inclusive online interactions for everyone.

Rules of Engagement

The Tararua District Council Facebook page is monitored regularly by a small and busy communications team.

During standard office hours, Facebook posts are made to share updates on Council services and activities; share third party posts of benefit to our community; and to promote community wellbeing.

We respect the community's right to express their opinions and thoughts and encourage interaction with our content, however, comments must always be polite, appropriate and relevant. We will not tolerate any comments or engagements, including images, that break Facebook Community Standards and our Rules of Engagement, which includes NO:

- violent, obscene, profane, hateful, suggestive or racist posts, links or images
- comments that threaten or defame any person or organisation
- unreasonable off-topic comments by a single user
- repetitive comments by single or multiple users (spam)
- publicising personal information or contact details
- comments made by any individual specifically relating to their own, or someone else's, nomination, intention to run for Council or election campaign, will be removed
- anything else that Council officers deem to be misinformation or unreasonably inappropriate.

The guidelines apply to people who follow our social media and people who do not follow but who have received a sponsored post on their own social media page. Anyone who objects to seeing a sponsored post on Facebook can choose to 'hide all ads' (see how to do this in the links below).

If a comment or content does not comply with these rules, it may be removed. If this happens, our team will reach out and let you know what has been removed and why and we will make a record of this. If you repeatedly ignore the rules of engagement and our attempts to reach out, this could result in being temporarily blocked from this page.

For service requests, please call 06 374 4080 or 06 376 0110 (including out of hours). Facebook Messenger is not the fastest route to resolution as it is monitored only during business hours.

How we moderate social media conversation

We reserve the right to:

- Determine what constitutes inappropriate content (posts)
- Determine whether a post breaches our Rules of Engagement and hide or remove inappropriate posts
- Hide or remove posts that could be detrimental to public health, eg anti-immunisation information

- Hide or remove posts that attempt to undermine or turn people against official public health advice, eg COVID-19 Alert Level rules and guidance
 - Temporarily block users who continue to disregard our Rules of Engagement, OR, ask you to find and use an alternative channel to share information and views that are important to you but that we deem to be unreasonably inappropriate for our social media channels.
-

How we respond to questions and requests via social media

We will try to respond to comments and messages in 48 hours or less. There may be a delay on weekends and public holidays. We will respond to most questions. We may not, however, respond to questions that are an attempt to share and promote misinformation, in the form of a question.

How we respond to complaints via social media

It's good to hear if we get things right – and we need to know if we can do things better. We welcome your feedback to help us understand customer experiences and improve the way we work.

Our Facebook pages and social media communities are not formal complaints channels. To make a complaint, please see our Complaints and Compliments page on our website:

[How to make a formal complaint](#)

Disclaimer

We may post links to third-party sites on our social media pages. We are not responsible for the content on those sites.

Useful links

- [How to block or hide ads \(sponsored posts\) showing on your Facebook account](#)
- [facebook.com/communitystandards](https://www.facebook.com/communitystandards)
- [Harmful Digital Communications and Your Rights](#)
- [Netsafe New Zealand's online safety organisation | Netsafe](#)